

**Metro Denver
Coordinated Assessment and Housing Placement**

Policies and Procedures



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Metro Denver Coordinated Assessment and Housing Placement Policies and Procedures

Background

The 25 Cities effort is a key Federal strategy through which 25 communities receive technical assistance and are mobilizing local planning efforts and partnerships to create an effective system for aligning housing and services interventions to end homelessness. Led by the U.S. Department of Veterans Affairs (VA), in partnership with the U.S. Department of Housing and Urban Development (HUD) and the U.S. Interagency Council on Homelessness (USICH), the aim of this effort is to assist 25 communities in accelerating and aligning their existing efforts toward the creation of coordinated assessment and entry systems, laying the foundation for ending all homelessness in these communities.

The Metro Denver 25 Cities Initiative is a Coordinated Entry pilot that was launched during the summer of 2014 for the seven-county Metro Denver area. This system, also referred to as the Coordinated Assessment and Housing Placement System (CAHPS), establishes a common tool for assessing individuals' housing needs, as well as a single system for matching clients to available permanent supportive housing. The common assessment tool is the Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT), which examines and scores an individual's vulnerability. Individuals are then prioritized for housing opportunities according to this score and other criteria from the assessment.

The pilot's landmark achievement is the regional cooperation it has sparked. Agencies from Adams, Arapahoe, Boulder, Denver, Douglas, and Jefferson Counties, as well as the city of Aurora, have used the coordinated system to assess and provide housing opportunities for clients. Some of these opportunities have consisted of vouchers, which have been distributed throughout the metro area.

Overview

Vision

The Metro Denver Coordinated Assessment and Housing Placement System (CAHPS) that will be developed based on the Coordinated Entry pilot will ensure that individuals and families at risk of or experiencing homelessness will have timely access to appropriate resources through a centralized, equitable, person-centered process that preserves choice and dignity.

Guiding Principles

1. Our community supports a client-centered, low-barrier approach to housing that ensures that the needs and well-being of those experiencing homelessness are paramount, and increases self-determination for the client.
2. Our system will operationalize a shared community vision across the seven-county metro area with clear priorities and community ownership.
3. We must use real-time data to drive our decision making, goal setting, and resource allocation.
4. The process must be transparent with expectations and outcomes communicated regularly to all stakeholders, including housing service providers and clients.
5. The system must be accessible to all and able to prioritize those most in need within different populations for available and appropriate services based on a common assessment tool or tools.
6. Through coordination, our system targets appropriate resources by ensuring that every individual and family and youth is linked to the most relevant housing intervention.
7. Our collaborative effort focuses on long-term outcomes including sustainability and support for both providers and clients in housing retention.

Please note: The following Policies and Procedures have been developed as part of the Coordinated Assessment and Housing Placement System, which has focused on veterans and chronically homeless individuals. Additional Policies and Procedures for Families and Unaccompanied Youth are in development.

Release of Information

Policy

Before being assessed with the VI-SPDAT, the client must sign the CAHPS Release of Information (ROI) form. The purpose of this release is to facilitate referrals for housing, treatment, case management, treatment planning, coordination of medical care, and other services. By signing, the client agrees that his or her VI-SPDAT responses can be exchanged among the organizations that participate in the CAHPS.

Medical and mental health agencies, as well as any agency/program that must comply with HIPAA, are allowed to utilize their agency release of information in lieu of the CAHPS ROI. These must also be sent to the Homeless Systems Outreach Coordinator, as described below in the Procedure section.

Procedure

The full ROI, which is available at <http://mdhi.org/wp-content/uploads/2014/11/Release-of-Information-effective-January-2016.pdf>, must be faxed to the Homeless Systems Outreach Coordinator at 720.944.3092 along with the first page of the VI-SPDAT.

Training

CAHPS training will cover, at a minimum, the following topics:

- Verification of chronic homelessness
- Who to assess
- Messaging
- Use of the alternative placement process
- How to administer the VI-SPDAT
- Invitation to the CDT
- Processes and procedures for submitting the VI-SPDAT
- Housing navigation and other roles

Alternate Placement Process

Policy

Along with the CAHPS, there must be an alternate process for housing placement to ensure equal access for those individuals whose needs may not be fully addressed by the CAHPS. This alternate process must be accessible to community members advocating for clients who fall into at least one of the following categories:

1. Individuals who are unable because of mental health concerns to complete the VI-SPDAT.
2. The VI-SPDAT score seems incongruent with the actual vulnerability of the person assessed. Are there special circumstances not captured by the screening tool that could be generating additional vulnerabilities for this person?
3. Duplicate VI-SPDATs have been completed by different community providers and the variance in scores is greater than 5 OR the scoring difference crosses a threshold of housing interventions (i.e., one score indicates rapid re-housing, and one score permanent supportive housing) or vulnerability (category 1 vulnerability is 14+).

Procedure

1. Agencies must submit the referral form found on the MDHI website under the 25 Cities Initiative/CAHPS tab.
2. The referral form will trigger an email alert to the local Community Champion for the county specified on the form.
3. In the event that duplicate VI-SPDATs are in the system from different community providers and the variance in scores is greater than 5 OR the scoring difference crosses a threshold of housing interventions, the Homeless Systems Outreach Coordinator will report that to the Community Champion for review.
4. The Community Champion will contact the referring advocate within 2 business days.

Housing Matching

Prioritization Process for Permanent Supportive Housing

Policy: The purpose of our CAHPS is to allocate housing and service resources as effectively as possible in a manner that is easily accessible. Assistance is prioritized based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner.

We prioritize in adherence with HUD Notice CPD-16-11. Please see selected sections from the notice below, provided as an overview. Please refer to the notice in its entirety for additional detail:

<https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>

Our goal is to ensure that those individuals and families who have spent the longest time in places not meant for human habitation, in emergency shelters, or in safe havens and who have the most severe service needs within a community are prioritized for PSH.

Dedication and Prioritization of Permanent Supportive Housing Strategies to Increase Number of PSH Beds Available for Chronically Homeless Persons

A. Our goal is to increase the number of CoC Program-funded PSH beds that are dedicated to persons experiencing chronic homelessness. Dedicated PSH beds are those which are required through the project's grant agreement to only be used to house persons experiencing chronic homelessness unless there are no persons within the CoC that meet that criteria. If there are no persons within the CoC's geographic area that meet the definition of chronically homeless at a point in which a dedicated PSH bed is vacant, the recipient may then follow the order of priority for non-dedicated PSH established in the Notice. The bed will continue to be a dedicated bed, however, so when that bed becomes vacant again it must be used to house a chronically homeless person unless there are still no persons who meet that criterion within the CoC's geographic area at that time. These PSH beds are also reported as "CH Beds" on a CoC's Housing Inventory Count (HIC).

B. Our CoC shall prioritize non-dedicated PSH beds for use by persons experiencing chronic homelessness. Prioritization means implementing an admissions preference for chronically homeless persons for CoC Program-funded PSH beds. During the CoC Program competition project applicants for CoC Program-funded PSH indicate the number of non-dedicated beds that will be prioritized for use by persons experiencing chronic homelessness during the operating year of that grant, when awarded. These projects are then required to prioritize chronically homeless persons in their non-dedicated CoC Program-funded PSH beds for the applicable operating year as the project application is incorporated into the grant agreement. All recipients of non-dedicated CoC Program-funded PSH are encouraged to change the designation of their PSH to dedicated, however, at a minimum are encouraged to prioritize the chronically homeless as beds become vacant to the maximum extent practicable, until there are no persons within the CoC's geographic area who meet that criteria.

The number of non-dedicated beds designated as being prioritized for the chronically homeless may be increased at any time during the operating year and may occur without an amendment to the grant agreement.

Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Dedicated or Prioritized for Occupancy by Persons Experiencing Chronic Homelessness

- 1. Our prioritization protocol for CoC Program-funded PSH that is dedicated or prioritized for persons experiencing chronic homelessness is based on the length of time in which an individual or family has resided in a place not meant for human habitation, a safe haven, or an emergency shelter and the severity of the individual's or family's service needs.*
- 2. At such time as there are no chronically homeless individuals and families within the CoC's geographic area, CoCs and recipients of CoC Program-funded PSH will follow the order of priority in Section III.B. of this Notice.*
- 3. Recipients of CoC Program-funded PSH should follow the order of priority above while also considering the goals and any identified target populations served by the project. For example, a CoC Program-funded PSH project that is permitted to target homeless persons with a serious mental illness should follow the order of priority under Section III.A.1. of this Notice to the extent in which persons with serious mental illness meet the criteria. In this example, if there were no persons with a serious mental illness that also met the criteria of chronically homeless within the CoC's geographic area, the recipient should follow the order of priority under Section III.B for persons with a serious mental illness.*
- 4. Recipients must exercise due diligence when conducting outreach and assessment to ensure that chronically homeless individuals and families are prioritized for assistance based on their total length of time homeless and/or the severity of their needs. HUD recognizes that some persons—particularly those living on the streets or in places not meant for human habitation—might require significant engagement and contacts prior to their entering housing and recipients of CoC Program-funded PSH are not required to allow units to remain vacant indefinitely while waiting for an identified chronically homeless person to accept an offer of PSH. CoC Program-funded PSH providers are encouraged to follow a Housing First approach to the maximum extent practicable. Therefore, a person experiencing chronic homelessness should not be forced to refuse an offer of PSH if they do not want to participate in the project's services, nor should a PSH project have eligibility criteria or preconditions to entry that systematically exclude those with severe service needs. Street outreach providers should continue to make attempts to engage those persons that have been resistant to accepting an offer of PSH and these chronically homeless persons must continue to be prioritized for PSH until they are housed.*

Prioritizing Chronically Homeless Persons in CoC Program-funded Permanent Supportive Housing Beds Not Dedicated or Not Prioritized for Occupancy by Persons Experiencing Chronic Homelessness

As stated above, all recipients of non-dedicated CoC Program-funded PSH are encouraged to change the designation of their PSH to dedicated, however, at a minimum are encouraged to prioritize the chronically homeless as beds become vacant to the maximum extent practicable, until there are no persons within the CoC's geographic area who meet that criteria.

In instances where there are no chronically homeless individuals or families eligible for the PSH program we will prioritize as follows:

- First Priority—homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs*
- Second Priority—homeless individuals and families with a disability with severe service needs.*

- *Third Priority—homeless individuals and families with a disability coming from places not meant for human habitation, safe haven, or emergency shelter without severe service needs.*
- *Fourth Priority—homeless individuals and families with a disability coming from transitional housing.*

Please note: The CAHP system is currently in place for veterans and chronically homeless individuals, and is being piloted for families and unaccompanied youth. Policies and procedures for prioritizing families and youth are in development.

Procedures: The following procedures were developed during the April 2015 Sustainability Review. These procedures are currently being piloted.

1. The Pre-Match Queue is made up of the **top 5** individuals from each score group (with one exception) who have been scored according to the match priorities
 - a. For the 15+ Score Group, ALL individuals who fall within that score range are moved into the Pre-Match Queue
 - b. Additional score groups defined: 10, 11, 12, 13, 14
 - c. In addition to the VI-SPDAT score, the following match priorities are considered:
 - i. Has been homeless 3 years (36 months) or more
 - ii. Tri-Morbidity indicated on the VI-SPDAT
 - iii. Age (clients are sorted oldest to youngest, with older clients given priority)

NOTE: Eligible veterans will be referred to veteran housing resources; non-eligible veterans will be included in this pre-match and match process.

2. As people exit, individuals identified using the above priority schemes are moved into the Pre-Match Queue
 - a. The Pre-Match Queue will have 5 people in each score group at a time (and ALL 15+)
3. When an individual enters the Pre-Match Queue, an email is sent to the Housing Navigator identified on the Match Initiation Form (MIF)
 - a. In the event that a person has no MIF, the email is sent to the person who conducted the assessment
 - b. In the event that a person has no Housing Navigator, then the agency must indicate what level of assistance they can provide. All efforts will be made to engage necessary resources.
4. The Pre-Match email initiates the document tracking period
 - a. Document collections are tracked via an online link that updates a spreadsheet
 - b. The CAHPS data team has access to the spreadsheet to monitor progress
 - c. The link is contained in the pre-match email
 - d. If there are no updates for 3 months, a person is flagged for more intensive follow-up
 - e. If a person is on the Pre-Match Queue for 1 year, and cannot be located despite our efforts, they are deemed inactive
5. Once a person is identified as document-ready, they are eligible to be matched to housing resources
 - a. Core identification documents: at least 1 of the 3 following documents must be in hand, along with proof that the other(s) have been ordered: birth certificate, state-issued ID, social security card
 - b. Other documents required include verification of income, verification of chronic homelessness, and verification of disability
 - c. **PROPOSED:** If there are no individuals who meet the above requirements, then those who have the most documents will be considered first

6. Moving forward with housing matches
 - a. Potential matches are to be identified from each score equally
 - b. If there are no document-ready clients, then the next score is considered
 - c. If there are no document-ready clients under any score, use procedure 5c above
 - d. The distribution of matched scores will be monitored and equalized over time

Prioritization Process/Procedure for Veterans

Veterans with scores of 10 or above on the VI-SPDAT, or those who are chronically homeless, are referred to the VA Medical Center or the Community Resource and Referral Center (CRRC) to be screened for the HUD VASH and Grant Per Diem (GPD) programs. Chronically homeless veterans with a score of 10 or above who are not accepted into the HUD VASH or GPD programs are to be placed on the community priority list in the CAHPS. They may also be referred to agencies such as Volunteers of America-Colorado or Rocky Mountain Human Services so that they may be screened for the Supportive Services for Veterans Families (SSVF) program.

Veterans with scores of 0–9 on the VI-SPDAT need to be referred to the VA Medical Center or the CRRC to be considered for other veteran services such as the GPD or SSVF programs. The veteran may also be directly referred to Volunteers of America-Colorado or Rocky Mountain Human Services to be screened for SSVF eligibility. Veterans may also have the option of being served by other community housing providers.

Housing Providers

Policy

All Continuum of Care grantee providers are required to fill vacancies using CAHPS. In addition, providers outside the CoC funding stream are encouraged to use CAHPS to identify candidates for housing vacancies.

Housing Admission

MDHI will ensure that applicants entering through CAHPS shall not be denied admission to housing, nor will any family members be separated from other members of their family, based on age, sex, gender, gender identity, or sexual orientation when entering housing.

Educational Assurances

All Continuum of Care grantee providers are required to ensure that homeless individuals and families who become homeless are informed of their eligibility for and receive access to educational services.

Procedure

Expectations for Continuum of Care PSH Programs

In order to meet HUD's Continuum of Care (CoC) Notice of Funding Availability (NOFA) grant requirements on turnover units and vouchers each time a CoC-funded permanent supportive housing (PSH) project has an opening, a [Housing Vacancy Update](#) form (also available on the 25 Cities/CAHPS page on www.mdhi.org) needs to be completed to inform the CoC of each opening.

What Happens Next

Your vacancy will be added to our Coordinated Assessment and Housing Placement System (CAHPS) Platform, which will match your vacancy with high needs individuals from the seven-county Denver Metro area who meet your project's criteria. This will culminate in communications between the housing providers, the potential client and the person helping that client (Housing Navigator) to make a final determination on whether this will be a good fit.

Assessing High-Need Individuals on Your PSH Project Wait List

In the past, many of the CoC-funded PSH projects maintained wait lists. It is strongly recommended that PSH projects administer the VI-SPDAT pre-screening tool for those most in need on your wait-list. Once you have completed and submitted the VI-SPDAT, it will relay the information to the CAHPS platform.

Flex Fund

Policy

1. The agency making the request must be participating in the MDHI CAHPS. Agencies making a first-time request must submit a W-9 form with the request.
2. In order for a client to be eligible for flex fund assistance, they must have completed a VI-SPDAT and meet the definition of chronically homeless.
3. Participating agencies may be directly reimbursed for costs for identification documents (ID or birth certificate) up to \$50.00 per client by using the MDHI CAHPS Flex Fund Reimbursement Request Form with all receipts attached.
4. Any amounts over \$50.00 for identification documents, and any amounts for other expenses, will need to be requested using the MDHI CAHPS Flex Fund Check Request Form.
5. Other applicable resources must be exhausted or applied for before requesting flex funds so as to maximize the amount of funding available to participants.
5. Flex funds are specifically designated for expenses related to housing navigation and move-in assistance and are subject to approval by a panel including the CAHPS Coordinator, MDHI Program Coordinator, and Community Design Team Chairs. Each request will require approval by two panel members. Decisions will be communicated to the agency requesting assistance within 2 business days. Examples of eligible expenses include but are not limited to the following: application fees, transportation costs, and identification documents. Please note that payments toward requests are not guaranteed and will be processed based on the availability of funds.

Procedure

1. All requests for approval and reimbursement requests must be sent via email to the CAHPS review panel for approval. Approved requests will be submitted to MDHI for processing. Please email requests to the following people (please copy all):

- CAHPS Coordinator - Renee Crews, renee.crews@denvergov.org
- MDHI Deputy Director - Rebecca Mayer, rebecca.mayer@mdhi.org
- Community Design Team Co-Chair - Missy Mish, mary.mish@va.gov
- Community Design Team Co-Chair - Heather Beck, hbeck@coloradocoalition.org

2. Reimbursement requests must be submitted along with all corresponding receipts. Reimbursement requests received by the 1st of the month will be paid by the 15th. Requests received by the 15th of the month will be paid by the last day of that month.

3. Flex Fund Check Request Forms must include back-up documentation (i.e., invoice, W-9, copy of approval if required).

4. With prior written approval from the CAHPS review panel (listed above), partner agencies may utilize their own agency funds for non-identification-document-related expenses and be reimbursed by MDHI. The process for this is as follows: Partner agency will submit a **Flex Fund Check Request Form** for approval prior to incurring the expense. Under **Special Instructions** please indicate that this is a “**Request for Advance Purchase and Reimbursement.**” If the expense is approved, the partner agency may then add this expense to the Flex Fund Reimbursement Request Form and submit the form along with the expense receipt.

5. MDHI reserves the right to modify these policies and procedures as necessary.

Documents

Policy

We will strive to keep client document requirements as low of a barrier as possible, recognizing the need for providers to have complete records for their programs and any audits that may ensue. We recognize that there are different documentation requirements for different programs, but remain committed to achieving as much consistency as possible, while working towards a low-barrier system.

Procedure

The following is a list of documents considered important to housing:

- 1) Colorado ID/Driver’s License, or having proof that one has been ordered*
- 2) Birth Certificate, or proof that one has been ordered*
- 3) Social Security Card, or proof that one has been obtained*
- 4) Proof of Income (within last 60 days)
- 5) Proof of disability
- 6) Documentation of chronic homelessness

*Note: At least 1 of the first 3 documents must be in hand to be matched to a housing resource.

Navigators should inform the CAHPS program of a person's documentation status by completing the form accessed by this link:

<https://docs.google.com/forms/d/1qHaKkgV97w4mJrRTpRVO73DFpvMVFWDAYfEjQsuHIrY/viewform>

This link is live and can be updated as a person obtains more of the necessary documents. When you fill the form out, always indicate ALL of the forms a person has available to them

Bridge Housing

Bridge Housing is temporary shelter for clients with vouchers. Housing Navigators may connect clients who are experiencing medical, behavioral, substance abuse, and mental health issues to Bridge Housing while they seek suitable housing. Temporary housing is needed so that clients can maintain regular contact with their Housing Navigator, and to provide some stability and assistance throughout their efforts to find appropriate, permanent housing.

Eligible Clients

All clients who have received a voucher through the CAHPS pilot program are eligible to receive bridge housing. These clients have permanent supportive vouchers, meaning that the vouchers have support services attached. Clients with these vouchers generally receive case management through a supportive services agency. The CAHPS pilot is focusing on clients who are chronically homeless, or are unaccompanied adults and veterans who score high on the VI-SPDAT, until 2016. After 2016, all eligible clients may be allowed to access bridge housing opportunities for an initial three (3) month period, with the ability to extend their stay to a maximum of six (6) months due to the current rental/housing market.

Bridge Housing Opportunities

Shelter providers are free to determine the services they are willing to provide. We do ask, however, that since these clients are receiving services elsewhere and are actively looking for housing, that they be exempt from daytime shelter programming and other services that might otherwise be required.

Housing Navigation and Case Management

The CAHPS requires participation and support from resources committed to helping clients to attain housing and to retain housing. This will be accomplished through support of participating agencies and through centralized resources, as and when funding is secured. The following sections identify specific roles, responsibilities of these types of resources, including but not limited to Housing Navigation/Intake Coordination, Case Management, and Landlord Recruitment/Relationship Management.

Housing Navigator/Intake Coordinator Roles and Responsibilities

- Outreach to housing candidates from internal and external sources based off chronic homeless status and availability of housing vouchers/available units

- Work with referring agency staff to coordinate initial client meetings and discuss program expectations
- Complete Housing intake with client/referring staff/service providers
- Release of Information (ROI)
- Vital Documents (State ID, Birth Certificate, Social Security Card)
- Case manager narrative documenting HUD-defined chronic homelessness (12 consecutive months living in a place not meant for human habitation or a homeless shelter OR four episodes or more of homelessness in the past 3 years, equal to 12 months or longer of cumulative homelessness)
- Third Party Agency narrative documenting HUD-defined chronic homelessness
- Verification of Disability Status or Med-9, signed by a professional
- Verification of Income
- Criminal background check and credit reports
- Coordinate housing orientation and unit inspection with Housing Counselor
- Coordinate Government Performance and Result Act (GPRA) initial and 6-month assessment (if applicable)
- Coordinate lease signing between client, housing counselor, and property manager

Case Management Roles and Responsibilities

Upon Lease-Up (Housing Stabilization Model):

- o Coordinate access to Clinical services/Clinical Intake with Case Managers within one week of lease-up date
- o Coordinate Bed delivery
- o Coordinate Furniture delivery
- o Provide access to treatment groups, therapy, CCH clubhouse, and Vocational Services (if applicable)
- o Connect/enroll client with benefits including Medicaid, Food Stamps, SSI/SSDI, etc.
- o Visit client a minimum of once per week at the client's residence

After initial 30 days of Case Management:

- o Coordinate Case Management Transfer with Long-Term Case Managers
- o Introduce client to new Case Manager
- o Update new Case Manager on client's case development regarding benefits, access to therapy, client goals, progression and relapse, etc.
- o LRC duties - checking up on unit - retention work

Landlord Recruitment

Purpose

The landlord recruitment and retention campaign is an endeavor to maintain and develop new relationships with landlords who are committed to providing homes for individuals receiving housing assistance funds. This system is designed to provide a pipeline of affordable rental housing vacancies to specific users employed by local housing authorities or another housing provider agency.

The campaign is powered by a cloud-based platform commonly known as the Landlord Relationship Manager (LRM), which will provide notifications to housing navigators of recently created vacancies. There are two areas of policies and procedures within this campaign. The first area is an outline of the basic rules and expectations of the users in the LRM. The second area of standard operating procedures is in regards to the lease-up and on-boarding of landlords and associated tenants.

Failure to adhere to any or all of these standards may result in suspension or permanent ban from accessing the LRM.

LRM Rules and Expectations

- Be Respectful and Be Kind to all users of the system.
- Access to the system is limited to pre-approved users only.
- MDHI will approve all housing navigator system access to ensure landlords receive expected levels of customer service.
- Users will not share their system access with anyone.
- Users will not use a client's personally identifying information found in this system; the use of number codes or other anonymizing methods, so as to limit the spread of a client's personally identifying information, is required.
- Users must be accountable and follow up on vacancies within 48 hours or vacancies may be lost.
- Users must visit the system daily and monitor it carefully.
- Users must provide updates to other users in the system using the Notes section of the Vacancy page.
- User updates are monitored and pursued if there is no progress within 4 days.

Standard Operating Procedures for the Lease-up and On-boarding of a Participating Landlord and Related Vacancy Management

The following process has been defined as the generally accepted timeline for leasing up a tenant with a housing choice voucher or other similar subsidy. Each step may coincide with the next step in the process, or may occur simultaneously. The following steps are provided to set an expectation as to how a new landlord may lease up a vouchered tenant. These standards are also to be used by Housing Authorities and other housing provider participants to achieve the goal of better customer service with participating landlords. It is estimated that the total estimated timeframe to lease up a tenant may be between 5 and 10 days depending on a number of variables in the process.

Step 1: Listing your vacant property with the Landlord Recruitment Specialist

Please complete the [Landlord Vacancy form](#) or contact the Landlord Recruitment Specialist to become a participating landlord. Your vacant property/unit will be placed on a list of available units for 2 months. Once the vacancy is filled or the 2 months have expired, the unit will be removed from our vacancy listings unless you resubmit the vacancy listing. Trained Housing Navigators will be working in concert with interested tenants who already have vouchers in hand, to search the list of current vacancies for proper placement. It is ultimately the tenant's choice to decide where they wish to live. Listing your property does not guarantee a tenant.

Step 2: Review Tenant Application (Est. timeframe: 1 day)

Either review the uniform rental application submitted by the prospective tenant, or provide a copy of your own tenancy application to be submitted as soon as possible. The uniform residential tenant application is designed to provide tenants with a ready-to-go application for review by any potential landlord, as needed.

Step 3: Provide the Tenant with a Lease Agreement for Review and Execution (Est. timeframe: 1 day)

Either using your own lease agreement or the Colorado Residential Lease Agreement, provide the prospective tenant with a copy of the residential lease agreement within 3 days of review and approval of the tenancy application.

Step 4: Complete Required Paperwork and Forms (Est. timeframe: 1 day)

Review and fill out the following documents. Submit a copy of the lease intended to be used with the vacant unit. Please submit these documents to the designated housing specialist at the local housing authority.

- Request For Taxpayer Identification Number and Certification
- Request for Tenancy Approval (RAFTA) and Housing Quality Inspection
- Review a Draft of the HAP Contract
- Copy of Pending Lease Agreement
- Provide the Tenant with a Colorado Lead-Based Paint Disclosure, as needed

Step 5: Schedule an Inspection of the Unit (Est. timeframe: 4 days)

Once the Tenant Application has been approved, and the landlord has completed their required paperwork with the Housing Specialist at the Local Housing Authority/Provider, an inspection of the vacant unit will be scheduled within the next 3 to 4 days. The tenant cannot move into the unit until it passes inspection. Below you will find an inspection guide called "A Good Place to Live" for your review. If the unit fails inspection, the landlord will receive an itemized list describing the deficiencies that must be corrected. Once the unit has been repaired, the landlord will contact the inspection department to arrange a re-inspection appointment.

Step 6: Landlord and Tenant sign a Lease Agreement (Est. timeframe: 1 day)

After the unit has passed inspection, and rental price has been approved, the landlord and tenant must determine the "move-in date" in order to enter into a Lease Agreement. Keep in mind that the term of the lease cannot begin prior to an approved inspection date. A copy of the signed lease agreement is submitted to the housing provider so they may prepare a Housing Assistance Payment (HAP) Contract with the owner.

Step 7: Landlord signs the Housing Assistance Payment Contract (Est. timeframe: 1 day)

Once the local housing authority has a copy of the signed lease, a HAP Contract will be prepared. The effective date of the HAP Contract must match the dates on the lease. The Lease and Contract cannot exceed 12 months. The Local Housing Authority will hold any payments due an owner until the HAP Contract is signed.

Step 8: The Tenant Moves In (Est. timeframe: 1 day)

After the lease and the HAP contract have been signed, the tenant may move into the property according to the terms of the lease agreement. The Tenant must use a move-in checklist to document conditions and to alert the landlord to any issues present upon move-in.

Post Lease-up Considerations

The following items are generally considered to be standard operating procedures for local housing authorities when maintaining an existing landlord relationship.

Monthly Housing Assistance Payment Schedule

The monthly check run for landlord payments is generally processed only on the 1st day of each month. Any retroactive payments that were held during the lease-up period, or were waiting for contracts to be signed, are generally paid on the 1st of the month after all paperwork has been approved. HAP checks are generally disbursed on the 1st of each month. This procedure may differ from agency to agency, but this is a generally accepted timeline and procedure for the issuance of HAP checks.

Contract and Lease Termination Procedures

The initial contract rent amount cannot be changed during the first 12 months. However, the amount that is paid by the tenant and Housing Authority is subject to change according to the family's income. Also, if the family moves out, the contract terminates immediately. If the family has committed any violations of regulations such as fraud, unreported income, or criminal or drug-related charges, their assistance may be terminated. Termination of family assistance is also grounds to terminate the HAP Contract. The local housing authority staff may be contacted with any concerns regarding lease termination.

Sale or Transfer of the Unit

If the property is sold to a new owner, the new owner must abide by the terms of the existing contract. The local housing authority will transfer payments to the new owner.

Customer Service Standards

Local housing agencies in partnership with the Metro Denver Homeless Initiative have agreed to adhere to certain benchmarks for customer service. Each partner in this program has committed to provide excellent customer service to participating Landlords. There is a commitment to resolve any potential issues that may arise between the landlord, the tenant, and/or the housing authority. If there remains any outstanding issue or concern that has not been addressed in the proper manner, please call the CAHPS landlord consultant, Brothers Redevelopment, at 1.844.926.6632.

For additional information please visit www.mdhi.org and <https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>