

MEMORANDUM

PHCSC
Agenda Item No. 1G1


TO: Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners

DATE: April 15, 2021

FROM: Geri Bonzon-Keenan
County Attorney

SUBJECT: Resolution approving, after a public hearing, Miami-Dade Public Housing and Community Development Department's revised Section 8 Administrative Plan (Administrative Plan); authorizing the County Mayor to make any necessary revisions to the plan subject to the limitations of the plan's "Significant Amendment and Substantial Deviation" definition contained in the County's Fiscal Year 2020-2021 Public Housing Agency Plan, or as may be required by regulation, statute, court order, or safety and security issues, without further approval of the Board, and to exercise all provisions in the Administrative Plan that are not reserved by the Board; and authorizing the County Mayor to dissolve the tenant-based waiting list on April 30, 2021, and thereafter open the tenant-based waiting list from May 13, 2021 until May 27, 2021

The accompanying resolution was prepared by the Public Housing and Community Development Department and placed on the agenda at the request of Prime Sponsor Commissioner Joe A. Martinez.



Geri Bonzon-Keenan
County Attorney


GBK/uw

Memorandum



Date: May 4, 2021

To: Honorable Chairman Jose “Pepe” Diaz
and Members, Board of County Commissioners

From: Daniella Levine Cava 
Mayor

Subject: Approval of Section 8 Housing Choice Voucher Administrative Plan and the Process to Open the Tenant-based Waiting List on May 13, 2021

Recommendation

It is recommended that the Board of County Commissioners (Board):

1. Approve, after a public hearing, Miami-Dade Public Housing and Community Development Department’s (Department) revised Section 8 Housing Choice Voucher Administrative Plan (administrative plan) attached as Exhibit A to the resolution;
2. Authorize the County Mayor or the County Mayor’s designee to make any necessary revisions to the administrative plan subject to the limitations of the “Significant Amendment and Substantial Deviation” definition as defined in the Fiscal Year 2020-2021 Public Housing Agency Plan (PHA plan) approved by the Board pursuant to Resolution No. R-1151-20, or as may be required by regulation, statute, court order, or safety and security issues, without further approval of the Board;
3. Authorize the County Mayor or County Mayor’s designee to exercise all provisions in the administrative plan that are not reserved by the Board; and
4. Authorize the County Mayor or the County Mayor’s designee to dissolve the tenant-based waiting list on April 30, 2021, and thereafter open the tenant-based waiting list from May 13, 2021 until May 27, 2021.

Scope

The administrative plan includes the strategies for managing the federally subsidized Section 8 programs, including the Section 8 Housing Choice Voucher and the Section 8 Moderate Rehabilitation programs (Section 8), administered by the County through its contractor, Nan McKay and Associates. All other policies for the administration of the Department’s federally funded programs are incorporated within the PHA plan that was previously approved by the Board. Although the administrative plan has a countywide impact, the administrative plan does not include those Section 8 programs administered by other public housing authorities within the County, including the Hialeah Housing Authority, Housing Authority for the City of Miami Beach, and Homestead Housing Authority.

Delegation of Authority

Upon the approval of the resolution, the County Mayor or the County Mayor’s designee will be authorized to make any necessary revisions to the administrative plan subject to the limitations of the “Significant Amendment and Substantial Deviation” definition as defined

in the PHA plan, or as may be required by regulation, statute, court order, or safety and security issues, without further approval of the Board. The County Mayor or the County Mayor’s designee will be further authorized to exercise all provisions contained in the administrative plan that are not reserved by the Board. The County Mayor or the County Mayor’s designee will be further authorized to dissolve the current tenant-based waiting list on April 30, 2021, and to open the tenant-based waiting list from May 13, 2021 until May 27, 2021.

Fiscal Impact/Funding Source

The Department will use available United States Department of Housing and Urban Development (HUD) federal funding to support the opening of the Section 8 waiting list. However, the approval of this item will not result in a fiscal impact to the County’s general fund.

Track Record/Monitor

Michael Liu, the Department Director, is responsible for overseeing the County’s administration of the federally subsidized housing programs.

Background

On July 8, 2020, the Board adopted Resolution No. R-672-20, which directed the County Mayor to make certain amendments to the administrative plan regarding the Section 8 waiting list. Specifically, the resolution requires that the administrative plan be amended to ensure that Board approval is required before the waiting list is opened or dissolved, that applicants who are on the waiting list at the time such list is dissolved shall keep their ranking and shall not be required to submit new applications during the open registration period, and that applicants who are being processed prior to dissolution of the waiting list will continue to be processed by the Department. It is anticipated that the waiting list established in 2008, which included approximately 70,000 applicants, will be fully exhausted by March 2021.

The Department’s Plan

The proposed administrative plan has only been revised to address the Department’s policies related to the dissolution and opening of the waiting list. Accordingly, there is a substantial modification of the admission and eligibility policies that was previously located in “chapter 2 titled “Eligibility for Admission and Processing of Applications.” The revised version of chapter 2 (now titled chapter 2: Applications, Waiting Lists and Tenant Selection) includes the policies and procedures outlining how: (1) the Department opens the waiting list for families; (2) outreach to families is conducted; (3) families apply to be on the waiting list; (4) the random selection process is implemented to place families on the waiting list; (5) families are selected for Section 8 assistance from the waiting list; and (6) the Department closes the waiting list based on availability.

(1) The Department opens the waiting list for families

The Department will determine the number of applications to be selected on the waiting list based on historical and empirical data. The waiting list number represents the number of applications that need to be reviewed in order to result in the issuing of enough vouchers to

absorb all underlying funding within a 12-to-18-month period. After this period, the list will be reopened, subject to the Board’s approval. (See administrative plan, chapter 2.2 (D)(i)).

(2) Outreach to families is conducted

The opening registration periods will be advertised on social media platforms, newspaper publications and the radio for the purpose of reaching all segments of the community and providing advance notice. (See administrative plan, chapter 2.1 (D)).

(3) Families apply to be on the waiting list

Online digital applications will be available on advertised web portals and physical/paper applications will be available for pick up and drop off at advertised regional locations in Miami-Dade County. (See administrative plan, chapter 2.1 (B)). The digital application process and corresponding web portal registration shall be administered by a software development company that provides enterprise software application solutions to public housing authorities in the United States. (See administrative plan, chapter 2.1 (B)).

Families must submit a housing application. Upon receipt of the application, the Department is required to follow federal guidelines to obtain the information needed from applicants to determine the family’s eligibility (See administrative plan, chapter 2).

(4) Random selection process is implemented to place families on the waiting list

Families will be placed in a selection pool for placement on the waiting list (See administrative plan, chapter 2.2 (D)(i)). The Department will select applicants to be placed on the waiting list through a random selection process (See administrative plan, chapter 2.3(A)). The number of families selected will be based on historical and empirical data that provides the number of applications that need to be processed to absorb the available vouchers and underlying funding (See administrative plan, chapter 2.2 (D)(i)).

The electronic drawing and random selection process will be administered by a software development company to select families for placement into the Section 8 waiting list. (See administrative plan, chapter 2.2 (D)(i)). The selected applicants will be randomly assigned a number, and the applicants will be placed on the waiting list in the order of the assigned numbers and according to the Department preference(s) described in section 2.3(C)(i).

(5) Families are selected for HCV assistance from the waiting list

The placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility, in accordance with HUD and the Department’s policies, will be made when the family is selected from the waiting list and interviewed. (See administrative plan, chapter 2). Families will be selected from the waiting list based on the targeted funding or selection preference(s) based on historical projections and the availability of funding from HUD. (See administrative plan, chapter 2.3(A); and chapter 2.4).

(6) The Department closes waiting list based on availability

Upon approval of opening the waiting list and revising the administrative plan, dissolution of the waiting list may occur consequently once the waiting list is exhausted. Once the waiting list has been exhausted and the qualified families have received a voucher, the waiting list will be considered dissolved (See administrative plan, chapter 2.2 (C)(i)).

Public Notice

Pursuant to the federal regulations promulgated by HUD, a 30-day comment period is being provided to allow the public to comment on the administrative plan. The Department published a notice pertaining to the comment period on March 3, 2021. Further, the public will be provided with an opportunity to provide additional comments at the scheduled public hearing before the Board’s committee to which this item will be assigned.



Morris Copeland
Chief Community Services Officer



MEMORANDUM
(Revised)

TO: Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners

DATE: May 4, 2021

FROM: 
Gen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No.

Please note any items checked.

- "3-Day Rule" for committees applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Statement of social equity required
- Ordinance creating a new board requires detailed County Mayor's report for public hearing
- No committee review
- Applicable legislation requires more than a majority vote (i.e., 2/3's present ____, 2/3 membership ____, 3/5's ____, unanimous ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) ____, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) ____) to approve
- Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No.

RESOLUTION NO. _____

RESOLUTION APPROVING, AFTER A PUBLIC HEARING, MIAMI-DADE PUBLIC HOUSING AND COMMUNITY DEVELOPMENT DEPARTMENT'S REVISED SECTION 8 ADMINISTRATIVE PLAN (ADMINISTRATIVE PLAN); AUTHORIZING THE COUNTY MAYOR OR THE COUNTY MAYOR'S DESIGNEE TO MAKE ANY NECESSARY REVISIONS TO THE PLAN SUBJECT TO THE LIMITATIONS OF THE PLAN'S "SIGNIFICANT AMENDMENT AND SUBSTANTIAL DEVIATION" DEFINITION CONTAINED IN THE COUNTY'S FISCAL YEAR 2020-2021 PUBLIC HOUSING AGENCY PLAN, OR AS MAY BE REQUIRED BY REGULATION, STATUTE, COURT ORDER, OR SAFETY AND SECURITY ISSUES, WITHOUT FURTHER APPROVAL OF THE BOARD, AND TO EXERCISE ALL PROVISIONS IN THE ADMINISTRATIVE PLAN THAT ARE NOT RESERVED BY THE BOARD; AND AUTHORIZING THE COUNTY MAYOR OR THE COUNTY MAYOR'S DESIGNEE TO DISSOLVE THE TENANT-BASED WAITING LIST ON APRIL 30, 2021, AND THEREAFTER OPEN THE TENANT-BASED WAITING LIST FROM MAY 13, 2021 UNTIL MAY 27, 2021

WHEREAS, WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. The matters contained in the foregoing recital and accompanying memorandum are incorporated in this resolution by reference.

Section 2. This Board approves, after a public hearing, the Miami-Dade Public Housing and Community Development Department's Section 8 Housing Choice Voucher Administrative Plan ("administrative plan"), in substantially the form attached hereto as Exhibit A and incorporated by reference. This Board further authorizes the County Mayor or the County

Mayor's designee to make any necessary revisions to the administrative plan subject to the limitations of the "Significant Amendment and Substantial Deviation" definition contained in the County's Fiscal Year 2020-2021 Public Housing Agency Plan approved by this Board pursuant to Resolution No. R-1151-20, or as may be required by regulation, statute, court order, or safety and security issues, without further approval of the Board. This Board further authorizes the County Mayor or the County Mayor's designee to exercise all provisions contained in the administrative plan that are not reserved by the Board.

Section 3. This Board authorizes the County Mayor or the County Mayor's designee to dissolve the tenant-based waiting list on April 30, 2021, and thereafter open the tenant-based waiting list from May 13, 2021 until May 27, 2021.

The foregoing resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Jose "Pepe" Diaz, Chairman	
Oliver G. Gilbert, III, Vice-Chairman	
Sen. René García	Keon Hardemon
Sally A. Heyman	Danielle Cohen Higgins
Eileen Higgins	Joe A. Martinez
Kionne L. McGhee	Jean Monestime
Raquel A. Regalado	Rebeca Sosa
Sen. Javier D. Souto	

The Chairperson thereupon declared this resolution duly passed and adopted this 4th day of May, 2021. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.



Terrence A Smith

Section 8 Administrative Plan
for the
Public Housing and Community
Development

Housing Choice Voucher

Revised: 2/25/2021

Public Housing and Community Development
701 NW 1st Court, 14th Floor
Miami, Florida 33136-3914

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PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

**ADMINISTRATIVE PLAN
HOUSING CHOICE VOUCHER PROGRAMS**

Chapter 1. Program Administration

1.1. Purpose of the Plan

This Administrative Plan is a supporting document to Public Housing and Community Development's (PHCD) Public Housing Agency (PHA) Plan. It shall be available for public review during regular office hours Monday through Friday at its main administrative offices located at 701 NW 1st Court, 16th Floor, Miami, Florida 33136-3914.

The purpose of this Administrative Plan is to establish written policies in accordance with United States Department of Housing and Urban Development (USHUD) regulations and other matters not specifically covered under the United States Housing Act of 1937 and USHUD regulations, but left to a PHA's local discretion, for the Housing Choice Voucher and the Moderate Rehabilitation Programs (unless specifically stated as being solely a Moderate Rehabilitation Program requirement, all references to these programs are referred to as the "Housing Choice Voucher" Program). The regulations that govern the programs are documented in 24 Code of Federal Regulations (CFR) Parts 5, 982, and other applicable regulations promulgated by the USHUD.

The goal of this Administrative Plan for the Housing Choice Voucher and Moderate Rehabilitation Programs is to achieve three (3) major objectives:

- A. To provide improved living conditions for low income families while maintaining their rent payments at an affordable level;
- B. To provide decent, safe, and sanitary housing for eligible program participants; and
- C. To provide an incentive to private property owners to rent to lower income families by offering timely assistance payments.

In addition, this Plan advocates the following:

- A. Protection of the rights of owners and participants in all neighborhoods;
- B. Protection of low income working families assisted through the Housing Choice Voucher Program from inflated rents;
- C. Provision to any resident of Miami-Dade County who wants access to a copy of this Plan and to explain how to file complaints;
- D. Ensure Housing Choice Voucher Program owners meet all financial obligations to local governments; and
- E. Requires owners and tenants to meet requirements of federal housing regulations and this Administrative Plan.

1.2 Public Housing and Community Development (PHCD)

Miami-Dade County (County), a political subdivision of the State of Florida, is the local government entity responsible for affordable housing programs, administers the Housing Choice Voucher Programs through its housing department, the Public Housing and Community Development, or its successor agency or department, collectively referred to as the "Agency" or "PHCD." Any policy revisions to this

Administrative Plan after its adoption requires approval from the Miami-Dade Board of County Commissioners or other authorized PHCD officials.

Administration of the Housing Choice Voucher programs shall comply with all applicable Federal, State and local law, the Housing Choice Voucher regulations, handbooks, and policies promulgated by USHUD, and other federal laws including but not limited to the Fair Housing Act, as amended, The Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, and Section 3 of the Housing and Urban Development Act of 1968, as amended.

For more information visit PHCD's website at www.miamidade.gov/housing

1.3 Jurisdiction of the Agency

PHCD has jurisdiction throughout all of incorporated and unincorporated Miami-Dade County for the Housing Choice Voucher Program. Although several housing agencies have been established within the various municipalities of Miami-Dade County, federal regulations allow the Voucher holder (also known as Housing Choice Voucher participant) to use the assistance anywhere there is a housing agency or authority implementing the Housing Choice Voucher program (see Chapter 18 on "Portability").

1.4 Location of Office

The main office for the Housing Choice Voucher Program (HCV) is located at 7400 NW 19th Street, Bay H, Miami, FL 33126, where HCV applicants and program participants are served. If the office serving HCV clients changes, the PHCD will so notify the affected tenants. The PHCD offices shall be accessible to persons with disabilities.

1.5 Administrative Fee Reserve

Federal regulations require the Miami-Dade Board of County Commissioners to establish the maximum amount of Annual Contributions Contract (ACC) funds that may be charged against the administrative fee reserve *without specific* Board approval. However, the PHCD will request Board approval to access the administrative fee reserve in the ACC for awards and contracts exceeding \$100,000.

1.6 Ann Marie Adker Consent Decree, et al v Miami-Dade County and USHUD (Adker Decree)

Although the Adker Decree expired August 1, 2009, PHCD will ensure that the eligibility process is completed for mobility pool members that commenced the process prior to the expiration of the Adker Decree. Notwithstanding the expiration of the Adker Decree, PHCD shall comply with Miami-Dade Board of County Commissioners' Resolution No. R-1075-09 adopted on September 1, 2009. Pursuant to that resolution, PHCD and all County departments that administer affordable housing programs shall:

- A. Ensure that the mandates of the Adker Decree of providing desegregative opportunities to all residents, participants and applicants of public housing, Section 8 Housing Choice Voucher, Section 8 Moderate Rehabilitation and other federally subsidized project-based and tenant-based housing programs administered by the County are continued;
- B. Maintain the current Adker-related provisions in the Public Housing and Community Development's Admissions and Continued Occupancy Policy (ACOP) and Section 8 Administrative Plan;
- C. Designate a person(s) or division within the Agency to be responsible for ensuring compliance with the terms of Board's resolution; and
- D. Provide any reports required by the Board, the Mayor or the Mayor's designee.

1.7 Assistance for Limited English Proficiency (LEP) Persons

Assistance to Limited English Proficient Persons

In accordance with USHUD's *Final Guidance to Federal Assistant Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* (Final Guidance), PHCD is committed to ensure direct access to its program and activities to all applicants and program participants, regardless of the primary language they speak.

A Limited English Proficient (LEP) person does not speak English as the primary language and has limited ability to read, write, or understand English at a level that permits the person to communicate effectively in the course of applying or receiving services or benefits from recipients of federal funds.

A. Four (4) Factor Analysis

The Final Guidance defines a self-assessment method to assist agencies receiving USHUD funds in determining the extent of their obligations to LEP persons. PHCD has conducted the following four (4) factor self-assessment and concluded that Spanish and Creole are the non-English languages most commonly spoken by the LEP population it serves.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee (persons speaking a language other than English exceeds 5% or 1,000 persons, whichever is less);
2. The frequency with which LEP persons come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
4. The resources available to PHCD and its costs.

B. Language Assistance Plan (LAP) and Safe Harbor

PHCD posts Spanish and Creole signs at its administrative and site management offices (public places) and on its website to inform LEP persons that free oral interpretation services and translation of vital PHCD's documents are available upon request. Additionally, applicants and program participants are informed of their ability to request an interpreter in all written PHCD's advertisements and notifications related to hearings, interviews, scheduled appointments, and adverse action notices.

1. Staff Training

PHCD employees are provided with training on the LEP policy requirements, their role in assisting LEP persons, and with information on the resources available for LEP persons and how to access these resources.

2. Oral Language Interpretation

PHCD utilizes bilingual staff members fluent in Spanish or Creole who provide oral language interpretation to LEP persons at face-to-face or telephone contacts, as needed. Also, oral language interpretation services may be provided for scheduled appointments, meetings, informal reviews, hearings and interviews, upon request five (5) business days in advance, from the Section 504/ADA Coordinator. The Section 504/ADA Coordinator secures oral translation services from approved vendors, according to the County's procurement procedures.

Language interpretation services are offered to LEP persons for activities including but not limited to the following:

- Eligibility Interview
- Voucher Briefing
- Rental Interview and Lease Signing
- Initial, Annual, and Interim Reexaminations
- Transfer and Resident Tenancy Application
- Reasonable Accommodation Requests
- Conferences, Informal Reviews and Hearings

PHCD staff is prohibited from requiring or asking LEP persons to bring their own interpreter. If a LEP person requests that an adult family member or friend (18 years of age or older) provide interpretation, this practice is acceptable only if it is his/her choice. The LEP person will be advised by PHCD staff about the availability of free language services.

3. Written Language Translation of Vital Documents

HUD's Final Guidance defines vital documents as "those that are critical for ensuring meaningful access by beneficiaries or potential beneficiaries generally and LEP persons specifically." PHCD uses the County's translation services provided by the Community Information and Outreach (CIO) Department to translate its vital documents and advertisements into Spanish and Creole.

PHCD has translated into Spanish and Creole the following vital documents. They are available in the shared drive, at <H:\Compliance Reference Library\FORMS - Agency Master Folders> and must be provided to LEP persons upon request.

- Consent and complaint forms
- Intake forms with the potential for important consequences
- Written notices of rights, denial, loss, or decreases in benefits or services, and other hearings
- Notices of termination of assistance and eviction
- Notices and forms related to the Violence Against Women Act (VAWA)
- Notices of advising LEP persons of free language assistance
- Notices of public hearings, especially those that meet Community Planning and Development's citizen participation requirements
- Public Housing Lease and tenant rules, and/or
- Applications to participate in a recipient's program or activity or to receive recipient benefits or services.

C. Monitoring and Updating

PHCD will periodically review and assess its LEP policy, based on Miami-Dade County's demographics and changes in USHUD regulations.

Chapter 2: Applications, Waiting Lists and Tenant Selection

INTRODUCTION

Families must submit a housing application in order to receive assistance under the HCV program. The HCV program is a federally-funded program under HUD. The PHA is required to follow federal guidelines to obtain the information needed from applicants to determine the family's eligibility. HUD requires the PHA to place all families that apply for assistance on a waiting list.

In order to give all families an equal opportunity to apply for and receive housing assistance, PHCD places families that apply for assistance on a waiting list via an electronic drawing and random selection process. When HCV assistance becomes available, PHCD selects families from the waiting list in accordance with HUD requirements and PHCD policies.

This Chapter describes HUD and PHCD policies for receiving applications, managing the waiting lists and selecting families for housing assistance. The policies outlined in this Chapter are organized into three (3) parts and various subsections, as follows:

Part 2.1: The Application Process: This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how the PHA will handle the applications it receives.

Part 2.2: Managing the Waiting List: This part presents the policies that govern how the PHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the PHA will use to keep the waiting list current.

Part 2.3: Selection for HCV Assistance: This part describes the policies that guide the PHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that the PHA has the information needed to make a final eligibility determination.

Part 2.4: Admission Information: This part presents the admission information required for applications and provides details on other admission-based criteria and provisions.

PART 2.1: THE APPLICATION PROCESS

2.1 (A) OVERVIEW

This part describes the PHA policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes PHCD's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

2.1 (B) APPLYING FOR ASSISTANCE

Any family that wishes to receive HCV assistance must apply for admission to the program. Applications will be accepted in accordance with this chapter, including online applications via advertised web portals and physical copies that may be received and delivered at advertised regional locations in Miami Dade County.

HUD permits the PHA to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by the PHA. The PHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the PHA's application.

PHCD's Policy

Families interested in applying for assistance must do so during the open registration period. The waiting list open registration period shall remain open for at least ten (10) business days.

The PHA initially will require families to provide only the information needed to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

Online applications will be available on advertised web portals during the open registration period. Subsequently, physical applications will be available at advertised regional locations in Miami Dade County. Completed physical applications shall be delivered at advertised locations. In the event that PHCD decides to accept applications in person at designated locations, PHCD will make reasonable accommodations for applicants with disabilities. The method for accepting applications may change depending on the technology and resources available to the PHA at the time the waiting list is expected to be open.

The digital application process and corresponding web portal registration shall be administered by a software development company that provides enterprise software application solutions to Public Housing Authorities in the United States.

2.1 (C) ACCESSIBILITY OF THE APPLICATION PROCESS

i. Elderly and Disabled Populations

The PHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The PHA must provide reasonable accommodation to the needs of individuals with disabilities. The

application-taking facility and the application process must be fully accessible, or the PHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the PHA's policies related to providing reasonable accommodations for people with disabilities.

ii. Limited English Proficiency

PHAs are required to take reasonable steps to ensure equal access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 1 provides a full discussion on the PHA's policies related to ensuring access to people with limited English proficiency (LEP).

2.1 (D) NOTICE AND FAMILY OUTREACH

The opening and closing of application and registration periods will be advertised on social media platforms, newspaper publications and the radio for the purpose of reaching all segments of the community and providing advance notice. PHCD will announce the opening of the waiting list at least 10 business days prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice.

PHCD will give public notice in suitable media outlets including, but not limited to:

1. **The Miami Herald**, the largest paper of daily general circulation
2. **The Miami Times**, largest circulation among African-Americans
3. **Diario Las Americas**, a Spanish language publication
4. **The Haiti en March or Kiskeya Herald**, Haitian publications
5. Social media platforms and digital marketing (i.e., Facebook)
6. Radio broadcasts and other relevant media

The public notice will include, but will be not limited to, the following information:

1. The application process
2. Opening date
3. Closing date to receive applications, if any
4. Method for placement on the waiting list
5. Available preferences

The PHA must conduct outreach as necessary to ensure that the PHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted. Because HUD requires the PHA to admit a specified percentage of extremely low-income families to the program, the PHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

PHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

PHCD Policy

The PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the PHA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

PHCD will ensure inclusion on its waiting list of all people without regard to race, national or ethnic origin, color, sex, religion, age, disability, familial status, marital status, ancestry, status as a victim of domestic violence, dating violence, sexual assault or stalking, actual or perceived sexual orientation, gender identity or gender expression, pregnancy or source of income.

Efforts will be taken to ensure outreach to Miami-Dade County's eligible population providing information of all opportunities to apply for program assistance upon opening of the general waiting list. In order to reach the widest eligible population, the agency may use special outreach in any of the following methods:

1. Notice to churches, synagogues, and other places of worship;
2. Notice to government offices including but not limited to Miami-Dade County regional libraries, Miami-Dade County Community Action and Human Services Department, Social Security Administration, State of Florida Department of Children and Families, Legal Services of Greater Miami, Inc., or other agencies designed to assist the low income community;
3. Notice to agencies that assist the elderly or disabled;
4. Announcement at public meetings; and
5. Any other methods deemed appropriate to increase the scope of outreach for eligible applicants.

Marketing Material

1. The PHA will use clear and easy to understand terms and distribute the notice in accordance with LEP requirements.
2. The PHA will contact agencies that serve potentially qualified applicants least likely to apply (e.g. the disabled) to ensure that accessible/504/ADA-adaptable units are offered to applicants who need their features.
3. The PHA will include a statement regarding its responsibility to provide a reasonable accommodation to persons with a disability.

PART 2.2: MANAGING THE WAITING LIST

2.2 (A) OVERVIEW

PHCD must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program. Except for HUD special admissions, targeted funding, and certain preference categories, PHCD will only accept applications when the waiting list is open.

2.2 (B) ORGANIZATION OF THE WAITING LIST

PHCD's HCV waiting list must be organized in such a manner to allow the PHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any admission preference (see 2.3(C));
- Racial or ethnic designation of the head of household (optional).

HUD requires the PHA to maintain a single waiting list for the tenant-based program unless it serves more than one county or municipality.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

PHCD Policy

The PHA will not merge the HCV waiting list with the waiting list for any other program the PHA operates.

2.2 (C) OPENING AND CLOSING THE WAITING LIST

i. Timing

1. PHCD, subject to the Board of County Commissioners' approval, may elect to open and dissolve the waiting list as needed.

2. Once the waiting list is dissolved, applicants who are on the waiting list at the time the waiting list dissolved shall keep their position and shall not be required to submit new applications during the open registration period. Notwithstanding the dissolution of the waiting list, applicants who are being processed prior to dissolution of the waiting list will continue to be processed by PHCD.

3. PHCD, subject to the Board of County Commissioners' approval, may elect to open the waiting list if there are insufficient applicants for a particular bedroom size, type (e.g., general

occupancy, elderly designated buildings, and accessible or non-accessible, or for one or more of the local preferences).

4. The opening and closing of registration periods will be advertised in the media, as described in this chapter, for the purpose of reaching all segments of the community and providing advance notice.

PHCD Policy

PHCD must seek the approval of the Board of County Commissioners prior to opening the waiting list.

Upon approval of opening the waiting list and revising the Administrative Plan, dissolution of the waiting list may occur consequently once the waiting list is exhausted. The waiting list is deemed exhausted once all of the names of the qualified families have been selected or the underlying funding has been absorbed for the given period. Once the waiting list has been exhausted and the qualified families have received a voucher, the waiting list will be considered dissolved.

Pursuant to 24 CFR § 983.251, and the PBV waiting list process in PHCD's PHA Plan as approved by HUD and the Board, PHCD proposes to establish site-based waiting lists for its Section 8 Project-Based Voucher Program.

2.2 (D) PLACEMENT ON THE WAITING LIST

i. Process for Placement on the Waiting List

PHCD will determine the number of applications to be selected on the waiting list based on historical and empirical data. The waiting list number represents the number of applications that need to be reviewed in order to result in the issuing of enough vouchers to absorb all underlying funding within a 12 to 18-month period. After that, subject to the Board of County Commissioners' approval, the list will be reopened.

PHCD will select applicants to be placed on the waiting list via an electronic drawing and random selection process. The applicants will be placed on the waiting list in order of the assigned numbers and according to PHCD admission preference(s) described in this chapter.

Those families not selected from the pool of applications for placement on the waiting list will be notified that they were not selected, informing that they may apply the next time PHCD's waiting list is open.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility, in accordance with this chapter, will be made when the family is selected from the waiting list.

The electronic drawing and random selection process shall be implemented by a recognized software development company that has designed an application software solution for the random selection of applicants to the waiting list. The selected applicants will be assigned a randomly selected number. The applicants will be placed on the waiting list in order of the assigned numbers and according to PHCD preference(s) described in this chapter.

PHCD must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in federal regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, the PHA must notify the family in writing [24 CFR 982.201(f)].

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

2.2 (E) REPORTING CHANGES IN FAMILY CIRCUMSTANCES

PHCD Policy

1. While the family is on the waiting list, the family must inform the PHA of changes in family composition, income, contact information, including current residence, mailing address, e-mail, and phone number within 10 days of the change.
2. While on the waiting list, the family may request changes to their preference selections.
3. Applications are nontransferable, except under the following circumstances:
 - a. In case of dissolution of marriage or family disputes, PHCD will abide the court's determination on whom shall assume the head of household on the application.
 - b. If the head of household is deceased prior to or during the application process, one of the remaining adult family members on the application will automatically become the head of household, provided such person meets all eligibility requirements. In circumstances where there is more than one (1) surviving adult family member, the family shall determine which surviving family member should be head of household as long as they are part of the original application. PHCD shall not make the determination nor create more than one (1) application
 - c. If the head of household is deceased and the remaining family members are minors, the person granted legal custody of such children will become the head of household and is entitled to the original application and ranking number, provided such person meets all eligibility requirements.
 - d. By mutual agreement between existing members of the household. Specifically, a HOH who wishes to relinquish their rights to the application may remove themselves and assign a new HOH. However, the new HOH must demonstrate that they were part of the existing family for at least 12 months prior to being selected. This may be verified by providing documents issued by a separate government agency that provides reasonable proof that the new HOH has been part of the family composition for at least 12 months. Documents include but are not limited to: a driver's license, tax and school records, benefit award letters. PHCD, at its sole discretion and upon receiving a request to change the HOH, may perform an unannounced visit to the applicant's existing residents to confirm that the new HOH is part of the existing family.
 - e. Prior to making a change, PHCD will consider the interest of disabled or elderly family members, minors, and any instance of actual threatened physical violence or domestic violence, dating violence, sexual assault, or stalking.
4. The changes must be submitted in writing or in the form required by the PHA.

2.2 (F) UPDATING THE WAITING LIST

HUD requires the PHA to establish policies to use when removing applicant names from the waiting list. PHCD requires families to keep information up to date every year.

i. Updating the Waiting List

Upon establishment of the waiting list, it is necessary to have current and updated applicant information. PHCD periodically reviews the waiting list to determine if an update is necessary. If an update is needed, PHCD will ask families for current information and confirmation of continued interest. Families that do not respond may be withdrawn from the Waiting List.

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a PHA request for information or updates, and the PHA determines that the family did not respond because of the family member's disability, the PHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

PHCD Policy

The waiting list and its associated preferences will be updated as necessary to ensure that applicant information is current.

If a new preference is adopted, families on the waiting list will be given the opportunity to select and update their application with such preference.

To update the waiting list, the PHA will send notification to the families on the waiting list through postal mail or electronic mail to determine whether the family continues to be interested in the program. The request may be sent to all families on the list or those who may be reasonably expected to be selected within the next 12 months. The update request will provide the method in which the family must respond in, a deadline by which the family must respond, and will state that failure to respond may result in the application being removed from the waiting list.

Families will be provided at least 15 calendar days to respond to the PHA in accordance with the requirements outlined in the notice. If the family fails to respond within the provided deadline, the family will be removed from the waiting list and will be provided a final notice of withdraw.

The PHA will not perform a new random selection process during a waiting list update process.

ii. Removal from the Waiting List

PHCD Policy

If after placement on the waiting list, PHCD identifies that the family has submitted more than one (1) application, PHCD will verify the family's information and retain the application with the correct information. All other applications will be withdrawn.

If a waiting list update notice is returned by the post office or email host domain for any reason, the applicant will be removed from the waiting list without further notice. Families withdrawn due

to returned mail may request an informal review at any time for the purposes of reviewing and verifying the accuracy of the mail or email address to where PHCD sent the notice as compared to existing program records on family reported information.

If a family is removed from the waiting list for failure to respond, the PHA may reinstate the family if it is determined that (1) the lack of response was due to PHA error, or (2) for documented circumstances beyond the family's control.

If an applicant is selected from the waiting list and does not respond to notices of scheduled appointments or to PHCD correspondence, the family will be removed from the waiting list and will be provided a final notice of withdraw.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision [24 CFR 982.201(f)].

PART 2.3: SELECTION FOR HCV ASSISTANCE

2.3 (A) OVERVIEW

As funding becomes available from HUD, families on the waiting list must be selected for assistance in accordance with the policies described in this part. The final selection of families for HCV assistance will be taken from the families listed on the waiting list that was created by the electronic drawing and random selection process. Families will be selected from the waiting list based on the targeted funding or selection preference(s) based on historical projections and the availability of funding from HUD. A final determination of eligibility, in accordance with HUD and PHCD policies, will be made when the family is selected from the waiting list and interviewed.

2.3 (B) SELECTION AND HCV FUNDING SOURCES

i. Special Admissions [24 CFR 982.203]

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing. In these cases, the PHA may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. The PHA must maintain records showing that such families were admitted with special program funding.

ii. Targeted Funding [24 CFR 982.204(e)]

HUD may award a PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the PHA may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

PHCD Policy

PHCD may administer, but is not limited to, the following types of targeted funding:

Family Unification Program (FUP)

Veterans Affairs and Supportive Housing (VASH)

Mainstream (MS5)

Near Elderly Disabled (NED)

iii. **Regular HCV Funding**

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 2.3 (C).

2.3 (C) SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

i. **Admission Preferences [24 CFR 982.207; HCV p. 4-16]**

PHAs are permitted to establish admission preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other admission preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

PHCD Policy

Families will be selected based on the category of preferences outlined in this subsection. These preferences are not weighted and are not listed in any specific priority order. A family may have one or more preferences but having multiple preferences does not create a higher priority preference for the family. PHCD reserves the right to select or suspend selection from any preference category at any time based on funding availability or to meet local housing needs.

PHCD reserves the right to add an admission preference for humanitarian and extraordinary reasons.

Terminated due to Insufficient Funding by PHCD. The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.

Displacement due to Natural Disaster. Families who are Public Housing residents or Housing Choice Voucher holders from another jurisdiction and who are displaced by federally declared disasters will be housed over other waiting list placeholders, subject to USHUD's approval. The PHCD may use existing available Public Housing units to assist either displaced Public Housing or voucher participants affected by the disaster. If the family arrives without any documentation, the PHCD will obtain the name and social security number of the Head of Household and verify current eligibility by calling the Real Estate Assessment Center (REAC) at 888-245-4860.

Displacement Due to Government Action. Families living in Miami-Dade County displaced or at risk of being displaced due to a governmental action, including Public Housing Development Plans,

must be referred and verified. The referral for Housing Choice Voucher assistance must be made within six (6) months of the displacement in order for such families to qualify for Housing Choice Voucher assistance. Written referrals may also be accepted from USHUD, appropriate federal, state and local law enforcement agencies, the State Attorney's Office, or by the courts, including requests for assistance for eligible clients under witness protection.

Homeless – In an effort to address the risk of homelessness, PHCD may collaborate with the Homeless Trust on referrals of persons transitioning out of a shelter, transitional housing program, rapid re-housing program or permanent supportive housing.

Veterans – PHCD, at its sole discretion, may provide an admission preference over new admissions to applicants whose head or co-head are eligible veterans. A veteran is a person who:

1. *had at least 180 days of regular active duties and was honorably discharged or released; or*
2. *had at least 90 days of active duty service, of which at least one (1) day of service was in a war conflict and was honorably discharged or released; or*
3. *served in a war conflict and was awarded a Purple Heart or became disabled, regardless of completion of days of active duty.*

The veteran status extends to spouses, widows, widowers and parents of the military killed during a time of war. Applicants claiming a veteran's preference must provide a copy military service record, proof of service, or the discharge documents (Form DD214) of the veteran for whom the preference is claimed.

Mainstream Preference – This preference is specific for non-elderly persons with disabilities who are homeless per 24 C.F.R. 576.2 or transitioning out of institutional and other segregated settings or are at serious risk of institutionalization.

ii. Income Targeting Requirement [24 CFR 982.201(b)(2)]

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the PHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low-income families admitted to the program that are "continuously assisted" under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

PHCD Policy

The PHA will monitor progress in meeting the income targeting requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

2.3 (D) NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, the PHA must notify the family [24 CFR 982.554(a)].

PHCD Policy

PHCD will notify the family by first class mail or other method as designated by the family when it is selected from the waiting list. The PHA may conduct the interview remotely through mail, online portals, or in person. The notice will inform the family of the following:

1. Instructions on how to complete the interview.
2. All documents that must be provided at the interview, including information about what constitutes acceptable documentation.

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the waiting list.

2.3 (E) THE APPLICATION INTERVIEW

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination through an interview with a PHA representative [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the PHA determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by the PHA [Notice PIH 2012-10].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

PHCD Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household, the spouse/cohead, and any other adult family members will be requested to attend the interview together. However, either the head of household or the spouse/cohead must attend the interview on behalf of the family. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the PHA.

The head of household, spouse/cohead, and any other adult family members must provide acceptable documentation of legal identity. If the family representative does not provide the required documentation at the time of the interview, he or she will be required to provide it within 10 calendar days of the date of the notice.

Pending disclosure and documentation of social security numbers, the PHA will allow the family to retain its place on the waiting list for 90 days. If not all household members have disclosed

their SSNs at the next time the PHA is issuing vouchers, the PHA will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the PHA will provide the family with a written list of items that must be submitted.

The PHA will compare current information received with past information stated on the waiting list application and query the applicant regarding any discrepancies that may affect eligibility and/or require additional documentation.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 calendar days of the notice. If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial.

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the PHA will provide translation services in accordance with the PHA's LEP plan.

Any costs incurred to complete the application process and screening will be the responsibility of PHCD.

If the family is unable to attend a scheduled interview, the family should contact the PHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the PHA may send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without PHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility.

2.3 (F) COMPLETING THE APPLICATION PROCESS

The PHA must verify all information provided by the family. Based on verified information, the PHA must make a final determination of eligibility and must confirm that the family qualified for any special admission, targeted funding admission, or selection preference that affected the order in which the family was selected from the waiting list.

PHCD Policy

The following items will be verified to determine qualification for admission to PHCD:

- Identify of each adult or emancipated minor household member
- Family composition and type of family;
- Annual income;
- Assets and asset income;
- Deductions from income;

- Local preferences;
- Social security numbers of all family members;
- Applicant screening information; and
- Citizenship or eligible immigration status.
- Debts owed to a public housing authority
- Previous involuntary termination from any federal housing assistance program
- Current federal housing assistance

If the EIV information shows that a family or household member was a former PHCD tenant, moved from another housing authority or program leaving a debt, or was terminated for adverse reason(s), the family will be responsible for clearing the debt or at least entering into a repayment agreement, or termination information, within up to 45 calendar days. Assistance will be denied if the family cannot or does not provide proof of debt cancellation or signed repayment agreement, or reversal of the termination prior to the expiration of the 45 calendar days.

PHCD may verify in EIV whether the applicant is receiving or has the potential of receiving double subsidy, has a debt owed to another housing authority or program, or whether a prior termination has been cleared. The family has the right to dispute information obtained from EIV.

Applicants reporting zero (0) income will be asked to complete the Monthly Family Expense and Income Contribution forms to document how much they spend on: food, transportation, health care, child care, debts, household items, etc. and what the source of income is for these expenses.

After all other eligibility factors have been evaluated and the family is determined to be preliminarily eligible, PHCD will complete the criminal background screening criteria to determine final eligibility. PHCD will perform criminal background (excluding juvenile records) and sex offender registration checks for applicants and additions to households 18 years of age and older at local and national levels. PHCD may conduct such checks on household members who are younger than 18 years if they are being tried as adults for certain criminal offenses.

In order to determine family's eligibility for full assistance or prorated assistance, PHCD is required to verify the citizenship and/or immigration status of each individual family member, unless they do not contend that they have eligible immigration status.

If the PHA determines that the family is ineligible, the PHA will send written notification of the ineligibility determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. The PHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

If the PHA determines that the family is eligible to receive assistance, the PHA will invite the family to attend a briefing in accordance with the policies in this Administrative Plan.

PART 2.4: ADMISSION INFORMATION

2.4 (A) THIRD-PARTY VERIFICATIONS

PHCD is required to use HUD's Enterprise Income Verification (EIV) system in its entirety as a third-party source to verify employment and income information, and to reduce administrative subsidy payment errors in accordance with HUD administrative guidance [24 CFR 5.233(a)(2)].

Prior to initial certification, applicants shall be informed that PHCD will subsequently verify the family's income information they have provided PHCD through USHUD's Enterprise Income Verification (EIV) system. EIV is a computer matching program that compares the income provided by the resident against income information supplied by state agencies on wages, unemployment compensation, and Social Security benefits.

i. EIV Hierarchy Levels

PHCD will follow the verification hierarchy described in PIH Notice 2018-18:

- **Level 6:** Upfront Income Verification (UIV) using USHUD's EIV System. Highest (Mandatory other than applicants) Ranking is Upfront Income Verification using USHUD's Enterprise Income Verification (EIV) system.
- **Level 5:** Upfront (Optional) Income Verification (UIV) using non-HUD system such as the Work Number;
- **Level 4:** Written Third-Party Verification (High) (Mandatory to supplement EIV reported income sources and when EIV has no data; Mandatory for non-EIV reported income sources; Mandatory when tenant disputes EIV-reported employment and income information and is unable to provide acceptable documentation to support dispute.

Written third-party verification documents shall be original and authentic and may be supplied by the family or received from a third-party source. Third-party documents provided by the family shall be dated within 60 calendar days of PHCD request date. If PHCD determines that third-party documents provided by the family are not acceptable, PHCD will explain the reason to the family and request additional documentation.

Examples of acceptable tenant-provided documents include, but are not limited to: pay stubs, payroll summary reports, employer notice or letters of hire and termination, SSA benefit verification letters, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices.

- **Level 3:** Written Third-Party Verification Form: (Medium-Low) Mandatory if written third-party verification documents are not available or rejected by PHCD; and when the applicant or participant is unable to provide acceptable documentation.

When upfront verification is not available, rejected by PHCD, or the family is unable to provide written third-party documents, or PHCD shall request a written third-party verification form. PHCD

will send third-party verification forms directly to the third-party by regular mail, email, fax, or e-mail third-party written verification form requests to third-party sources.

At least two (2) documented attempts must be made for written third-party verification before obtaining oral (telephone or in person) third-party verifications. The file must document the attempts made to obtain third-party verification.

- **Level 2:** Oral Third-Party Verification: (Low) Mandatory if written third-party verification is not available.

Level 2 oral verifications will be used when written verification is not obtained within ten (10) business days from the date that the written verification was mailed, faxed or e-mailed directly to the independent source. Documentation shall be placed in the applicant or resident file and on PHCD's computer system notes and shall indicate the name(s) of the person(s) who provided the information and date of the communication, as well as the name of the staff person who obtained the information.

- **Level 1:** (Low) Use as a last resort when unable to obtain any type of third-party verification.

Level 1 tenant certifications will only be used as a last resort when all other verifications are not possible. When PHCD relies on applicant/tenant certification (notarized statement or affidavit), the file must be documented as to the reason the oral third-party verification was not available.

ii. Documents

In support of the applicant/tenant's declaration of income, PHCD may review original documents, authenticated copies, and/or electronic documents (unaltered) provided by the applicant or resident. All income related documents must be dated less than 60 days preceding the determination date (eligibility interview) and continues to be valid an additional 60 days following the request date. If income related documents expire, the applicant or resident will have to provide new documents. A photocopy will be placed in the file. Acceptable applicant or resident provided documents include:

- Consecutive and unaltered pay stubs;
- Social Security Administration award letter;
- bank statements;
- pension benefit statements;
- TANF award letter;
- other official and authentic documents from a Federal, State or local agency.

iii. Zero Income

Applicants reporting zero (0) income will be asked to complete the Monthly Family Expense and Income Contribution forms to document how much they spend on: food, transportation, health care, childcare, debts, household items, etc. and what the source of income is for these expenses.

iv. Assets

Value of Assets: Each asset must be analyzed to obtain its net value (market/face value less redemption cost). When verifying the value of assets, for example, a bank account, use the current balance for savings account. For checking accounts, use at least one current bank statement indicating the average balance or two consecutive bank statements in order to calculate the average balance. PHCD will accept unaltered documents (bank statement) to verify assets from checking and savings accounts in lieu of obtaining written or verbal third-party verifications, if the balance does not exceed \$4,999 and PHCD is able to verify the asset through review of unaltered documents (bank statement) provided by the applicant or resident.

Income from Assets: Based on the total net value of family assets. When the total value of assets is \$5,000 or less, PHCD will use the actual amount of income from assets. If the only asset is an interest-bearing bank account, the actual income from the asset is the amount of interest earned shown in the last bank statement. When the total value of assets is over \$5,000, use the greater of:

The actual amount of income from assets, or

The imputed income from assets based on the Savings National Rate in effect at the time, (PIH Notice 2012-29). The USHUD form 50058 automatically calculates the passbook rate percentage value of the assets, compares it to the actual income, and picks the greater amount.

v. Federal Income Tax Return

If third-party income verification is not otherwise available, a copy of the most recent federal income tax return shall be submitted, including any W-2 information, or at least two (2) consecutive pay stubs or earnings statements. As stated above, notarized statements or affidavits are the least desirable forms of verifications and shall be accepted only when all other types of verification attempted have failed.

vi. Landlord Verification

PHCD may obtain verifications from previous landlords to verify the applicant's ability to pay rent and to comply with the lease terms, and will perform criminal background (not including juvenile records) and sex offender registration checks on applicants and family members 18 years of age and over. PHCD will conduct such checks on household members who are younger than 18 years if they are being tried as adults for certain criminal offenses. If PHCD discovers the family has a history of failure to comply with lease terms under previous landlords or fails the background check, such shall result in removal from the waiting list, withdrawal of an offer, or termination of assistance.

vii. Misrepresentation of Information

An applicant's intentional misrepresentation of information related to eligibility, preference for admission, housing history, allowances, family composition, income or rent would result in rejection. Unintentional mistakes that do not confer any advantage to the applicant will not be considered misrepresentations.

viii. Child Support

Uncollected child support will not be counted as income so long as the family provides documents proving the debt uncollectible for at least three (3) months.

ix. Seasonal Employment

Income from seasonal employment (i.e. school board employees, teachers, etc.) may be calculated using one of the following methods:

- a. Annualize income by projecting the current monthly income for 12 months even if the current income is not expected to last the entire 12 months. Under this method, the family has the right to come in for an interim re-examination once the income decreases.
- b. Calculate average income based on anticipated changes for the upcoming year using verified historical evidence of past income fluctuations. This second method would not require an interim re-examination at the time income decreases since such decreases would already be averaged into the anticipated annual amount.

x. Citizenship or Eligible Immigration Status Overview

Housing assistance is available only to individuals who are U.S. citizens, U.S. nationals (herein referred to as citizens and nationals), or noncitizens that have eligible immigration status. At least one family member must be a citizen, national, or noncitizen with eligible immigration status in order for the family to qualify for any level of assistance.

All applicant families must be notified of the requirement to submit evidence of their citizenship status when they apply. Where feasible, and in accordance with the PHA's Limited English Proficiency Plan, the notice must be in a language that is understood by the individual if the individual is not proficient in English.

xi. Declaration [24 CFR 5.508]

HUD requires each family member to declare whether the individual is a citizen, a national, or an eligible noncitizen, except those members who elect not to contend that they have eligible immigration status. Those who elect not to contend their status are considered to be ineligible noncitizens. For citizens, nationals and eligible noncitizens the declaration must be signed personally by the head, spouse, cohead, and any other family member 18 or older, and by a parent or guardian for minors. The family must identify in writing any family members who elect not to contend their immigration status (see Ineligible Noncitizens below). No declaration is required for live-in aides, foster children, or foster adults.

Documentation proving citizenship or eligible immigration status must be provided to PHCD within ten (10) business days of signing declaration. PHCD may extend the submission period, which shall not exceed 30 days.

iv. U.S. Citizens and Nationals

In general, citizens and nationals are required to submit only a signed declaration as verification of their status. However, HUD regulations permit the PHA to request additional documentation of their status, such as a passport.

A citizen/national may submit one of the following documents:

- U.S. Passport

- U.S. Birth Certificate
- Puerto Rican Birth Certificate (will only be accepted if issued after July 1, 2010)
- Certificate of Citizenship
- Naturalization Certificate
- Voter's Registration
- Other documents as may be required by USHUD

vi. Eligible Noncitizens

In addition to providing a signed declaration, those declaring eligible noncitizen status must sign a verification consent form and cooperate with PHA efforts to verify their immigration status with the Department of Homeland Security (DHS). The documentation required for establishing eligible noncitizen status varies depending upon factors such as the date the person entered the U.S., the conditions under which eligible immigration status has been granted, the person's age, and the date on which the family began receiving HUD-funded assistance.

Acceptable document of eligible immigration status for noncitizens is one of the following documents:

- Permanent residents: Permanent Resident Card (Form I-551), also known as the "Green Card."
- Asylees: Asylum Approval Notice, Employment Authorization Document (EAD), or Arrival-Departure Record (Form I-94), along with government-issued ID card with photo.
- Refugees: Refugee Approval Notice or Employment Authorization Document (EAD).
- For non-citizens 62 years of age and older receiving assistance under a covered program on September 30, 1996 or applying for assistance after that date, a signed declaration of eligible immigration status and proof of age is required.

vii. Mixed Families

A family is eligible for assistance as long as at least one member is a citizen, national, or eligible noncitizen. Families that include eligible and ineligible individuals are considered mixed families. Such families will be given notice that their assistance will be prorated, and that they may request a hearing if they contest this determination. The family must identify in writing which family member does not contend to have eligible immigration status.

A single member household without eligible citizenship or immigration status is not eligible for assistance and may not be admitted into the assisted housing program.

The family members coded as ineligible noncitizens are required to submit evidence of changes in eligible immigration status while being continuously assisted under the program.

v. Verification of Eligible Noncitizen Status

PHCD shall verify the eligible noncitizen status with DHS through the System Alien Verification of Entitlements (SAVE) system the immigration status for each family member as follows:

- Primary Verification through SAVE: A request for verification is entered in the SAVE system.

- Secondary Verification through SAVE: If primary verification requires additional information, documents required are provided to SAVE electronically. As a last resort, documentation may be provided to SAVE by mail.

vii. Ineligible Families [24 CFR 5.514(d), (e), and (f)]

When PHCD determines that an applicant family does not include any citizens, nationals, or eligible noncitizens, following the verification process, the family will be sent a written notice within 10 business days of the determination.

The notice will explain the reasons for the denial of assistance, that the family may be eligible for proration of assistance and will advise the family of its right to request an appeal to the United States Citizenship and Immigration Services (USCIS), or to request an informal hearing with PHCD. The informal hearing with PHCD may be requested in lieu of the USCIS appeal, or at the conclusion of the USCIS appeal process. The notice must also inform the applicant family that assistance may not be delayed until the conclusion of the USCIS appeal process, but that it may be delayed pending the completion of the informal hearing process.

No individual or family may be assisted prior to the affirmative establishment by PHCD that the individual or at least one family member is eligible. Verification of eligibility for this purpose occurs when the individual or family members have submitted documentation to PHCD in accordance with program requirements [24 CFR 5.512(a)].

viii. Timeframe for Determination of Citizenship Status [24 CFR 5.508(g)]

For applicants, PHCD will verify the citizenship status at the time other eligibility factors are determined.

For new occupants joining the assisted family, PHCD will verify status at the first interim or regular reexamination following the person's occupancy, whichever comes first.

If an individual -qualifies for a time extension for the submission of required documents, the PHA must grant such an extension for no more than 30 days [24 CFR 5.508(h)].

Each family member is required to submit evidence of eligible status only one time during continuous occupancy.

PART 2.4 (B): SOCIAL SECURITY NUMBERS [24 CFR 5.216 AND 5.218, NOTICE PIH 2012-10]

i. Mandatory Social Security Numbers

Effective January 31, 2010, all members of the applicant's household, except those that do not contend eligible immigration status, must provide appropriate documentation of his or her Social Security Number (SSN).

ii. Disclosure requirement for applicants

At the time applicant's eligibility is determined, each applicant must submit: a) the complete and accurate SSN assigned of the applicant and each member of the applicant's household, including the live-in aide and children under the age of six (6), unless the member of the household does not contend that they have eligible immigration status, and b) required documentation to verify each SSN as referred in item (3) below.

iii. Disclosure requirement for program participants

Initial Disclosure: Each participant whose initial determination of eligibility began before January 31, 2010, except for those age 62 or older as of January 31, 2010, must submit a complete and accurate SSN and documentation to verify the SSN at the next interim or regularly scheduled reexamination if the participant has:

- Not previously disclosed a SSN to PHCD; or
- Previously disclosed a SSN that USHUD or Social Security Administration (SSA) determined was invalid; or
- Been issued a new SSN.

Subsequent Disclosure: When an additional household member is added to the household, including a new born or live-in aide, a complete and accurate SSN for each new member must be provided and verification provided at the time of the request or at the time of processing the interim reexamination or recertification of family composition that includes the new member, unless the member of the household does not contend that they have eligible immigration status. If the additional household member is under the age of six (6) and they have no SSN, a SSN must be applied for and documentation submitted at the time of the request to add the child to the household.

iv. Verification of SSNs

Applicants and participants must submit one of the following documents to confirm their SSN:

- A valid SSN issued by SSA, or
- An original document from a federal or state government agency that contains the individual's name and SSN, along with identifying information of the individual (i.e. address, date of birth, etc.)

Referral sources for applicants and participants who need to request SSN or obtain information are available at www.socialsecurity.gov or 800- 772-1213.

v. Time Frame

Applicants: If at the time of eligibility, the documents to verify the SSN for each family member cannot be submitted and the applicant is otherwise eligible, the applicant may retain his or her place on the waiting list for the program, but cannot become a program participant until the required documents to confirm the SSN is provided. Applicants may be given up to 90 days, or 120 days for applicants 62 years or older, to submit documents confirming each household member's SSN.

Program Participants: Next annual or interim reexamination or within 90 days of request date, or 120 days for participants 62 years or older.

PHCD may grant additional time up to 90 days, only if there are unforeseen circumstances beyond the family's control that prevent the family from complying with the SSN requirements.

vi. Penalties

Applicants: PHCD must deny the eligibility of an applicant if the applicant does not meet the applicable SSN disclosure, documentation and verification requirements by the time eligibility is determined or within the period of time established by PHCD to provide documentation in item (4).

Program participants: PHCD must terminate the assistance or the tenancy, or both, of a participant if the participant does not meet the applicable SSN disclosure, documentation and verification requirements.

Part 2.4 (C) Identity Verification

i. Ineligible Immigration Status

An adult or emancipated minor applicant that do not contend eligible immigration status will be required to confirm their identity providing any of the following documents:

- Foreign passport
- Foreign driver's license
- Foreign birth Certificate
- Identification card issued in US
- Foreign military identification card
- Other documents as may be required by USHUD

ii. Citizens or Eligible Noncitizen Immigration Status

Required documentation validating identity of each adult or emancipated minor having citizenship or eligible immigration status:

- State issued driver's license (current and unexpired), or
- State issued identification card (issued within the last ten years)
- U.S. passport (current and unexpired)
- US issued immigration verification documents that contain a picture of individual (issued within the last ten (10) years)
- Military identification card
- Other documents as may be required by USHUD

Part 2.4 (D) Legal Capacity

The head of household of the family must be 18 years of age or older at the time of application, or have been emancipated by a court of competent jurisdiction, otherwise the family will be removed from the waiting list. The head of household must have the capacity under state and local law to enter into a legally binding lease agreement, where the tenant is bound by the terms of the lease.

Part 2.4 (E): Denial of Assistance

i. Overview

PHCD acknowledges that a victim of domestic violence, dating violence, sexual assault or stalking can have an unfavorable history (e.g., a poor credit history, a record of previous damage to an apartment, a prior arrest record) that would warrant denial under PHCD's policies. Therefore, if an applicant is denied assistance, PHCD will provide them with its notice of denial of Notice of Occupancy Rights under the Violence Against Women Act form (HUD form 5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation form (HUD form 5382). See Chapter XIV—Violence Against Women Act of this ACOP for additional details.

PHCD will use local and national databases to perform criminal background checks (not including juvenile records) and sex offender registration checks for applicants and additions to households who are 18 years of age and older. PHCD will conduct such checks on household members who are younger than 18 years only if they are being tried as adults for certain criminal offenses.

- A nationwide criminal background check and sex offender registration check will be performed. The nationwide sex offender registration check will be conducted online using a database available at www.nsopw.gov (PIH Notice 2012-28).
- Prior to conducting any criminal and sex offender registration background checks, household members 18 years of age and older (including the live-in aide) must sign the consent form named Authorization to Obtain Criminal Background Records. The custodial parent may sign the required form on behalf of a minor. PHCD will conduct criminal and sex offender checks on household members who are younger than 18 years only if they are being tried as adults for certain criminal offenses.

ii. Grounds for Denial:

Eviction or Termination from Federally Assisted Housing:

PHCD shall deny assistance if any household member has been evicted from subsidized housing or experienced involuntary termination from residential assistance programs (taking into account date and circumstances) for a period of five (5) years from end of participation.

iii. Failure to Meet Financial Obligations

Assistance may be denied for a period of five (5) years for failing financial obligations in subsidized housing (e.g., monies owed, paying rent and utilities) or in the following circumstances unless the family can provide proof of debt cancellation or reversal of the adverse termination within up to 45 calendar days of notice.

If an applicant or any member of the applicant family currently owes rent or other amounts to PHCD or any other housing agency in connection with Section 8 or public housing assistance under the United States Housing Act and applicable federal regulations, or if any applicant who previously lived in public housing or

an assisted unit vacated leaving an unpaid balance, then the applicant will not be offered assistance until the outstanding balance is paid in full.

If the applicant or any member of the applicant family has not reimbursed any housing authority for amounts paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the Lease.

If the applicant or any member of the applicant family breaches an agreement with any housing agency to pay amounts owed to the housing agency, or amounts paid to an owner by the housing agency.

vi. Abusive Behavior

If within five (5) years of eligibility determination an applicant or any member of the applicant family has engaged in physical or verbal abuse, or threatened abusive or violent behavior that may include the use, attempted use, or threatened use of physical force, toward PHCD personnel or any County personnel or official, then the application may be denied. Applicants denied housing due to abusive behavior must be reviewed and approved by the PHCD Director or designee.

vii. Criminal Activity

PHCD's goal is to assist ex-offenders in gaining access to one of the most fundamental building blocks of a stable life, a place to live. However, criminal background checks are performed at admission and annual re-examinations.

PHCD is committed to seek a balance between allowing ex-offenders to reunite with their families that live in public housing, and at the same time, ensuring the safety of all residents of its programs.

PHCD may deny admission or terminate assistance when the screening process shows a conviction for engaging in criminal activity and history of inability to comply with the terms of previous leases, as verified by previous landlords or other entities. However, PHCD may consider mitigating circumstances.

In its decision to deny or terminate assistance, and prior to sending the denial notice, PHCD shall conduct an individualized assessment considering the following:

- the seriousness of the case, especially as it affects the health and safety of other residents;
- the effect of denial or termination of assistance on other family members who were not involved in the action or failure to act;
- the level of violence, if any, of the criminal activity for which the applicant or resident was convicted;
- the length of time since the conviction;
- the number of convictions that appears on the applicant or resident's criminal history;
- the possibility of the applicant or resident being rendered homeless; and
- the rehabilitation efforts taken by applicant or resident after conviction or released from prison.

PHCD, if it admits such a family to the program, may impose as a condition of assistance, the requirement that family members (other than the head of household) who participated in or were culpable for the action

or failure to act will not be part of the applicant family or reside in the assisted unit, upon approval of PHCD or hearing officer.

Pursuant to PIH Notice 2015-19, an arrest is not evidence of criminal activity that can support an adverse admission, termination or eviction decision. As such, an arrest where the disposition of the criminal charges are voided, invalidated, rendered inoperative, dropped, nolle prossed, dismissed pursuant to successfully completion of a diversion or a deferral of judgment program, no action, or other resolution that does not involve an admission of guilt or where the applicant is found not guilty or acquitted, may not result in denied or terminated assistance.

However, PHCD may deny or terminate assistance based on the conduct underlying arrests, only if the conduct indicates the individual is not suitable for tenancy, in which case PHCD may gather sufficient evidence to support an adverse admission, termination, or eviction decision.

Such evidence may consist of the police report associated with the arrest and consider the reported circumstances of the arrest. PHCD may also consider any statements made by witnesses, not included in the police report and any other evidence relevant to determining whether or not the applicant or tenant engaged in disqualifying activity.

viii. Permanently Deny or Terminate Assistance

PHCD may permanently deny or terminate assistance for convictions related to the following:

1. Methamphetamine manufacturers on premises of federally assisted housing.
2. Sex offenders subject to a lifetime registration under a state sex offender registration program. In searching for sex offenders, PHCD will perform background checks nationwide. The nationwide sex offender registration check will be conducted online using a database available at www.nsopw.gov (PIH Notice 2012-28).
3. Felonious violent criminal activities, including but not limited to murder, arson, aggravated felony battery and sex-related crimes not subject to lifetime registration under a state sex offender registration program.

Except for methamphetamine manufacturing, sex-related crimes, felonious violent criminal activities (e.g., murder, arson, aggravated felony battery) and those convictions for criminal activities described in Miami-Dade County Ordinance 15-47, PHCD shall consider:

- Criminal felony convictions that have occurred within the last five (5) years from the date of conviction; and
- Criminal misdemeanor convictions that have occurred within the last three (3) years from the date of conviction.

ix. Lookback Period

The lookback period starts from the date the application is accepted by PHCD, when formal eligibility screening commences.

x. Misdemeanors

PHCD may not deny or terminate housing due to misdemeanors considered civil violations according to County Ordinance 15-47, listed below:

- Litter
- Illegal Use of Dairy Cases, Egg Baskets, Poultry Boxes, or Bakery Containers
- Trespass on Property Other than Structure or Conveyance Retail Theft by Removal of a Shopping Cart
- Loitering or Prowling
- Possession of Cannabis in an amount of 20 grams or less
- Possession of Drug Paraphernalia

xi. Individualized Assessment

After conducting an individualized assessment, PHCD may deny or terminate assistance, if the applicant or resident has been convicted within 5 years for the following criminal activities:

1. Drug-related activities, including, but not limited to, eviction or termination from federally assisted housing due to drug activity. Drug-related activities mean illegal manufacture, sale, distribution or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute or use the drug.
2. Violent criminal activities which shall include any criminal activity that has as one (1) of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, non-trivial bodily injury or property damage.
3. Non-violent criminal activities that may threaten the health, safety or right to peaceful enjoyment of the premises by other residents. Examples are crimes that involve disturbing the peace, crimes against property such as burglary, larceny and robbery, and crimes that impose a financial cost such as vandalism, bribery and fraud, including fraud in connection with federally assisted housing.
4. Alcohol abuse or pattern of abuse, if PHCD has reasonable cause to believe that the person's abuse or pattern of abuse of alcohol may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.

In determining denial or termination of assistance related to drug or alcohol abuse, PHCD must take into consideration: Evidence of drug or alcohol rehabilitation, as indicated under Mitigating Circumstances below, and if the drug or alcohol abuse is related to a disability, as determined by PHCD's ADA Coordinator.

PHCD shall not consider any additional restrictions for eligibility of housing assistance due to criminal activities not required by federal law, regulations, and this policy.

xii. Other Non-Criminal Activities

Assistance will be denied or terminated for a period of five (5) years for inability to comply with the lease terms (e.g., record of disturbance of neighbors, destruction of property, living and housekeeping habits)

that may adversely affect the health, safety or welfare of other tenants or cause damage to the unit or development.

xiii. Notification of Proposed Rejection

PHCD must notify the household of the proposed rejection, the reason for the denial of admission or termination, and provide an opportunity to dispute the accuracy and relevance of the record. If the denial is because of criminal background, PHCD must provide the household member with copy of the criminal records.

Criminal records (not including juvenile records) for minors convicted as adults available to PHCD by operation of law will be released to the head of household, parent or legal guardian of the minor, upon request. Refer to Chapter IX of this ACOP.

The HUD form 5380, Notice of Occupancy Rights under the Violence Against Women Act form, and the HUD form 5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation form, will be provided at the time the household is denied assistance.

xiv. Mitigating Circumstances for Applicants and Residents

Mitigating circumstances are facts relating to negative rental history or behavior, that, when verified, indicate that the reason for the unsuitable rental history or behavior is no longer in effect or is under control, justifying admission or continued occupancy. Mitigating circumstances would overcome or outweigh information gathered in the screening process.

The factors below will be taken into consideration when reviewing the conviction(s) for engaging in criminal activities. These factors are not the only allowable mitigating circumstances. The PHCD may consider other mitigating circumstances as appropriate. Providing documentation of mitigating circumstances as described below is the responsibility of the family. It is incumbent upon the family to provide documentation, evidence and any and all other third-party proof at any time, including but not limited, to the investigation interviews, appointments with the PHCD staff, at the time of the informal review or within the time limit set by the hearing officer to provide substantiating information challenging the recommendation to deny assistance.

1. Removal of Family Member

The applicant or resident may request removal of the offending family member from the family composition and the family member may not remain on the application nor reside in the Public Housing unit in order for the family to be assisted in the program.

If the offending family member(s) is not removed, then the entire family shall be recommended for denial of assistance from the Program. In circumstances where the offending family member is the head of household, the entire family shall be recommended for denial of assistance from the Program.

Depending on the seriousness of the offense, PHCD may consider to reinstate the removed offender family member, if they are able to establish that they have been rehabilitated (i.e., drug or alcohol rehabilitation program).

2. Violation of Peaceful Enjoyment

The PHCD may consider all circumstances relevant to a particular case, such as the seriousness of the offending action, the extent of participation by the head of household or household member(s) in the offending activity and the extent to which the head of household or household member(s) has shown personal responsibility to prevent or mitigate the offending action. Upon determination by the hearing officer or the PHCD may require a family to exclude a household member in order to receive housing assistance, where that household member has participated in or been culpable for the action or failure to act that warrants denial or termination of assistance.

3. Substance Abuse Rehabilitation

Upon determination by PHCD, hearing officer, hearing panel whether to recommend denial or termination of assistance for illegal drug use or a pattern of illegal drug use by a household member who is no longer engaging in such use, or for abuse or a pattern of abuse of alcohol by a household member who is no longer engaging in such abuse, may consider whether such household member was remanded by the court and is participating in or has successfully completed a supervised drug or alcohol rehabilitation program, or has otherwise been rehabilitated successfully. For this purpose, the PHCD shall require the applicant or resident to submit evidence of the household member's current participation in, or successful completion of, a supervised drug or alcohol rehabilitation program or evidence of otherwise having been rehabilitated successfully.

4. Domestic Violence

Upon request, other documents may be submitted in lieu of the HUD form 5382, Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking and Alternate Documentation form. See Chapter XIV– Violence Against Women Act and Appendix I - Definitions of this ACOP for additional details.

xv. Examples of mitigating circumstances may include:

- i. Evidence of successful rehabilitation. The household member who engaged in criminal activity successfully completed a diversion or deferral of judgment program; or has successfully completed a supervised drug or alcohol rehabilitation program verified by PHCD;
- ii. Circumstances leading to the eviction or criminal activity no longer exist (for example, the criminal household member has died or is imprisoned);
- iii. Evidence of the family's participation in social service or other appropriate counseling service; or
- iv. Evidence of successful and sustained modification of previous disqualifying behavior.
- v. Consideration of mitigating circumstances does not guarantee that the family will qualify for admission or continued occupancy. PHCD will consider such circumstances in light of:
 - 1) the ability to provide documentation/evidence to verify the mitigating circumstances and prospects for improved future behavior;

- 2) the overall performance with respect to all the screening requirements; and
 - 3) the nature and seriousness of the criminal activity, especially drug related and criminal activity that appears in the applicant's or resident's record.
- vi. If negative information is received about an applicant or resident, PHCD shall consider the time, nature, and extent of the conduct and factors that may indicate a reasonable probability of favorable future conduct. To be considered, mitigating circumstances must be verifiable.
- vii. If the applicant or resident asserts that mitigating circumstances relate to a change in disability, medical condition or treatment, PHCD shall evaluate the evidence and verify the mitigating circumstance. PHCD shall also have the right to request further information to verify the mitigating circumstance. Such inquiries will be limited to the information necessary to verify the mitigating circumstances or, in the case of a person with disabilities, to verify a reasonable accommodation (see PHCD's Reasonable Accommodation Policy and Procedures document under Appendix IV of this ACOP), which will be used by PHCD as the source document to process reasonable accommodation requests for people with disabilities.

2.4 (F) Violence Against Women Act

i. Overview

Under the Violence Against Women Act (VAWA) and Miami-Dade County Resolution No. R-644-12, PHCD is required to implement internal policies to include provisions for protection of victims of domestic violence, dating violence, sexual assault, and stalking (hereinafter known as "domestic violence"). For definitions of terms under this section, refer to Attachment A of this Administrative Plan.

PHCD provides applicants and residents with the HUD form 5380, Notice of Occupancy Rights under the Violence Against Women Act form, that explains the VAWA protections, including the right to confidentiality, and any limitations on those protections.

PHCD also provides applicants and residents with HUD form 5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, Stalking or Alternate Documentation form to be completed by the victim to document that the applicant or resident is a victim of domestic violence, dating violence, sexual assault, or stalking.

PHCD provides the Notification of Your Rights and Obligations under the Violence Against Women Act form to owners and management agents of assisted housing detailing the following:

- VAWA protections and any limitations on those protections
- Documentation required
- Remedies available to tenants
- Definitions
- Confidentiality requirements

The lease, lease addendum, or tenancy addendum, as applicable, shall include a description of specific protections afforded to the victims of domestic violence, dating violence, or stalking.

The PHCD's Emergency Transfer Plan for victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (Emergency Transfer Plan) is attached hereto as Attachment D and is incorporated herein by reference. When in conflict with any policy under this Administrative Plan, the Emergency Transfer Plan for victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking shall prevail.

ii. Admission and Continued Occupancy Criteria

An applicant cannot be denied admission or assistance on the basis or as a direct result of the fact that the applicant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the applicant or tenant otherwise qualifies for admission, assistance, participation, or occupancy.

Residents or tenants who are victims of domestic violence, dating violence, sexual assault, or stalking must be handled as an exception to the federal One Strike Rule under documented incident of actual or threatened domestic violence.

If the tenant or affiliated individual is a victim of criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking engaged in by a household member or guest or other person under the tenant's control, such criminal activity shall not be cause for eviction or termination.

Being a victim of domestic violence, dating violence, sexual assault, or stalking does not qualify as a serious or repeated violation of the lease for terminating assistance, tenancy, or the occupancy rights of the victim. PHCD may allow for the perpetrator of domestic violence, dating violence, sexual assault, or stalking to be removed from the lease, while the remaining family members stay in the assisted unit, upon approval of the division director. Victims of domestic violence, dating violence, sexual assault, or stalking will be considered for emergency transfers. See Attachment D of this Administrative Plan. Subject to funding availability, the issuance of a Section 8 voucher may be offered to the victimized family member(s).

iii. Evidence Required as Proof of Domestic Violence, Sexual Assault, Dating Violence or Stalking

When confronted with cases of domestic violence, dating violence, sexual assault, or stalking PHCD must provide the alleged victim with HUD form 5382, Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking and Alternate Documentation, and request that it be returned within 14 business days PHCD may, but is not required, to extend the time period to submit the documentation with the approval of the division director or designee. In response to this request, the resident may complete HUD form 5382 or provide one of the following types of third-party documentation:

1. Court records (e.g., restraining and civil protection orders) or statements from a judge or other court officials;
2. Medical records or statements from mental health professionals or medical professionals from whom the victim sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking;

3. Police reports or statements (e.g., records of police visits to the victim's address or telephone calls, which may include telephone calls to the police registering a complaint, a log of police runs made to the residence, and copies of all tapes and reports written by officers responding to a call);
4. Reports or statements signed by workers (collectively, "professionals") from a domestic violence shelter or domestic violence program attesting to the time the victim spent in the shelter and the correlation to the incidents of abuse;
5. Statements signed by a clergy or social worker, other employee, agent, or volunteer of an administrative agency, social service agency, victim service provider, domestic violence program, clergy, counselor, or attorney (collectively, "professional") from whom the victim sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking.
6. Other credible evidence as corroborated by law enforcement or domestic providers.
7. Statements signed by above-mentioned professionals must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence occurred and meet the definition of domestic violence, dating violence, sexual assault, or stalking. Same statements must also be signed by the victim.

iv. Conflicting Evidence

If PHCD receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), PHCD may request third-party documentation from victims in order to resolve the conflict. The victim must provide the third-party documentation within 30 days. If the victim fails or refuses to provide third-party documentation where there is conflicting evidence, PHCD does not have to provide the victim with the protections contained in this policy.

v. Considerations for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

PHCD must consider:

1. The nature and severity of each case while exercising discretion on whether or not family members or their guests pose an actual and imminent threat to the health, safety, or right to peaceful enjoyment of the premises by others. Any eviction or termination of assistance taken on this basis should only be used when there are no other actions that can be taken to reduce or eliminate the threat, including but not limited to:
 - Transferring the victim
 - Removing or barring the perpetrator from the property
 - Contacting law enforcement
2. The effects of denial or termination of assistance on other family members who were not involved in the offense.

3. The conditions barring the culpable household member from residing in or visiting the unit.
4. The circumstances relevant to an eviction or termination of tenancy based on the extent to which the person has shown personal responsibility to prevent the offending action, and the time that has elapsed since their arraignment for that crime.
5. The range of evidence as proof of domestic violence, which may include, but is not limited to victim's statement, testimony or affidavit outlining the facts of the violence or cruelty in each incident, utilizing form HUD-5382.

vi. Protection of Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking

PHCD shall refer victims of domestic violence, sexual assault or stalking to the State of Florida Office of the Attorney General, State Attorney's Office or the Department of Law Enforcement to apply for participation in the Address Confidentiality Program for Victims of Domestic Violence.

PHCD may collaborate with appropriate counseling and law enforcement entities to assist victims of domestic violence, including but not limited to the following services and programs for domestic violence victims:

- 1) Certified Domestic Violence Centers:
 - Safespace Shelter: 305-758-2804
 - The Lodge: 305-693-1170
- 2) Domestic Violence One Stop Center:
 - Coordinated Victims Assistance Center (CVAC): 305-285-5900

In determining if termination, removal or in some cases eviction is appropriate, PHCD must consider the safety and well-being of victims, as well as the health, safety and peaceful enjoyment of other residents who may be affected by incidents or domestic violence. Per VAWA 2013, if the evicted individual is the sole tenant eligible to receive assistance under a covered housing program, the public housing agency, owner, or manager of housing assisted under the covered housing program shall provide any remaining tenant an opportunity to establish eligibility for the covered housing program. If a tenant described in the preceding sentence cannot establish eligibility, the public housing, owner, or manager of housing assisted under the covered housing program shall provide the tenant a reasonable time, as determined by the appropriate agency, to find new housing or to establish eligibility for housing under another covered housing program.

PHCD must develop linkages and referrals to appropriate counseling and law enforcement entities.

vii. Confidentiality

The information under the Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking and Alternate Documentation form will remain confidential and will be used by PHCD only to provide the victims with the exceptions and protections under VAWA.

PHCD must ensure that private information of victims of domestic violence, dating violence, sexual assault or stalking is protected in accordance with Records Management provisions.

viii. Non-discrimination

Pursuant to VAWA, no applicant or participant shall, on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with funds made available under VAWA. Additionally, PHCD does not discriminate against applicants or participants based on ethnic origin, familial status, marital status, ancestry, age, pregnancy, or source of income.

Part 2.4 (G) Addition to Family Composition

Changes to the family composition shall be considered and documented at the time the changes below occur.

i. Addition to Family Composition

Requests for additions to the family composition are to be made in writing by the head of household and are restricted to:

1. Spouses, co-heads, or domestic partners (see definition of Family in Attachment A of this Administrative Plan), children born to, adopted, or otherwise granted custody by operation of law, including foster children. PHCD will require documentation that the head of household has authorization to include a minor as part of the household. Court approved custody or guardianship is not the only mechanism for establishing that a head of household has authorization to include a minor in the family composition. Addition of minors may also be permitted for families in which one (1) or more children live with the designee of the parent or legal custodian, with the parent or custodian's written consent. Documentation can include but is not limited to court documents, pre-need guardian, school records, other state and federal public assistance documentation, or power of attorney;
2. Immediate relatives (sons, daughters, brothers, sisters, parents, grandparents and grandchildren), may be added for humanitarian and extraordinary reasons, including reasonable accommodation for a family member on a case-by-case basis and approved by the division director or designee.

Part 2.4 (H) Live-in Aide

PHCD will consider approval of a written request for a live-in aide (see definition in Attachment A) as a reasonable accommodation, upon written verification that the elderly, near elderly or disabled person requires the services of a live-in aide. For the Live-in Aide Request and Verification forms, refer to Attachment C, Reasonable Accommodation Policies and Procedures.

The live-in aide is a household member not a family member. The income of the live-in aide is not considered towards the calculation of the family's annual income.

The live-in aide may live in the unit solely to care for the disabled family member and qualifies for occupancy as long as the individual requires the supportive services. PHCD shall deny occupancy of the unit to the live-in aide after the disabled resident, for whatever reason, no longer resides in the unit.

A relative may be considered as a live-in aide, but must meet all the above criteria and be qualified to provide the care for the family member. The head of household and the live-in aide shall acknowledge that the live-in aide does not have any right to the voucher. The live-in aide does not qualify for continued occupancy as a remaining family member, and shall be required to sign a Live-In Aide Agreement which shall become an addendum to the resident's lease (for the Live-In Agreement form, refer to Attachment C, Reasonable Accommodation Policies and Procedures).

Under extraordinary circumstances, upon approval of the PHCD, relatives satisfying the definition of a live-in aide wanting to have remaining family status may be added to the family composition as a family member and not as a live-in aide. In such case, the relative's income will be considered in the family's annual income.

An eligible live-in aide may be granted up to one (1) additional bedroom if approved as a reasonable accommodation. The live-in aide may have PHA-approved family member(s) live with him/her in the unit, as long as Housing Quality Standards (HQS) are not violated and there are no more than two people per bedroom or living/sleeping space (PIH Notice 2010-51). If additional family members result in violation of HQS, or do not meet the eligibility requirements set forth below, this specific live-in aide may not be approved. No additional bedrooms will be provided to accommodate the live-in aide's family members.

ix. Requirements

The live-in aide (and family, if any) must provide the following documents as part of the admission criteria described in this chapter:

- Proof of identity
- Verification of birth date
- Social security number,
- Other documents as may be required by USHUD

The live-in aide (and family, if any) will be asked to sign forms which include but is not limited to the following:

- Live-in Aide Agreement
- Authorization to Check Information
- Authorization to Obtain Criminal Background
- Authorization for the Release of Information/ Privacy Act Notice (Form HUD-9886)
- Debts Owed to Public Housing Agencies and Terminations (Form HUD-5267)
- What You Should Know About EIV (Form by HUD)

x. Verification

PHCD will verify information of the live-in aide (and any family members) through EIV for debt owed to another housing authority or program, or whether a prior termination has been cleared.

The live-in aide individual (and any family members) may be denied for the following reasons:

- Commits/committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program.
- Unauthorized household members.

- The screening process shows a pattern of arrests within the last 10 years of engaging in drug or violent criminal activities excluding murder, arson, aggravated felony battery and sex-related crimes not subject to lifetime registration under a state sex offender registration program.
- Violent criminal activities shall include any criminal activity that has as one (1) of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, non-trivial bodily injury or property damage.
- A sex offender according to State Laws. PHCD will perform nationwide background checks. The nationwide background check will be conducted online using a database available at www.nsopw.gov (PIH Notice 2012-28).
- Owes rent or other amounts to the PHA or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act.

xi. Removals from the Family Composition:

Applicants (see Section 5.2 regarding removal of Residents and Unauthorized Persons):

Any adult family member, including the head of household, requesting to be removed from the family composition must provide a notarized statement agreeing to the removal, signed by the adult family member and the head of household.

The notarized statement must be accompanied by two (2) pieces of supporting documentation from different sources showing that the family member is no longer residing in the subsidized unit. Supporting documentation to prove another residency may include, but is not limited to, a copy of the dwelling lease agreement, utility bills, or official mail (from a Federal, State, County or City government agency) properly dated (no more than two (2) months old), showing the new address. PHCD may request additional documentation to verify the permanent relocation of the family member requesting removal.

If the adult family member is unable to provide the notarized statement agreeing to removal from the family composition, the head of household must provide a written statement explaining the reason why the family member is unable to provide the statement and provide supporting documentation, if available (e.g. death certificate, jail order).

For removal of minors, the head of household must provide a signed notarized statement accompanied by supporting documentation showing that the minor is no longer residing in the subsidized unit. Supporting documentation to prove another residency may include, but is not limited to, school records, custody records, etc. properly dated (no more than two (2) months old), showing the new address.

Chapter 3. Non-Waiting List Issuance and Special Programs

When USHUD awards program funding to the Agency that is targeted for families that live in specified units or for a special or targeted Housing Choice Voucher program, the PHCD may admit a family that is not on the waiting list, or without considering the family's waiting list position upon approval of the PHCD Director or designee. The PHCD shall maintain records showing that the family was admitted with USHUD-targeted assistance. PHCD may issue vouchers to persons not on the waiting list in the following instances:

3.1 Displacement Due to Governmental Action

Families displaced (as defined in Attachment A of this plan) because of governmental action must be referred and verified. The referral for Housing Choice Voucher assistance must be made within six (6) months of the displacement in order for such families to qualify for Housing Choice Voucher assistance.

The PHCD shall, at its discretion, determine the availability of vouchers for displaced persons. Written referrals may also be accepted from USHUD, appropriate federal, state and local law enforcement agencies, the State Attorney's Office, or by the courts, including requests for assistance for eligible clients under witness protection.

3.2 Relocation

Provision of Housing Choice Voucher assistance may be provided to a family being relocated if allowed under the Uniform Relocation Assistance and Real Property Acquisition Regulations for federal and federally assisted programs.

3.3 Settlement of Lawsuits

The PHCD shall comply with any mandates settlements, or directives by a court of the United States or USHUD in relation to the issuing of vouchers to persons not on the waiting list.

3.4 Preservation Housing

Families that reside in a property covered by project-based voucher assistance in which the owner opts out or pre-pays the USHUD insured mortgage or is at or near the end of the housing assistance payment contract may be eligible for Preservation Voucher assistance. The PHCD shall certify families eligible for Preservation Voucher housing pursuant to executed Annual Contribution Contracts (ACC's) by USHUD for mandated or targeted projects.

3.5 Veterans Assisted Supportive Housing (VASH)

To be eligible for the Veterans' Assisted Supportive Housing program (VASH), applicants must be referred by the Veterans Affairs Medical Center (VAMC) and fulfill all the following criteria:

- A. Be an income-eligible United States Veteran
- B. Be homeless as determined by the VAMC, and
- C. Must not be subject to a lifetime registration requirement under a state sex offender registration program (including family members). The nationwide sex offender registration check will be conducted online using a database available at www.nsopw.gov (PIH Notice 2012-28).

The U.S. Department of Veterans Affairs (VA) conducts all interviews, initial applications, and monitoring of the VASH program. The VA notifies the PHCD in writing of eligible applicants. These eligible applicants are scheduled for an appointment for possible certification under the Housing Choice Voucher Program. All Housing Choice Voucher Program regulations apply to these eligible applicants. It is the responsibility of the VA office to notify all ineligible applicants. The number of VASH Program participants shall be restricted to the number of VASH vouchers under contract to the Agency by USHUD.

Additions to households must meet regular eligibility criteria prior to being added as household members.

3.6 Family Unification Program (FUP)

The Family Unification Program (FUP) offers tenant-based housing assistance in coordination with the State of Florida Department of Children and Family Services or other authorized child protective agency. Referrals will be families for whom the lack of adequate housing is a primary factor that would result in:

- A. The imminent placement of the family's child(ren) in out-of-home care; or,

B. The delay of the child(ren)'s return to the family from out-of-home care.

"Lack of adequate housing" is defined by the federal regulation as:

- Substandard or dilapidated housing;
- Homelessness;
- Displacement by domestic violence, or
- Living in an overcrowded unit.

The program will allow families to avoid foster care placement and be unified in stable housing. Applicants for the Family Unification Program shall be referred and certified in coordination with the State of Florida Department of Children and Family Services.

The PHCD's responsibilities under the FUP include the acceptance of families whose eligibility is certified in writing by the State of Florida Department of Children and Families. The PHCD, upon receipt of the original caseload list, not copies or faxes, of families from the Department of Children and Families accompanied by original FUP applications, shall compare the names with those of families already on the PHCD's Housing Choice Voucher waiting list. Any families on the PHCD's Housing Choice Voucher waiting list that are also included in the Department of Children and Families' list shall be assisted in order of their position on the waiting list in accordance with the PHCD admission policies. Any family certified by the Department of Children and Families as eligible, but not on the Housing Choice Voucher waiting list shall be placed on the PHCD waiting list. If the PHCD has a closed waiting list, the waiting list shall be opened to accept FUP applicants. If the referred family is already housed in Public Housing, the Residents in Transition Policy must be followed to deter duplicate housing.

The PHCD shall initially advertise the opening of the waiting list for the sole purpose of accepting FUP eligible families only. The advertisement will not be repeated when additional funding is received.

Pursuant to the National Affordable Housing Act, children in temporary foster care shall be counted as part of a family unit for the purposes of determining a family's eligibility for housing assistance. The temporary placement period for children shall be defined as at least six (6) months; however, this time frame shall be determined and changed at the PHCD's discretion based on local needs and conditions.

Once a family is housed using a Housing Choice Voucher under the Family Unification Program, the PHCD shall not cancel the voucher if the family splits so long as the family is otherwise in compliance with Housing Choice Voucher Program rules and regulations.

3.7 Non-Elderly Disabled (NED) Vouchers

PHCD will comply with USHUD's requirement in PIH Notice 2013-19, to make assistance available for non-elderly disabled applicants when a designated NED or Mainstream voucher becomes available due to turnover. Eligible non-elderly disabled applicants will be selected in chronological order from the Tenant-based waiting list. PHCD must maintain a NED voucher leasing rate of 95 to 100 percent of the NED and Mainstream allocation. A NED eligible family will not be skipped over if the PHCD has reached it required NED or Mainstream allocation.

PHCD will affirmatively market to a diverse population of NED-eligible families to attract protected classes least likely to apply.

3.8 Other Specialized Allocations

Other tenant-based voucher allocations that are for special programs in addition to FUP, Veterans Affairs Supportive Housing (VASH), Mainstream Vouchers for Non-Elderly Persons with Disabilities (NED) and Project-Based Voucher Program shall be administered in accordance to criteria stipulated in the Notification for Funding Availability (NOFA) and voucher application.

3.9 Change of Program Issuance

The PHCD may, at its sole discretion, for humanitarian reasons, including reasonable accommodation for a family member with disabilities, issue a voucher to a family participating in another program (such as the Moderate Rehabilitation program). The PHCD will confirm that the tenant is in compliance with all assisted housing tenant and lease obligations prior to voucher issuance. Such issuance requires the approval of the PHCD Director or deputy director (or designee).

Chapter 4. Issuing Housing Vouchers

4.1 Issuing and Briefing

Upon selection to participate in the Housing Choice Voucher Program, the family will be scheduled for an appointment with the PHCD. No applicant from the waiting list shall be certified without a file containing a hard (paper) copy of the original application. At the appointment, the family must verify the information on their application, receive a briefing (verbal and written) about the program, their rights, and obligations, and provide documentation as required by federal regulation. Should the family comply with the above-referenced steps, they shall be issued a voucher. The briefing shall include the following topics:

- A. How the program works;
- B. Family and Owner responsibilities;
- C. Where the family may lease a unit, including outside the Agency's jurisdiction;
- D. Portability procedures, if applicable; and
- E. Advantages of moving to a neighborhood that does not have a high concentration of low-income participants.
- F. The family will receive a packet of information at their briefing or initial certification appointment that will include at least the following:
 1. The term of the voucher and the policy on extensions or suspensions of the term;
 2. How the Housing Assistance Payment (HAP) is determined including the payment standard for a unit and total tenant payment;
 3. How the Agency determines the maximum rent for an assisted unit; and
 4. The maximum amount the family may pay when moving to a new unit (40% rule of adjusted monthly income, if applicable).
- G. What the family should consider in leasing a unit including the condition of the unit, the reasonableness of the rent, the cost of tenant paid utilities, whether the unit is energy efficient, and the location of the unit;

- H. Where a family may lease a unit, including portability to another jurisdiction, USHUD-required lease addendum;
- I. The *Request for Tenancy Approval* form (HUD-52517) and an explanation of how to request the Agency's approval to lease a unit;
- J. A statement of the PHCD's policy on providing information about a family to prospective owners;
- K. The PHCD subsidy standards, including when exceptions may be granted;
- L. USHUD brochure on how to select a unit;
- M. Information on federal, state and local equal opportunity laws, and a copy of the *housing discrimination complaint* form;
- N. A list of landlords or others known to the PHCD and the PHCD, who may be willing to lease a unit to the family or assist the family in locating a unit;
- O. If the family includes a person with disabilities, or if the family informs the PHCD that one of its members is a person with disabilities, The PHCD will provide a current listing of available accessible units known to the PHCD, and if necessary, otherwise assist the family in locating an available accessible dwelling unit.
- P. Family obligations under the program, including the requirement that family members be U.S. citizens or eligible non-citizens;
- Q. The grounds on which the PHCD may terminate assistance because of family action or failure to act; and
- R. The PHCD's informal hearing procedures, including when the PHCD is required to give the opportunity for a hearing and how to request a hearing.
- S. The PHCD may include other items as determined necessary and will use available forms or USHUD forms.

4.2 Type of Assistance

The PHCD shall determine whether the family shall be issued a Housing Choice Voucher based on availability of the tenant-based assistance.

4.3 Term of Voucher

The Housing Choice Voucher is valid for a period of 60 days from the date of issuance. Prior to the expiration date, the family may contact the PHCD to request assistance in locating suitable housing. The family must submit a completed Request For Tenancy Approval (RFTA) package within the 60-day period unless an extension (as described below in Section 4.4) has been granted by the PHCD.

4.4 Extensions of Term

A family may request a 60-day extension to the initial 60-day term of an issued voucher for a total voucher term of 120 days. All requests for extensions should be received at least one week prior to the expiration date of the voucher and must be made to the Admissions and Intake department. Requests may be made in person or by telephone. If an extension is granted by telephone, a copy of the voucher will be mailed to the voucher holder indicating the extended expiration date. Extensions are permissible at the discretion of the PHCD primarily for the following reasons:

- A. Extenuating circumstances such as hospitalization of a family member or a family emergency over an extended period of time that has affected the family’s ability to find a unit within the initial 60-day term.
- B. The term of a voucher may be extended over 120 days as a reasonable accommodation for applicants or participants having difficulties locating suitable housing to meet their needs. In accordance with PHCD’s Reasonable Accommodation Policy and Procedures, if reasonable accommodation is denied (including a voucher extension), the applicant or participant may appeal the denial of the reasonable accommodation by requesting an ADA Grievance.

Written notice of extensions will be given to the family. Hearings or informal reviews are not required and shall not be given for denial of extensions.

4.5 Suspensions

Suspensions of the term of the voucher can only be granted when family submits a RFTA. The PHCD can only stop the clock on the term of the voucher from the time family submits a RFTA for approval of tenancy until the time when the PHCD approves or denies the request. Additional extension beyond suspension time can only be given by the Director or his/her designee, and will only be considered under the following conditions:

- A. If the delay is due to the PHCD administrative reasons and not due to the applicant’s delay;
- B. The applicant has shown due diligence in locating an appropriate unit during the voucher term; and
- C. Denial of the suspension of term would constitute an undue hardship on the family.

Chapter 5. Occupancy Policies

5.1 Subsidy Standards

Determination of Voucher Size

The subsidy standard, (refer to Chapter 8 for more details regarding the “payment standard”), which is used to determine the voucher bedroom size assigned to a family, is based on the following criteria:

Minimum and Maximum-Number-of-Persons-Per Unit Standard

Voucher BR Size	Number of Persons in Household		
	Minimum	Maximum	HQS
0 BR	1	1	1
1 BR	1	2	4
2 BR	2	4	6
3 BR	3	6	8
4 BR	6	8	10
5 BR	8	10	12
6 BR	10	12	14

Subsidy standards are applied at the initial certification, annual recertification or during authorization for change of dwelling. For subsidy standards, an adult is a person 18 years or older.

- A. Two (2) persons per bedroom will be the standard for the smallest unit a family may consider.

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- B. A single person family shall be allocated a zero (0) or one (1) bedroom unit, and spousal/domestic partners a one (1) bedroom sized unit.
- C. The subsidy standard must be applied consistently for all families of like size and composition.
- D. The following principles govern the size of the unit for which a family will qualify. Generally, two (2) people are expected to share one (1) bedroom, except that the subsidy standards will be applied so that:
 - 1. Exceptions to the largest subsidy standards may be made in case of reasonable accommodations for a person with disabilities;
 - 2. In determining family unit size for a particular family, PHCD may grant an exception to its established subsidy standards if PHCD determines that the exception is justified by the age, sex, health, handicap, or relationship of family members or other personal circumstances;
 - 3. The dwelling unit must have at least one (1) bedroom or living/sleeping room for each two (2) persons. Children of opposite sex, over the age of six (6), may not be required to occupy the same bedroom or living/sleeping room;
 - 4. A family that consists solely of a pregnant woman (with no other members) shall be allocated a maximum of one (1) bedroom voucher;
 - 5. PHCD will count a child in the subsidy standard if the parent has primary custody of the child.
 - 6. A one (1) person household member with joint custody of a child/children but does not have primary custody will be granted a one (1) bedroom subsidy;
 - 7. The PHCD will count a child in the subsidy standard who is temporarily away from the home because the child has been placed in foster care, kinship care, or is away at school.
 - 8. A single head of household parent shall not be required to share a bedroom with his/her child, although they may do so at the request of the family;
 - 9. A live-in aide may be assigned up to one (1) bedroom if approved as a reasonable accommodation. The live-in aide may have PHA-approved family member(s) live with him/her in the unit, as long as Housing Quality Standards (HQS) are not violated and there are no more than two people per bedroom or living/sleeping space (PIH Notice 2010-51). If additional family members result in violation of HQS, or do not meet eligibility requirements set forth for live-in aides, this specific live-in aide may not be approved. No additional bedrooms will be provided to accommodate the live-in aide's family members;
 - 10. Due to current market conditions, the PHCD will issue a zero or (1) one-bedroom voucher to a single person;
 - 11. As a reasonable accommodation, an applicant or program participant family may be allowed a larger bedroom unit to accommodate a family member who requires a hospital bed or other large medical equipment. The equipment must be substantial in size and must be verifiable by a medical doctor as medically necessary in order to justify approval of a larger unit. In addition, the applicant or participant will be required to submit evidence of equipment specifications including but not limited to detailed description of equipment to include dimensions, photographs of equipment, etc. See Section 5.5 – Medical Equipment.

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E. Actual Unit Size Selected

The family may select their choice in unit size other than that listed on the assigned voucher so long as the family is not under-housed. Four (4) factors to consider are:

1. The PHCD shall apply the payment standard for the smaller of:
 - 1) the bedroom size shown on the voucher, or
 - 2) the size of the actual unit selected by the family;
2. The utility allowance used to calculate the gross rent shall be based on the actual size unit selected by the family regardless of the size authorized on the voucher; and
3. Under Housing Quality Standards (HQS) two (2) persons per living/sleeping room are allowed thus the above levels may be exceeded if a room is used as a living/sleeping area as indicated under the HQS column on the above chart.
4. Selection of a unit larger than for which the family is certified may result in an affordability issue.

5.2 Changes in Family Composition

The PHCD will utilize guidelines outlined in PIH Notice 2010-3 for changes in family composition. The voucher size issued to a family is determined by comparing the family composition to the PHCD subsidy standard before the briefing with the family. The family may request a change in the voucher size due to the addition to family composition by birth, adoption, or otherwise granted custody to the family by operation of law, which may include foster children. Except for natural births to, or adoptions by, family members, or court awarded custody or other operation of law, any family seeking to add a new member must request approval in writing and receive approval in writing before the new member is added to the family composition as described below. For purposes of this Section, the use of the term “by operation of law” shall include but not be limited to pre-need guardianships and durable powers of attorney.

All other additions to applicant families after an application is submitted shall be considered only on a case-by case basis by the director or designee overseeing the eligibility process for the tenant-based waiting list or his/her designee and must be documented at the times such changes occur. Additions may be made for humanitarian reasons, including reasonable accommodation for family member.

A. Addition of Adult Family Member

Upon approval of the PHCD, a participant family may add an additional adult family member to the family composition, other than by operation of law, under all the following circumstances:

1. The adult can be an immediate family member (sons, daughters, brothers, sisters, parents, grandparents, and grandchildren) of an existing household member;
2. Such member must be eligible for participation in the Housing Choice Voucher program;
3. Such member’s income must be considered in calculation towards rent; and
4. Addition of the family member shall be in consideration of a reasonable accommodation or for humanitarian reasons; or
5. Unrelated/unmarried partners who show proof of intention to live as a family.

Participant families must inform the PHCD in writing of the requested additional adult family member prior to the adult family member being added to the family composition. Requested additions to the family requiring advance approval in writing also include spouses or a request to add a live-in aide.

Participant families must inform the PHCD within 30 days of additions to the family due to birth, adoption, or otherwise granted custody to the family by operation of law or if a family member moves out. Only those persons listed on the most recent certification form and lease shall be permitted to be included in the family composition.

All other additions to participant families shall be considered only on a case-by-case basis and must be documented at the times such changes occur. Additions may be made for a reasonable accommodation or for humanitarian reasons. The addition of a family member shall not change the size of the voucher, unless approved by PHCD under extenuating circumstances. Addition of family members shall be the sole discretion of the PHCD or PHCD Contractor.

B. Screening of New Family Members

When an applicant or tenant requests approval to add a new family member, the PHCD will conduct a pre-certification screening of any proposed new adult member 18 years of age and older (excluding juvenile records) to determine whether the PHCD will allow the family member to be added to the family composition prior to the PHCD's approval of the new family member. PHCD will conduct such checks on household members who are younger than 18 years if they are being tried as adults for certain criminal offenses.

Minor children for whom juvenile justice records are not available or added through a formal custody award or kinship care arrangement are exempt from the pre-certification screening process, although the tenant needs prior approval from the PHCD to add children other than those born to, adopted by, or awarded by the court to the family.

The PHCD will consider the request for approval and require documentation that the head of household has authorization to include a minor as part of the household. Court approved custody or guardianship is not the only mechanism for establishing that a head of household has authorization to include a minor. Changes to the family composition may also be allowed for families in which one or more children less than 18 years of age live with the designee of the parent or legal custodian, with parent or custodian's written consent. Documentation can include, but is not limited to, court documents, pre-need guardian, school records, other state and federal public assistance documentation, power of attorney, etc.

All persons listed on the most recent certification form and residential lease must use the dwelling unit as their sole residence. Examples of situations where the addition of a family or household member is subject to screening are:

1. Participant plans to be married and requests to add the new spouse to the lease;
2. Participant desires to add a new member to the lease, employ a live-in aide or take in foster child(ren) over the age for which juvenile justice records are available;
3. One of the family members under age 18 who is not an emancipated minor, or an adult, not part of the original household, requests permission to take over as the head of the household.

Applicants or tenants who fail to notify the PHCD of additions to the household or who permit persons to be added to the family composition without undergoing screening are in violation of program requirements. Persons added without PHCD approval will be considered unauthorized occupants and the entire household will be recommended for termination from the Housing Choice Voucher or Moderate Rehabilitation Programs.

C. Removals from the Family Composition

1. Residents (continuous assistance):

- a. Any adult family member, including the head of household, requesting to be removed from the family composition must provide a notarized statement agreeing to the removal, signed by the adult family member and the head of household.
- b. The notarized statement must be accompanied by two (2) pieces of supporting documentation from different sources showing that the family member is no longer residing in the subsidized unit. Supporting documentation to prove another residency may include, but is not limited to, a copy of the dwelling lease agreement, utility bills, or official mail (from a Federal, State, County or City government agency) properly dated (no more than two (2) months old), showing the new address. PHCD may request additional documentation to verify the permanent relocation of the family member requesting removal.
- c. If the adult family member is unable to provide the notarized statement agreeing to removal from the family composition, the head of household must provide a written statement explaining the reason why the family member is unable to provide the statement and supporting documentation, (e.g. death certificate, jail order).
- d. For removal of minors, the head of household must provide a signed notarized statement accompanied by supporting documentation showing that the minor is no longer residing in the subsidized unit. Supporting documentation to prove another residency may include, but is not limited to, school records, custody records, etc. properly dated (no more than two (2) months old), showing the new address.

2. Unauthorized persons:

- 1) If PHCD obtains sufficient evidence of unauthorized occupants or unauthorized users of the subsidized unit's address (e.g. in their driver's license, identification card or as mailing address), and the finding is denied by the head of household, the head of household will be required to provide a written statement accompanied by two (2) pieces of supporting documentation from different sources showing the residential address of the unauthorized occupant or user. Supporting documentation to prove another residency may include, but is not limited to, a copy of the dwelling lease agreement, utility bills, or official mail (from a Federal, State, County or City government agency) properly dated (no more than two (2) months old), showing another address. The unauthorized person's driver's license or identification card may not be used as valid proof of residential address.

5.3 Foster Children

The applicant and participant family must obtain approval for the addition of a foster child to the family before the new member occupies the unit. The family may request a change in the voucher size based on the following factors.

A. Adding to the Family

Foster children will be added to the family composition upon written request and so long as the applicant provides documentation by the appropriate agency establishing responsibility. A larger voucher unit size, if available, will only be granted to a family adding a foster child if the maximum occupancy level has been exceeded creating an overcrowded situation.

B. Temporary Placement of Family Member

A child who normally resides with the family but is temporarily away from the home because of placement in foster care, rehabilitation, treatment, or incarceration for a non-felonious crime, is considered a member of the family.

5.4 Live-In Aide

See Section 2.2(5)(B) for Addition of Live-in Aide and also Attachment C, Reasonable Accommodation Policy and Procedure.

A live-in aide is a person 18 years of age or older who resides with one or more elderly (at least 62 years of age), near-elderly (at least 50 years of age but below 62 years of age), or disabled person(s) and who is determined to be essential to the care and well-being of the person; is not obligated for the support of the person; and would not be living in the unit except to provide the necessary supportive services. A relative may be considered a live-in aide, but must meet all the criteria listed herein.

5.5 Medical Equipment

As a reasonable accommodation, an applicant or program participant family may be allowed a larger voucher size to accommodate a family member who requires a hospital bed or other large medical equipment. The equipment must be substantial in size and must be verifiable by a medical doctor as medically necessary in order to justify approval of a larger voucher size. In addition, the applicant or participant will be required to submit evidence of equipment specifications including but not limited to detailed description of equipment to include dimensions, photographs of equipment, etc.

5.6 Family Absences from Unit

A family may not be absent from the unit for more than 60 consecutive days without prior written approval by the PHCD as described below. It shall also be the responsibility of the family to advise the owner of any absence from the unit. Absence means that no member of the family as listed on the lease is residing in the unit. During all absences, the family must meet all program and lease obligations including the payment of rent, utilities, and complying with inspection and recertification obligations.

Absences from the unit for a period of 61 to 120 consecutive days must receive prior written approval from a supervisor or higher authority. Absences for more than 120 consecutive days will not be approved. Assistance to a family will be terminated if the family is absent from its unit for more than 60 days without prior written approval. If assistance to a family is terminated for such reason, the family may request a hearing within 30 days of the termination notice. If the family is reinstated as a result of the hearing, the prior lease and contract will not be resumed but a new voucher will be issued and a new lease and contract executed.

The owner or management agent is obligated to reimburse the PHCD for any housing assistance payment made for the period after the effective date of termination of assistance to the family. Such reimbursement shall be billed by the PHCD Accounting office and remittance must be made by check or money order and submitted to the PHCD Accounting Office. Absence from a unit may be verified by any of the following methods: Housing Quality Standards inspection, proof of utility payments, service verifications, through owner/management company verifications, through an investigation or other documentation or means.

5.7 Family Break-up

If an assisted family separates due to a divorce, separation, or by any other operation of law, the PHCD will determine who continues to be assisted under the program. No additional housing voucher will be issued.

The PHCD will take into consideration the following criteria in making its decision as to which family member continues to receive assistance in the program:

- A. The desires of the family;
- B. The interest of minor children, or of ill, disabled or elderly family members;
- C. Whether any family members are going to remain in the assisted unit;
- D. Whether there has been any instance(s) of actual or threatened physical violence against a family member by another member of the household;
- E. Which family members was part of the original application for assistance;
- F. If a court determines property disposition between the family members, the PHCD will adhere to the court's determination as to who shall hold the Housing Choice Voucher assistance; and
- G. Whether there is drug-related or violent criminal activity. The PHCD, in its sole discretion, may recommend terminating the entire family.

5.8 Remaining Family Member

- A. To be considered the remaining member of the family, the person(s) must meet all eligibility requirements.
- B. Remaining family members age 18 years or older will be held responsible for arrearages incurred by the former head, co-head, or spouse. PHCD will not hold remaining family members (other than the head, co-head, or spouse) responsible for any portion of the arrearage incurred before the remaining member attained age 18.
- C. Remaining family members under age 18 shall not be held responsible for the rent arrearages incurred by the former head of household.
- D. A live-in aide or foster child/adult, by definition, is not a member of the family and will not be qualified for continued occupancy as a remaining family member.

In order for a minor child(ren) to continue to receive assistance as a remaining member(s), one of the following must occur:

- The court has awarded emancipated minor status to the minor;
- PHCD has verified that social services and/or the juvenile court has arranged for another adult to be brought into the assisted unit to care for the child(ren); or
- PHCD may allow for another adult to be a temporary head of household until such time as legal guardianship is granted or a minor, at least 17 years of age, is emancipated or reaches age 18.
- A certification will be conducted and appropriate changes to the voucher size may be made at that time.

Chapter 6. Citizen and Immigration Status

6.1 Submission of Documents and Verification

Refer to Section 2.6 for documents to be submitted and related immigration topics.

6.2 Provision of Notice

In circumstances where Immigration and Naturalization Service (INS) has not verified eligibility, the family will be provided with a written notice that shall include:

- A. That the family has a right to request an appeal to INS of the results of the verification of immigration status;
- B. That the family has the right to request an informal hearing with the PHCD upon completion of the INS appeal. Such hearing shall be in accordance with hearing procedures in Chapter 29 of this plan;
- C. That Housing Choice Voucher assistance may not be denied or terminated until the conclusion of the INS or the PHCD appeal process; and
- D. Notification of the type of assistance for which the family may be eligible (continued assistance, temporary deferral of assistance or pro-ration of assistance).

Chapter 7. Determination and Verification of Annual Income

7.1 Overview

The determination of eligibility and Total Tenant Payment (TTP) for the Housing Choice Voucher Program requires that the applicant's or participant's family adjusted annual income be calculated at the time of admission into the Program and on an annual basis. USHUD regulations specify: the types and amounts of income from all family members that must be included in this calculation; the allowable deductions to be subtracted from the gross annual income to determine the adjusted income and the amount of utilities the tenant is responsible for paying. PHCD reserves the right to implement PIH Notice 2013-03 as needed to relieve administrative burden.

7.2 Annual Income

Annual income means all amounts, monetary or not, or anticipated to be received, from a source outside of the household, by the family head, co-head, or spouse (even if temporarily absent) or any other family member during the 12 month period following the effective date of admission or annual re-examination.

For a participant family which includes persons with disabilities under the Housing Choice Voucher Program (excluding Moderate Rehabilitation), the PHCD's determination of annual income will include the disallowance of increase as provided in 24 CFR § 5.617, if applicable. The Earned Income Disallowance (EID) is the exclusion from the calculation of the family's income, the income increase attributable to new employment or increased earnings, over the income received prior to qualifying for the disallowance. Additional disallowance requirements and the period of income disallowance are further described under 24 CFR § 5.617. The EID carries a maximum 48-month lifetime limitation.

Annual income means all amounts that not specifically excluded by regulation. It includes, but is not limited to:

- A. The full amount of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services, before any payroll deductions.
- B. The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness are not used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted,

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based on straight-line depreciation, as provided in Internal Revenue Service (IRS) regulations. Any withdrawal of cash or assets from the operation of a business or profession is included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family.

- C. Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness are not used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight-line depreciation, as provided in IRS regulations. Any withdrawal of cash or assets from an investment is included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income includes the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate.
- D. The full amount of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount. However, deferred periodic amounts from supplemental security income and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts are excluded.
- E. Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation and severance pay. However, lump sum additions such as insurance payments from worker's compensation are excluded.
- F. Temporary Assistance for Needy Families (TANF). If the TANF includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income consists of:
 - 1. The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus
 - 2. The maximum amount that the welfare assistance agency could allow the family for shelter and utilities. If the family's welfare assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this requirement is the amount resulting from one application of the percentage.
 - 3. If the amount of welfare is reduced due to an act of fraud by a family member or because of any family member's failure to comply with requirements to participate in an economic self-sufficiency program or work activity, the amount of rent required to be paid by the family will not be decreased. In such cases, the amount of income attributable to the family will include what the family would have received had they complied with the welfare requirements and/or had not committed an act of fraud.
 - 4. If the amount of welfare assistance is reduced as a result of a lifetime time limit, the reduced amount is the amount that shall be counted.
- G. Periodic and determinable allowances, such as alimony and child support payments (see note), and regular contributions or gifts received from organizations or from persons not residing in the dwelling. (Note: uncollected child support will not be counted so long as the family provides documents demonstrating that the debt is uncollectible or has not been paid or received for more than three (3) months).
- H. Income from seasonal employment (i.e. school board employees, teachers, etc.) may be calculated using one of the following methods:

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- a. Annualize income by projecting the current monthly income for 12 months even if the current income is not expected to last the entire 12 months. Under this method, the family has the right to come in for an interim re-examination once the income decreases.
 - b. Calculate average income based on anticipated changes for the upcoming year using verified historical evidence of past income fluctuations. This second method would not require an interim re-examination at the time income decreases since such decreases would already be averaged into the anticipated annual amount.
- I. All regular pay, special pay, and allowances of a member of the Armed Forces Special pay to a member exposed to hostile fire is excluded.

7.3 Exclusions from Income

In accordance with PIH Notice 2013-04, PHCD is not required to verify fully excluded income and may accept an applicant or participant's self-certification of such income. Annual income does not include the following:

- A. Income from employment of children (including foster children) under the age of 18 years;
- B. Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone);
- C. Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses;
- D. Amounts received by the family that is specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- E. Income of a live-in aide;
- F. The full amount of student financial assistance paid directly to the student or to the educational institution;
- G. Special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
- H. The amounts received from the following programs:
 1. Amounts received under training programs funded by USHUD;
 2. Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS);
 3. Amounts received by a participant in other publicly assisted programs that are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and that are made solely to allow participation in a specific program;
 4. Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the Housing Authority or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn

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maintenance, and resident initiative coordination. No resident may receive more than one such stipend during the same period of time;

5. Incremental earnings and benefits resulting to any family member from participation in qualifying State or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the family member participates in the employment training program;
- I. Temporary, nonrecurring, or sporadic income (including gifts);
 - J. Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
 - K. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household, co-head, and spouse. Full Time Student status will be identified by the college or vocational school. Students with approval to attend school for the next semester, either after graduation or in the summer will be considered for this income exemption;
 - L. Adoption assistance payments in excess of \$480 per adopted child;
 - M. Deferred periodic amounts from Supplemental Security Income and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts;
 - N. Amounts received by the family in the form of refunds or rebates under State or local law for property taxes paid on the dwelling unit;
 - O. Amounts paid by a State agency to a family with a member with a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home;
 - P. Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits, including:
 1. The value of the allotment of food stamps
 2. Payments to volunteers under the Domestic Volunteer Services Act of 1973
 3. Payments received under the Alaska Native Claims Settlement Act
 4. Income from sub-marginal land of the U.S. that is held in trust for certain Indian tribes
 5. Payments made under the Department of Health and Human Services' Low-Income Energy Assistance Program
 6. Payments received under the Job Training Partnership Act
 7. Income from the disposition of funds of the Grand River Band of Ottawa Indians
 8. The first \$2,000 per capita received from judgment funds awarded for certain Indian claims
 9. Amount of scholarships awarded under Title IV including Work-Study
 10. Payments received under the Older Americans Act of 1965

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11. Payments from Agent Orange Settlement
12. Payments received under the Maine Indian Claims Act
13. The value of child care under the Child Care and Development Block Grant Act of 1990
14. Earned income tax credit refund payments
15. Payments for living expenses under the AmeriCorps Program

7.4 Adjusted Annual Income

Adjusted income is the annual income of family members residing in or intending to reside in the rental unit, less allowable deductions of:

- A. \$480 for each dependent
- B. \$400 for any elderly family or disabled family
- C. Child care
- D. Medical expenses (must exceed 3% of gross annual family income)
- E. Disability assistance (must exceed 3% of gross annual family income)

7.5 Enterprise Income Verification (EIV), Third Party Verification, and Factors Affecting Eligibility and Family Rent

A. Accurate determination of income eligibility, allowances, and family rent can occur only if all factors related to income and family circumstances are verified. PHCD will comply with the most recent USHUD guidance on verification requirements. PHCD will utilize the verification guidelines under PIH Notice 2010-19 (issued May 17, 2010), Verification Guidance, and PIH 2010-03 (issued January 21, 2010), Verification of Social Security and Supplemental Security Income benefits, as applicable, and any subsequent guidelines and regulations issued by USHUD.

B. PHCD will follow the verification hierarchy described in PIH Notice 2010-19:

- **Level 6:** Upfront Income Verification (UIV) using USHUD's EIV System. Highest (Mandatory other than applicants) Ranking is Upfront Income Verification using USHUD's Enterprise Income Verification (EIV) system;
- **Level 5:** Upfront (Optional) Income Verification (UIV) using non-HUD system such as the Work Number;
- **Level 4:** Written Third-Party (High) (Mandatory to supplement EIV reported income and when EIV has no data available. Mandatory if applicant/participant disputes EIV reported income and is unable to provide acceptable documentation). This does include documents issued by a third party and may be hand delivered by the applicant or participant;
- **Level 3:** Written Third-Party Form: (Medium –Low) Mandatory if written third party verification documents are not available or rejected by PHCD; and when the applicant or participant is unable to provide acceptable documentation.
- **Level 2:** Oral Third Party Verification: (Low) Mandatory if written third party verification is not available.
- **Level 1:** (Low) Use as a last resort when unable to obtain any type of third party verification.

If Enterprise Income Verification (EIV) as described below is not available, third-party verification, which may be provided by the participant, will be used. If third party verification is not available, the reasons must be clearly and specifically stated in the tenant's file. Verification requirements are set forth in USHUD regulations at 24 CFR Part 982. Acceptable documents include:

- Financial statements or tax returns for self-employed;
- Copies of insurance policies;
- Real estate tax statements;
- Copies of birth certifications; and/or
- Copies of court orders concerning custody.

USHUD's EIV system is the preferred form of verifying income that is provided by the tenant on the Housing Choice Voucher Applicant/Participant Information Worksheet. If the household's income in EIV matches the tenant-provided income, or if it is not substantially different, then third party verification is not necessary. However, third party verification may continue to be necessary to complement EIV income verification, for example, when the tenant disputes the data. It will not be considered as an automatic substitute for other third party verification, and may supplement other verification documentation, such as unaltered, current tenant provided documents. The PHCD will obtain as much information as possible about employment income, such as start date (new employment), termination date (previous employment), pay frequency, pay rate, anticipated pay increases in the next 12 months, year-to-date earnings, bonuses, overtime, company name, address and telephone number, name and position of the person completing the employment verification form. EIV is used to verify income for recertification, annual, interim and change of dwelling, or on a random basis.

EIV information cannot be accessed unless a current unexpired *Authorization to Release Information (HUD form 9886)* has been signed by all adult family members. This form expires 15 months after it is signed by the tenant. If income information in EIV is not available or if it is substantially different from tenant-provided information, then written verification from third parties is the next most desirable form of verification. Currently, a substantial difference requiring third party verification in cases where EIV income data differs from tenant-provided and/or other verified income information is defined as being greater than \$200 per month (\$2,400 per year), unless amended by the PHCD. If EIV income data is not substantially different than current tenant-provided income documentation, the following guidelines for projecting annual income will be used:

- If EIV income data is less than current tenant-provided documentation, the PHCD will use tenant-provided documents to calculate anticipated income.
- If EIV income data is more than current tenant-provided documentation, the PHCD will use EIV income data to calculate anticipated annual income unless the tenant provides the PHCD with documentation of a change in circumstances (i.e., change in employment, reduction in hours, etc.). Upon receipt of acceptable tenant-provided documentation of a change in circumstances, the PHCD will use tenant-provided documents to calculate anticipated annual income.

In cases where EIV income data is substantially different than tenant-reported income, the PHCD will utilize the following guidelines:

- Request written third party verification from the discrepant income source. For EIV Social Security Administration (SSA) benefit discrepancies, the PHCD shall require the tenant to obtain a current unaltered SSA benefit letter within ten (10) business days of the interview date.

- Review historical income data for patterns of employment, paid benefits, or receipt of other income, when the PHCD cannot readily anticipate income, such as in cases of seasonal employment, unstable working hours, and suspected fraud.
- Analyze all data (EIV data, third party verification and other documents/information provided by the family) and attempt to resolve the income discrepancy.
- Use the most current verified income data (and historical income data if appropriate) to calculate anticipated annual income.

In verified differences of greater than \$200 per month (\$2,400 per year), the PHCD may require the family to enter into a repayment agreement for monies owed or require payment in full. Should the family refuse to enter in a repayment agreement or not fulfill its obligations under its repayment agreement, the PHCD shall recommend termination and may refer the case to the USHUD Office of the Inspector General. The PHCD, in its sole discretion, may recommend terminating assistance for tenant fraud on a case-by-case basis, e.g., forgery or has demonstrated a pattern of unreported or under-reported income in between or at prior reexaminations. In such cases, the PHCD will make the determination whether to recommend terminating assistance and forwarding the case to the USHUD Office of Inspector General via the PHCD.

In instances where fraud (as defined in Attachment A of this policy), as opposed to tenant error (as defined in Attachment A of this policy), has occurred by the tenant and the difference is verified as being \$10,000, the PHCD may recommend terminating housing assistance and shall forward cases to the USHUD Office of Inspector General for fraud prosecution, where authorized by PHCD.

Tenant income information derived from the EIV system is confidential and cannot be released to outside parties or unauthorized staff. This information is exempt from the disclosure requirements of the Florida Public Records Act and USHUD requires PHAs to keep said information private under penalty of Federal law. Any EIV-derived information is required to be kept guarded under lock and key and must be shredded and destroyed when no longer needed. Copies are not kept in tenant files to avoid risking the release of such information to anyone other than the client and authorized PHCD staff. PHCD shall provide the participant with information obtained through EIV upon the participant's request.

Unauthorized disclosure or inspection of EIV data can result in a felony conviction punishable by a fine up to \$5,000 or five (5) years imprisonment, as well as civil penalties, pursuant to the Privacy Act of 1974 as amended, 5 U.S.C. § 552(a).

Chapter 8. Payment Standard and Housing Assistance Payments

8.1 Payment Standard

Under the Housing Choice Voucher program, a payment standard is used to calculate the monthly housing assistance payment for families of different sizes and compositions. The payment standard is based on the area Fair Market Rent (FMR) published by the USHUD and is established by bedroom size. The payment standard is the maximum monthly subsidy payment the PHCD will make for a family based on the unit size that the PHCD determines as appropriate for the family. PHCD reserves the right to implement PIH Notice 2013-03 as needed to relieve administrative burden.

The payment standard per bedroom size may not be less than 90%, or more than 110% of FMR. The PHCD shall review its payment standard annually after the FMR is published. The review shall include:

- A. Capacity for families to be mobile (i.e., ability of families to locate housing outside of high poverty areas);

- B. Fair housing choice (i.e., the ability of families to locate housing outside areas of minority concentration), and
- C. When families have difficulty locating housing for lease within the term of the voucher.

The Agency shall also review the payment standard for adequacy when 30% or more of the families have high rent burdens.

In order to maximize the number of families to be served based on available funds, the PHCD may adjust, upon a waiver from USHUD, the payment standards when USHUD publishes the FMR. The PHCD may adjust the payment standard amounts within these limits in order to assure continued affordability of units within the Miami-Dade County jurisdiction.

8.2. Exception Payment Standard

The PHCD may request an exception payment standard amount from USHUD for all units or all units with a given number of bedrooms in a designated “exception rent area” if it is determined that an exception rent is needed to help families find housing in low-poverty areas based on market conditions, or if voucher holders are experiencing difficulty in finding housing for lease under the program terms.

The PHCD shall apply to USHUD for approval of payment standard amounts whenever deemed necessary by the analysis of need for a geographic area or neighborhood consistent with the Miami-Dade County Consolidated Plan.

8.3 Calculating Housing Assistance Payments

The PHCD shall use the applicable payment standard schedule for the FMR area or the USHUD-approved exception rent area to calculate the housing assistance payment for a family. The payment standard for a family is the lower of the payment standard for the family unit size determined by the PHCD as appropriate for the family composition or the payment standard for the unit actually rented by the family.

During the Housing Assistance Payment (HAP) contract term for the unit, the payment standard is determined by the FMR rent limits effective at the most recent regular reexamination of family income and composition after the beginning of the HAP contract term.

The payment standard for a family shall not drop below the payment standard in effect at the time of Request For Tenancy Approval (RFTA) unless:

- A. The rent to owner decreases;
- B. There is a change in family size or composition; or
- C. The family enters into a new lease. A family entering into a new lease at a current or new unit shall have the current payment standard in effect.

8.4 Reasonable Accommodation

As a reasonable accommodation for a family that includes a person with a disability, the PHCD may establish a higher payment standard for that family up to 110% of the published FMR. With approval of the USHUD Field Office, the payment standard can be up to 120% of the published fair market rent. The applicant, participant, or representative must request this exception (Refer to Attachment C for PHCD’s Reasonable Accommodation Policies and Procedures).

Applicants with Accessibility or Special Needs:

Applicants whose family includes a disabled person may request a current list of accessible units known to the Agency. The Agency shall not be held responsible for certifying the unit as accessible. Such verification is the responsibility of the family. Verification of the handicap or disability of the family member may be necessary to determine the need for an accessible unit as well as for any disability assistance expenses that the applicant may be able to make a claim.

If the need for an accessible unit is clearly evident, verification of need is not required. The PHCD will conduct outreach efforts to encourage owners with accessible units to participate in the Housing Choice Voucher program (See Attachment C for PHCD's Reasonable Accommodation Policies and Procedures).

Chapter 9. Rent Comparability and Reasonableness

9.1 Comparability

Rent charged for a unit under the Housing Choice Voucher Program must be reasonable. The PHCD must assure that the rent for the unit assisted is not more than rents charged for comparable units in the private housing market and that the rents approved by the Housing Choice Voucher Program for any units placed under lease do not have the effect of inflating rents in the area or neighborhood. In order to determine comparability the PHCD performs surveys of comparable rents by field visits and through published rental data analyses. The PHCD reserves the right to contract with a private entity to perform surveys of comparable rent.

At the time of initial move-in or change of dwelling, where the rent reasonableness study establishes a contract rent for a unit which is less than the amount requested by the owner and also less than the payment standard, the tenant does not have the option to pay the owner more than the PHCD's approved contract rent nor the determined tenant portion of the rent.

If the rent reasonableness study for an initial move-in or change of dwelling establishes a contract rent that is greater than the payment standard, i.e., (the unit's value is greater than the payment standard) the family may agree to pay the difference in the rent given the family's ability to pay. The PHCD will not approve a rent amount that is beyond the family's ability to pay and under no circumstances approve a tenant portion more than 40% of the family's adjusted monthly income if the gross rent is above the payment standard at time of initial move-in or change of dwelling.

Under no circumstances may an owner charge an amount to a tenant that is more than is approved by the PHCD nor demand side payments in addition to the approved rent.

9.2 Initial Determination of Rent

A comparable unit shall be defined as a unit which is similar to the subject unit using the following criteria for comparison:

- Square footage
- Number of bedrooms/bathrooms
- Type (i.e., single family, townhouse, duplex, multi-family, etc.)
- Location
- Condition or maintenance
- Amenities
- Year Built (Age)
- Quality

- **Housing Services**

On occasion, assessing the rent influence of a non-conforming design or condition may require unsupported but reasoned appraisal judgment. In many cases, however, the effect on the rent can be determined from market data.

In general, a minimum of two (2) to three (3) comparable private market (unassisted) units will be used. At the request of the family, the PHCD will assist the family in negotiating the rent, if the rent reasonableness study shows that the unit is valued less than the amount requested by the owner. As part of the rent reasonableness documentation, the PHCD may require the owner to provide a rent roll of unassisted comparable units in buildings of two or more units that shall consist of, at minimum, the apartment or unit number, bedroom size, contract or full rent charged, and the utilities included in the rent, unless there are comparable, assisted units in the complex or building.

The PHCD may require such documentation at lease-up and every time the owner requests an annual or special adjustment (increase) or if there is a change in the utilities distribution. The PHCD may request the owner to provide information on units in the general area for comparability.

9.3 Documentation and Record Keeping

The PHCD will maintain in a database listing (by zip code or census tract) the reasonable rents approved for units under a Housing Choice Voucher HAP contract for a minimum of three (3) years. Such documentation shall include the bedroom size of unit, address, last rent charged and date of last rent adjustment.

Copies of approved rental survey forms shall be maintained for three (3) years by the PHCD and indexed to ensure easy reference. A copy of the approved survey shall also be maintained in the tenant file. The PHCD shall also retain and maintain completed and approved rent increase requests and RFTAs.

Chapter 10. Housing Quality Standards and Inspections

The PHCD will inspect all units to ensure that the units are in a decent, safe and sanitary condition in accordance with the Housing Quality Standards (HQS) as described in 24 CFR § 982.401, interpretative guidance of acceptability criteria in Form HUD 52580-A Inspection Checklist the HUD Housing Inspection Manual.

Emergency HQS Violations

The following items are considered emergency fails:

- A. No electricity
- B. No running water
- C. No gas if heat, hot water or range are powered by gas
- D. Natural gas leak or fumes from fuel burning appliances/equipment
- E. Major plumbing leaks or flooding, (such as sewer back up or water line breakage)
- F. No operational sanitary facilities
- G. Any electrical fixture or equipment that smokes, sparks, or short circuits creating a fire hazard
- H. Uninhabitable units due to fire, tornado, flood, or destroyed/vandalized units that prevent a tenant from using the bathroom or kitchen.

10.1 Initial Inspections

No unit will be placed under an initial contract until the unit is inspected and any and all violations are corrected and the unit is approved by the PHCD.

If the unit fails inspection, the family and owner will be advised of the repairs needed to pass inspection and given ten (10) business days to correct the failed items. The re-inspection will be automatically scheduled and completed ten (10) business days following the initial fail unless the owner or tenant decides to cancel the RFTA for the unit before the expiration of the ten days. If the unit does not pass re-inspection, the Request for Tenancy Approval will be voided and the family must find another suitable unit, if the family has time remaining on the Housing Choice Voucher.

Approval for the tenant to move in will not be given until the unit passes inspection, reasonable rent has been established, and the executed lease has been submitted.

10.2 Annual Inspections

Each unit under contract will be inspected at least annually or any other time and as often as deemed necessary by the PHCD to determine compliance with the PHCD or inspection standards. Written notice of the annual inspection date will be mailed to the tenant, with a copy to the owner. It is the tenant's responsibility to ensure the PHCD access to the unit and premises. Failure to gain access to the unit and premises to conduct annual inspections and any subsequent re-inspections is a violation of the family's obligations and may result in termination from the program. The family is responsible for HQS violations caused by:

- The family's failure to pay for tenant supplied utilities;
- The family's failure to provide and maintain tenant supplied appliances;
- Damage caused by the family or guest to the assisted unit or premises.

All other HQS violations must be corrected by the owner.

The PHCD will provide written notice to owners and tenants of specific HQS requirements that fail the Inspection. The notice will note whether violations are the tenant's or the owner's responsibility.

The participant must allow inspections to be made by the PHCD. Additionally, the participant must allow the owner to make repairs upon reasonable notice and at reasonable hours. Failure of the participant to give access to the unit to allow inspections and/or repairs in compliance with the lease and housing program rules and regulations shall result in the family's termination from the program.

Owners and tenants will be given 24 hours to correct any HQS violation that is considered an emergency as described above. Owners and tenants must correct all other HQS violations within 30 calendar days of the annual inspection. The date of re-inspection will be automatically set by PHCD and appear on the notice to owner and tenant describing the failed items. Failure to gain entry to the unit and premises for the purposes of conducting a re-inspection will result in sanctions to the owner and/or tenant.

A. Non Compliance Due to Violations that are Owner Responsibility

If an owner fails to comply with corrective action within the time period ordered by the PHCD, the Housing Assistance Payment (HAP) will be abated beginning no later than the day after the re-inspection. The unit may remain in abatement status for a maximum of 180 days upon which time the HAP contract will automatically terminate. If the unit has not passed HQS inspection within ten (10) business days from notification of the abatement of HAP the tenant will be issued a voucher to move to another unit provided the tenant is in compliance with all program regulations including HQS. It is the owner's responsibility to request a compliance inspection if violations are corrected

after the compliance date and prior to the HAP contract termination date. If the violations are corrected and verified by inspection before the HAP contract is terminated, the payments will be reactivated as of the date the unit passes inspection, as long as there is a current lease in place and the tenant still resides in the unit. If the violations are corrected after the termination, the owner and the tenant must execute a new lease and HAP contract. Another inspection must be conducted to verify there are no HQS deficiencies.

The PHCD will notify the tenant in writing to request a change of dwelling due to violations that are the owner's responsibility and not corrected within the PHCD-required time frame. The tenant will be contacted to begin the Change of Dwelling (COD) process. If there are both tenant and owner responsible violations, HAP will be abated and the tenant assistance may be recommended for termination according to HUD regulations.

B. Noncompliance due to Violations that are Tenant Responsibility

For violations that are deemed the tenant's responsibility and are not corrected within the above time frames, the tenant will be recommended for termination from the program. Both the owner and tenant shall be notified in writing by the PHCD. If the tenant requests a compliance inspection within ten (10) business days from the date of notice of intent to terminate program assistance, and the unit passes, PHCD will cancel the termination process. Should a tenant's participation be recommended for termination for HQS violations in the unit, they will be entitled to a hearing in accordance with this Administrative Plan. While the hearing proceedings and decision are pending, HAP will continue to the owner provided the owner is in compliance with all other provisions of the HAP Contract, but not for longer than a period of 90 days from the date of the failed inspection or the end of the tenancy, whichever is shorter. Should the owner evict the tenant for tenant-responsible HQS violations, the owner may be paid through the date of eviction. For the payment to be approved, the owner must provide evidence that the eviction has been completed.

In the event that the family's participation is terminated as a result of a hearing decision, and the family remains in the unit, the family is responsible for the full rent to the owner. The PHCD shall notify the owner and tenant by mail of the determination of a unit failing compliance inspection, abatement or termination of assistance. If there are both tenant and landlord responsible violations, HAP will be abated and tenant's assistance may be recommended for termination according to USHUD regulations.

10.3 Complaint Inspections

Complaints regarding legitimate HQS issues will be investigated by the PHCD. Complaint inspections will be scheduled by mail or telephone. HQS failures as a result of complaint inspections will be enforced by the PHCD in the same manner as annual inspections.

10.4 Quality Control Inspections

Quality Control inspections will be conducted to ensure that inspections are in conformance with HQS, to verify the accuracy and efficiency of inspection personnel, and to monitor and document program performance. It is the intent that these inspections and the keeping of records will assist in the identification and prevention of repeated violations. Quality Control inspections will be conducted by a staff member of the PHCD, trained and experienced in conducting unit inspections. The quality control inspection is a re-inspection of units recently inspected. Selection of the units for quality control inspections is done randomly by the Quality Control Inspector or Supervisor from a computer listing of all recently inspected units and should be a cross-section of neighborhoods and a cross-section of the work of inspectors to include the work of each inspector. HQS failures resulting from quality control inspections will be enforced in the same manner as annual inspections.

10.5 Ongoing Maintenance required for Compliance with 24 CFR Part 35, Lead-based Paint

The owner and PHCD are required to conduct a visual assessment for deteriorated paint and failure of any hazard reduction at time prior to move-in and at least annually. In addition, the owner is required to make corrections of deteriorated paint and any failed lead hazards reduction measures.

10.6 Extensions of Time to Cure Inspection Violations

Reasonable extensions to the time limitations for compliance established in this section may be granted by the PHCD in extenuating circumstances. Requests for such extensions must be submitted in writing prior to the MDHCV re-inspection compliance date and supported by documentation. Examples of extenuating circumstances may include but are not limited to the following:

- Inclement weather
- Verification of unavailability of necessary parts or
- Emergency situations such as a natural disaster

In the event that the violation(s) is/are caused by a natural disaster, extensions to the compliance inspection date may be granted. In order to approve such an extension, the PHCD may request evidence of insurance claims, estimates for repair or other related documents.

Chapter 11. Utilities

11.1 Utility Allowance Schedule

The PHCD maintains utility allowance schedules for all commonly used utilities. Utility allowances are not meant to provide a dollar for dollar recapture of utility payments, but are an estimate of the monthly cost of a reasonable consumption of utilities by energy-conservative households that occupy housing of similar size and type in the same locality. The utility allowance schedules are reviewed and revised annually. If there is a 10% increase or decrease in utility rate in any utility category since the last revision, the utility allowance schedules shall be revised.

The utility allowance schedules are by unit size and typical unit types in the Miami-Dade County area. The PHCD maintains utility allowance schedules that apply to the Housing Choice Voucher, Shelter Plus Care, Moderate Rehabilitation and Moderate Rehabilitation Single Room Occupancy units. A copy of the revised utility allowance schedules are provided to local USHUD office annually for their review and comments prior to their implementation on the effective date.

11.2 Utility Reimbursements

Where the utility allowance exceeds the total tenant payment of the family, the PHCD will provide a utility reimbursement payment through a Utility Reimbursement Card. Deposits to the Utility Reimbursement Card will be made monthly. If the family owes any sums to the PHCD or any other housing authority, the PHCD may use any utility reimbursement amount owed to the family as payment.

The PHCD, at its discretion and as deemed operationally feasible may make utility reimbursement payments directly to the utility company. Such direct payment shall not require the family's consent; however, PHCD shall inform the family immediately upon its decision to make payments directly.

11.3 Tenant-Responsible Utilities

Utilities for which the tenant has agreed to be responsible, as stated in the Request for Tenancy Approval (RFTA), are a family responsibility as specified at 24 CFR § 982.404. The denial of service, disconnection or shutting off of utilities that the resident is responsible for paying or the discovery that a resident is tampering with utilities to illegally obtain service, may result in a recommendation for termination.

Chapter 12. Security Deposits and Late Fees

12.1 Security Deposits

For all housing assistance payments contracts, an owner may collect a security deposit from the tenant. It shall be the owner's responsibility to collect the security deposits from the family. The amount of the security deposit must be consistent with common practice in the Miami-Dade Private Rental Market and not in excess of security deposits collected for owner's unassisted tenants and not to exceed one month's rent.

12.2 Late Fees

Late fees by PHCD shall not be assessed on Housing Assistance Payments except when each of the following conditions is met:

- A. Such penalties are in accordance with generally accepted practices and law, as applicable in the local housing market, governing penalties for late payment of rent by a tenant;
- B. It is the owner's practice to charge such penalties for assisted and unassisted tenants; and
- C. The owner also charges such penalties against the tenant for late payment of family rent to owner.

Late fees may be assessed at the written request of the owner if the initial payment of the HAP has been delayed in excess of 60 days from the effective date of the HAP contract or if timely payment was not received from the County thereafter when it was due pursuant to the lease agreement between the Section 8 tenant and the landlord. In instances beyond the PHCD's control, which affect payments to other owners, late fees shall not be assessed. This may include, but not be limited to, reactivation of payment delays because of system cutoff dates following abatements due to HQS violations.

Late fee(s) are paid to the landlord based on the same monthly late charge fee the landlord charges his/her tenants stipulated in the dwelling lease. However, no late payment penalty shall exceed \$50 per occurrence.

Owners shall submit a claim on a PHCD-approved form which can be either mailed to the Owner or (via U.S. mail or electronic mail) can be found on the PHCD website. Late fee(s) are paid to the landlord based on the same monthly late charge fee the landlord charges his/her tenants stipulated in the dwelling lease. However, no late payment penalty shall exceed \$50 per occurrence.

For new leases or change of dwellings, PHCD is obligated to make housing assistance payments within 60 days from the HAP effective date. Except for new leases or changes of dwellings, generally HAP's are due to the owner on the first of each month. HAPs shall be considered made when the check is issued or electronically submitted to the owner. After the first two calendar months of the HAP contract term, owners can submit late payment claims to the PHCD and the PHCD may be required to pay late fees for any months the payment is past due. Owners must submit any late payment claims on a PHCD-approved Claim Form within 30 days after receipt of the late housing assistance payment from PHCD. The *Claim Form* will be made available for downloading from the County's website located at www.miamidade.gov/housing and will also be provided to new owners during the orientation described in Section 13.1 of this Administrative Plan. Failure of the owner to make a claim within 30 days waives

his/her right to make a claim for late payment penalties. If there is any dispute over the amount of the late fee or a denial of the late fee, PHCD will endeavor to attempt to resolve the dispute.

Chapter 13. Tenancy Approval

13.1 Documents to be Submitted

When the voucher holder has located a unit during the term of the housing voucher, he/she must submit a completed Request for Tenancy Approval package to the PHCD containing the following:

- A. *Request for Tenancy Approval Form HUD-52517*, fully executed and signed by both owner and voucher holder tenant;
- B. *Miami-Dade County Vendor Affidavit fully completed, executed by the owner*;
- C. Proof of Ownership: if currently on the computerized Miami-Dade County property rolls, the tax bill or other document indicating the folio number may be submitted; if not current on the tax rolls, then a valid deed may be submitted;
- D. A Tenancy Addendum or other document or information source containing the same information as a Tenancy Addendum.
- E. Condominium, co-op, or homeowner association approval letter, if applicable and required by such association. The letter should also indicate whether the owner of the condominium or co-op is delinquent on any fees due to the homeowner association.
- F. Tax Identification Number or Social Security Number, as applicable, for the owner; and
- G. Other affidavits, as required by Miami-Dade County.

In circumstances where clarification of ownership is required, the PHCD may request appropriate documentation and may verify such ownership with other Miami-Dade County Agencies and the County Attorney's Office.

Prior to the approval of the assisted tenancy, the PHCD will request the following from the owner: *IRS Form W-9*, completed and executed, unless previously provided by the owner.

New owners will be provided with an orientation to advise them of their rights and responsibilities under the HAP. The PHCD, may provide the option to attend this orientation or view an orientation video at a designated site including, but not limited to, the PHCD website. Ownerships by trusts and corporations shall conform to Internal Revenue Service and the State of Florida requirements. A W-9 shall be completed for every ownership entity with a different tax identification number.

13.2 Approval of Assisted Tenancy and Approval to Move In

The PHCD must review and approve all submitted documents, the rent must be reasonable; the unit must pass HQS initial inspection, and receive an executed lease prior to granting authorization for the family to move into the unit. The tenant shall be responsible for the full contract rent to owner if the family moves into the unit prior to being given authorization to move in. To the greatest extent possible, the PHCD will approve tenancy within 15 days of RFTA acceptance given all documents are submitted, completed and executed, the rent is determined as reasonable or negotiated and the unit passes HQS inspection.

The PHCD shall not approve a family for initial tenancy of a unit under Housing Choice Voucher if the family's portion of the rent exceeds 40% of the family's monthly adjusted income. This requirement is subject to change in conformance with USHUD federal regulations.

13.3 Use of Unit for Business

A tenant may conduct small-scale legal business in the unit if all of the following conditions are met. An example of a business includes, but is not limited to, cottage industries such as sewing and alteration service. Conditions for use of unit for business are:

- A. Must be included in the lease or as an addendum to the lease,
- B. Must be approved by owner,
- C. Income derived from the business must be included and calculated as part of the family's income,
- D. Business is in compliance with local zoning codes and other ordinances; and
- E. Business does not conflict with federal housing quality standards regarding space and occupancy standards.

13.4 Use of Unit Address

Tenants must use their unit address as their mailing address for all official PCHD correspondence. This correspondence includes but is not limited to reexamination appointments, rent change notifications, inspection appointments, inspection results, termination proceedings, etc. Exceptions may be made to this rule on a case-by-case basis, i.e. domestic violence victims or if a tenant is able to demonstrate that their mailbox has been tampered with and is unsecure by submitting official documentation from the US postal service and/or police records.

Chapter 14. Housing Assistance Payments

Payments under valid Housing Assistance Payments (HAP) contracts will be made on or about the first of the month for which the payment is due. HAP shall be considered made when the check is issued or electronically transmitted to the owner. Initial payments, due to processing steps, may be delayed. However, all amounts due to date will be paid when processing is complete.

14.1 HAP Contract and Lease Termination

HAP payments will continue so long as the unit passes inspection, the family completes recertification annually, and is qualified and eligible for continuation in the Housing Choice Voucher program or until the HAP contract or lease is terminated by the owner, the tenant, or the PHCD in accordance with federal regulations. If the HAP contract or lease is terminated, the assistance payment will terminate as follows:

- A. If the tenant moves, the HAP will be paid through the last month the tenant occupies the unit as determined by PHCD.
- B. If the owner terminates the lease, the HAP payment will terminate when the tenant vacates the unit. The PHCD must be given a copy of owner initiated notice of termination of lease.
- C. If the owner plans to evict the tenant for violating the terms of the lease, such notice must be given to tenant with a copy to the PHCD prior to commencement of any eviction action. Such notice may not be simultaneous to eviction process.

- D. If the PHCD terminates the contract, payment will stop on the date indicated in the Notice.
- E. See Chapters 22 for Transfer of Ownership and/or Chapter 23 for Owner's Foreclosure.

14.2 Right to Recoup Amounts Paid

A. Recapture by the PHCD

If a contract is terminated after payment has been made or a stop payment is not possible, the PHCD reserves the right to recoup amounts paid erroneously to owners by withholding any payment owed to that owner, even if the payment owed is for another Housing Choice Voucher tenant or for another program. If the owner has no other valid Housing Choice Voucher contracts, he/she will be responsible for making repayment to the PHCD promptly upon request. As an accommodation to those owners who have only one active unit, or who are no longer participate, in the MDHCV program and are experiencing economic hardship repaying the entire amount to be recouped as a result of over payments, PHCD, may enter into a repayment agreement over a reasonable period of time, not to exceed one year, to recover such payments. The payment terms and duration of these repayment agreements shall be determined at the sole discretion of PHCD, in accordance with fair credit practices, local laws and ordinances.

The PHCD reserves the right to place a lien on the property for any amounts owed after efforts to recoup funds are unsuccessful. The PHCD may deny any new Requests for Tenancy approvals until the payment is made by the owner.

B. County Obligations

The PHCD reserves the right to withhold payments if an owner owes funds to another Miami-Dade County department. Such withholding is pursuant to County ordinance and administrative order and will only be made upon request by the affected department and with written notice to the owner.

14.3 Reduction or Termination of HAP Contract for Insufficient Funding

The PHCD may reduce or terminate the HAP contract if it is determined, in accordance with USHUD requirements, that the funding under the consolidated ACC is insufficient to support the continued assistance for families in the program. In the event that termination of HAP contracts becomes necessary, the PHCD shall exempt the following:

- Elderly persons, 62 years and older;
- Disabled families;
- Housing Choice Voucher Homeownership Program participants;
- Families receiving voucher assistance as a result of relocation due to HOPE VI development; or
- Families receiving voucher assistance through special allocations in VASH, Access 2000 and Mainstream programs.

The PHCD reserves the right to determine the methodology of termination of HAP contracts. Such methodology shall be based on income. Families currently paying 75% or more of contract rent will have the HAP contracts terminated. If after terminating families paying 75% or more of contract rent there continues to be insufficient funding, then families paying 50% to 74% of contract rent will be terminated. If there continues to be insufficient funding, then families paying 25% to 49% of contract rent will be terminated. The order of families being terminated in these payment groups shall be conducted on a first in first out basis (i.e., those families who have participated the longest in the program by lease-up date will be the first HAP contracts terminated). Notice of the HAP contract termination will be provided to the tenant and owner. Families terminated due to lack of sufficient HAP

funding leaving in good standing shall be afforded, where available, other housing opportunities, including homeownership opportunities and affordable rental housing. Families removed from the program shall be placed on a list until funding is available for re-housing.

Chapter 15. Annual and Interim Re-certification

15.1 Annual Re-certification

A. Scheduling of Appointments

Each family participating in the Housing Choice Voucher and Moderate Rehabilitation Programs is required by federal regulation to be recertified every 12 months. Re-certification requires the program participant to provide information regarding family income and composition to PHCD so that tenant rent for the coming year may be established.

The PHCD will notify the Housing Choice Voucher family approximately 90 to 120 days of re-certification time and will notify the family of documentation the family will be required to provide. Re-certification can be conducted either electronically, in person, by mail or home visit depending upon circumstances, at the discretion of the PHCD. The PHCD may access criminal records of any household members with the purpose of determining continued assistance under the program, at re-certification, change of dwelling, when adding a member to the household or a live-in aide, to substantiate allegations of criminal activities, and at any time the PHCD deems necessary.

B. Number of Appointments and Missed Appointments

A family shall be allowed to miss no more than two appointments to complete the re-certification. If the family fails to keep the first appointment, a second notice shall be mailed stating that failure to complete the re-certification at the second appointment will be grounds for termination from participation in the Housing Choice Voucher program.

Exceptions may be granted by the PHCD on a case-by-case basis with consideration of the reason or circumstances for not meeting the re-certification requirements. The PHCD may require documentation from the family to prove any extenuating circumstances. The same number of appointments and procedure stipulated above shall apply to all programs, including the Family Unification program, Veterans Assisted Supportive Housing (VASH), and other targeted Housing Choice Voucher programs. The Florida Department of Children and Families shall be copied on the second appointment notification to Family Unification Program participants in an effort to provide any necessary intervention.

C. Failure to Comply in Timely Manner or Non-Compliance

A family's failure to comply with recertification requirements by providing all required documentation and signatures on forms is grounds for termination of assistance.

When the family causes an unreasonable delay in the recertification processing i.e. does not provide information within 30 days of the effective date of the recertification, PHCD will:

- Implement any decrease in family share of the rent on the first of the month following the completion of the recertification processing.
- Implement any increase in family share of the rent retroactive to the family's recertification effective date without a 30-day notice since the delay on the family's part results in a waiver of the 30-day notice.
- Families and owners will be notified, in writing, of the results of the recertification and the effective date of the change.

D. Acceptable Verification of Income

The PHCD will utilize the same procedures as used at admission for obtaining and verifying income. The PHCD will utilize the verification guidelines under PIH Notice 2010-19, PIH Notice 2010-03 Verification of Social Security and Supplemental Security Income Benefits, and subsequent guidelines or regulations that may be issued by USHUD.

Enterprise-Income Verification (EIV), when available, and third party written verification of information (which may be provided by the family), are the most desirable types of documentation. If EIV information conforms to the family's declared income as described under Section 7.5, third party verification may not be required. The PHCD staff will utilize the third-party verification criteria stipulated in Section 2.11(7), for tenants under the program.

E. Student Eligibility

A full or part-time household student must meet federal regulation eligibility requirements.

15.2 Interim Re-certifications

Rent is re-determined between annual recertifications when a participant undergoes a change in family composition or income. The participant must report such changes in writing to PHCD within ten (10) days of occurrence.

A. Family Composition Changes

The family must inform and provide verification to PHCD of family composition changes due to birth, adoption or custody granted to the family by operation of law, or upon a family member moving out of the unit. An increase or decrease in family size may result in a change in the family's rent. Any other additions to the family must be requested in writing and approved by PHCD prior to the family member being added to the family composition as further described under Section 5.2 - Changes in Family Composition.

B. Income Changes for Existing Family Members

1. Increase in Family Income

Increases in income between annual recertifications will not result in in rent increase until the next annual recertification.

2. Decrease in Family Income

If the family experiences a decrease in income of any amount that will be for a period longer than 30 calendar days, an appointment for an interim review may be scheduled as needed.

Child Support non-payment will be considered for an interim re-certification if family shows court document or proof of non-payment for a period of at least three (3) months. As long as information is provided in a timely manner by the participant, decreases in rent will be made effective on the first day of the month following the month in which the change is reported. Proper verification is needed.

Reductions in income from seasonal employment (i.e. summer months for school board employees, teachers, etc.) may be eligible for an interim re-examination if the family's income was originally calculated without taking into consideration anticipated reductions in income. An interim re-examination may not be required if anticipated decreases were already included in the annual income.

Rent will not be adjusted as a result of a family's income decreasing because of a reduction in Temporary Assistance to Needy Families (TANF) due to sanctioning by the welfare agency, State of Florida Department of Children and Families. The family is entitled to a hearing, should it wish to appeal such decision by the PHCD not to reduce the tenant portion of the rent.

Chapter 16. Family Moves

16.1 Tenant Notice

With proper notice, a participant family may move to another unit either within or beyond the PHCD's jurisdiction at the expiration of the lease term. Moves after the initial year of the lease term are limited to not more than one move in any 12-month period. A second move within the same calendar year may be allowed only under hardship conditions upon the approval of the PHCD and for victims of domestic violence, sexual assault, dating violence, and stalking, as described under Section 2.14 of this Administrative Plan. The notice to move must be in accordance with the lease and addressed to the owner with a copy to the PHCD or its authorized contractor.

A family may move under the Housing Choice Voucher program with a change of dwelling approved by the PHCD, as long as, the family has not been terminated from the program. PHCD will not pay HAP to a former landlord if a new HAP contract has been executed with another landlord, unless any payments are owed to the former landlord.

16.2 Mutual Lease Termination

A participant may move from an assisted unit, prior to the end of the first year of lease, by obtaining a mutual lease termination executed by the participant and the owner. The Housing Assistance Payments contract with the owner will be terminated by the PHCD as of the date the lease is mutually terminated. A mutual lease termination in the initial lease term only applies under the conditions stated above in Section 16.1.

16.3 Owner Responsibility on Tenant Move-out

The owner is required to provide the PHCD with a copy of any notice to the tenant upon move out.

Chapter 17. Tenant Rents and Housing Assistance Payment (HAP) Increases

17.1 Tenant Rents

The minimum rent imposed on tenants is in accordance with federal regulations. The PHCD has adopted a minimum tenant rent of \$50.00 per month. If the family can demonstrate a long-term hardship (over 90 days) in paying the minimum rent that would result in the family being evicted from the unit for its inability to pay the minimum rent, the PHCD shall temporarily exempt the family from payment and will review the tenant's circumstances at the next scheduled recertification.

17.2 HAP Increases

An owner may request an adjustment to the contract rent 60 days prior of the anniversary date of the HAP contract. Requests by the owner shall be in writing to the PHCD rent increases are subject to market rent comparability surveys that prohibit paying more for a Housing Choice Voucher unit than a comparable unit on the unassisted market.

The rent to owner will only be increased for housing assistance payments covering months commencing on the latter of: the first day of the first month commencing on or after the contract anniversary date or a minimum of 60 days after the request is received. The PHCD shall not grant a

rent increase unless the owner has complied with obligations under the HAP contract, including compliance with the HQS for all contract units. Prior to PHCD's approval the owner's rent increase request, the tenant must also consent in writing to such rent increase. Such written consent may include the execution of a lease or other agreement with the owner. Additionally, PHCD will also send a courtesy notice to tenants upon approval of an increase in rent or change. The requested rent must still be reasonable as relates to comparable rents in the market and shall be determined by a rent survey.

The PHCD reserves the right to suspend consideration of the rent increase requests, dependent on available funding provided for the Housing Choice Voucher Program by USHUD.

17.3 Change in responsibility for Utilities

The approved contract rent to the owner and amount of HAP payment includes consideration of utilities. Should the owner and tenant agree to change the responsibilities for utilities, PHCD must be notified. PHCD will recalculate the contract rent and HAP payment. The owner will be required to enter into a new HAP and the owner and tenant will be required to execute a new lease.

Chapter 18. Portability

18.1 Moving out of the PHCD's Jurisdiction

A newly certified family may move to a unit outside of the PHCD's jurisdiction after being certified for the Housing Choice Voucher Program so long as they are a resident of Miami-Dade County at the time of certification or for humanitarian reasons if they are not a resident at the time of certification. The PHCD operates within all of the jurisdictions located within Miami-Dade County.

If the participant family is not a resident of Miami-Dade County at time of certification, the following applies to the family during the first 12 months after admission to the program:

- A. The family may lease a unit within the PHCD's jurisdiction
- B. The family does not have any right to portability
- C. The PHCD may choose to allow the family to port outside the PHCD's jurisdiction
- D. Both the PHCD and the receiving housing authority must agree to allow the family to lease a unit outside of the PHCD's jurisdiction

PHCD may allow a family to port out to other housing agencies within the jurisdiction, as a reasonable accommodation.

18.2 Absorption of Incoming Portables

Absorption of incoming portable vouchers will be based on the following criteria:

- A. The PHCD must determine the family's unit size for the portable family according to PHCD's subsidy standards
- B. The PHCD may make the determination to deny or terminate assistance to a portable family in accordance with Section 2.7, Denial of Assistance, and Chapter 27, Termination of Assistance
- C. The PHCD shall attempt to obtain criminal history checks, including sex offender, nationwide. The nationwide sex offender registration check will be conducted online using a database available at www.nsowp.gov (PIH Notice 2012-28).
- D. The same conditions apply for incoming portable families participating in the Family Self-Sufficiency (FSS) program in the PHA initiating the portability process

- E. Availability of assistance and funding
- F. Number of incoming Portables from a specific jurisdiction
- G. Possibility of swapping vouchers within a given jurisdiction
- H. Dependent upon whether sufficient funding allows for absorption.

Chapter 19. Family Self-Sufficiency Program

19.1 Overview

The purpose of the Family Self-Sufficiency (FSS) program is to promote the development of local strategies to coordinate the use of public housing assistance and housing assistance under the Section 8 voucher programs with public and private resources, to enable families eligible to receive assistance under these programs to achieve economic independence and self-sufficiency. The PHCD FSS is an employment and savings incentive program for low-income families receiving assistance under the Housing Choice Voucher Program. It was designed to encourage program participants' economic self-sufficiency and possibly homeownership via gainful employment, thereby decreasing and ultimately eliminating their dependency on welfare assistance. FSS consists of case management services, which are partnered with social service agencies, schools, businesses, and other organizations, to help families pursue job search training, employment, educational opportunities and supportive services; escrow accounts into which PHCD deposits the increased rental charges that a family pays as its earnings rise.

19.2 Selection and Screening

Family participation is voluntary and encouraged. Interested families can request information and an application. Housing Choice Voucher program staff reaches out to participants of the Family Unification, and Homeownership programs, as well as others. Applicants must be in compliance with HCV program requirements and family obligations in order to enroll in FSS. Applicants may be screened for interest and motivation to attend FSS orientation sessions or pre-selection interviews and may be assigned certain tasks that indicate their willingness to meet the obligations imposed by the *FSS Contract of Participation (COP)*. Any tasks assigned must be readily achievable by the family, based on its educational level and disabilities, if any. However, they cannot be screened for education, job history or performance, credit rating, marital status, or number of children, and any other factors that could result in discriminatory practices toward individuals with disabilities or those from minority or non-minority groups. Applications to the FSS Program are time dated and considered on a first come/first serve basis, as slots become available.

19.3 Contract of Participation: Term and Conditions

If the last annual or interim reexamination is older than 120 days, an annual or interim reexamination must be conducted before the Contract of Participation (COP) is executed. Family members must fulfill all requirements to obtain full benefits. The FSS contract requires that the family comply with lease stipulations, that all family members become independent of welfare assistance, and that the head of the family seek and maintain suitable employment that pays a living wage.

The family and case manager will work together to establish goals. The COP must be executed no more than 120 days after the household's most recent annual or interim re-examination. It lists the family's current annual income, the amount of earned income included, and the family's Total Tenant Payment (TTP).

During the term of the COP, increases in earned income and TTP are compared to the amounts listed in calculating escrow credits. The initial term of the COP is five (5) years; however, PHCD may grant an extension of up to two (2) years in response to a written request from the family describing "good

cause.” Good cause includes circumstances beyond the family’s control (e.g., serious illness or involuntary loss of employment) that thwarted the family’s ability to remain off of welfare assistance for 12 consecutive months. The COP is considered complete and the family’s FSS participation concluded when:

- A. The family has fulfilled all of its obligations under the COP on or before the contract expiration date;
or
- B. 30% of the monthly adjusted income equals or exceeds the published FMR for the family unit size under PHCD’s subsidy standards. To claim its escrow, no family member can be receiving welfare as defined by the FSS regulations, but the 12 consecutive months requirement does not apply. Although successful completion of the contract requires that no family member be receiving welfare assistance, the family may still receive rental assistance at the time of and after their successful completion of the FSS program.

19.4 Individual Training and Services Plan

The Individual Training and Services Plan (ITSP) identifies appropriate service needs for the head of household and each participant adult family member. Before the COP can be executed, the PHCD must determine if employment goals proposed in the ITSP are appropriate, considering the participant’s skills, interests, education, and jobs available in the local market. Based on these employment and personal goals, FSS Program staff refers participants to the appropriate resources and services that are needed for them to achieve their self-sufficiency goals. The ITSP establishes interim and final goals to be achieved within specific deadlines so the family’s progress toward self-sufficiency can be measured.

19.5 Services Provided under FSS

Case management services may include, but not be limited to:

- A. Child care
- B. Transportation
- C. Education
- D. Job readiness, training, and employment counseling
- E. Substance/alcohol abuse treatment or counseling
- F. Household skills training
- G. Life skills training
- H. Homeownership counseling

19.6 The Escrow Account

A single, interest-bearing FSS escrow account is established for each participating family. An escrow credit, based on increases in the family’s earned income, is credited to the account by the PHCD during the term of the COP. A portion of this escrow amount can be made available to the family to complete an interim goal (e.g., education). If the family completes the terms of the COP and no member is receiving welfare assistance, the amount of the escrow account is paid to the head of the family. If the FSS contract is terminated, or if the family fails to complete it before the expiration date, the escrow funds are forfeited.

Chapter 20. Expanding Housing Opportunities

20.1 Overview

PHCD actively recruits landlords of suitable rental units for their participation in the Housing Choice Voucher Program. Likewise, PHCD provides voucher holders with a list of landlords who are participants in the program, information concerning the availability and benefits of mobility opportunities, as well as encouragement, support, and guidance on leasing rental units. Moreover, voucher holders are briefed on the effective implementation of portability and other cooperative mobility strategies within and outside of Miami-Dade's jurisdiction. The overall objective is to encourage the availability of affordable housing and maximum geographic diversity; and the movement of voucher families into a broader range of neighborhoods.

20.2 Outreach to Owners and Owner Referral Lists

The PHCD employs a variety of strategies to recruit owners of units inside, and especially outside areas of high poverty and minority concentration. For the latter group, landlords will be contacted through groups including the Miami-Dade County Realtors Association and Builders Association of South Florida. Additional strategies may include:

- A. Newsletters and semi-annual seminars that provide up-to-date information, including program changes, to current and prospective owners;
- B. Surveys of owners are conducted to identify issues and based on the results, to improve program operation;
- C. Periodically, the PHCD engages in direct advertising in *The Miami Herald*, *The Miami Times*, *Diario Las Americas* periodicals, the *Haiti en March*, and *The Voice*. It also makes public service radio and television announcements;
- D. Informational letters and flyers are posted at community organizations, neighborhood centers, churches and other places of worship; word-of-mouth leads and referrals are encouraged;
- E. This Administrative Plan and other information on the Housing Choice Voucher program are provided on the internet at the PHCD's website so interested landlords or property owners can readily access information;
- F. Success stories involving the program and its participating families are disseminated via various media;
- G. Membership in associations of owners/managers of rental properties;
- H. Direct personal contact with owners

The PHCD will maintain a listing by bedroom size of available rental units, including accessible units for persons with disabilities. Upon request, this list shall be made available to Housing Choice Voucher participants and shall be placed in public reception areas of the Housing Choice Voucher Program office.

20.3 Information Assistance for Voucher Families

The PHCD will provide all new Housing Choice Voucher holders an information packet, typically distributed at the initial briefing, home visit or via mail. Maps will be provided showing areas of housing opportunities outside areas of poverty or minority concentration within its and neighboring jurisdictions,

and assemble information on the characteristics of these areas (e.g., population demographics, types of housing offered, rent levels, schools, transportation, shopping, and employment options). The information is intended to introduce the family to a full range of neighborhoods where they may lease units and the advantages each offers. The maps and related information are used to brief voucher holders of the full range of areas where they may lease units. The packet requirements are as follows:

- A. A list of owner-landlords who are willing to lease units within and outside of poverty or minority concentrated areas, or organizations that are willing to help families find units within and outside of poverty or minority concentration areas.
- B. A written description of how portability works and a list of contact persons for neighboring housing agencies outside Miami-Dade County (including name, address, and phone numbers) for families who move under portability.
- C. Information about the existence and availability of units that can accommodate a family member with disabilities.
- D. The participants' fair housing rights and what to do if discrimination is encountered will be discussed. In cases where discrimination is suspected, the PHCD will advise the family to file a discrimination complaint with the Department of Housing and Urban Development, the Florida Commission on Human Relations, the Miami-Dade Commission of Human Rights or any other enforcement agency.

PHCD periodically analyzes whether rental voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration; if so, it also analyzes whether it is appropriate to seek approval of exception payment standard amounts within its jurisdiction and seeks HUD approval when necessary.

Chapter 21. Providing Information and Complaints

21.1 Florida Public Records Act

Pursuant to the State of Florida's Public Records Act, Chapter 119 of Florida Statutes, all records generated by public entities during the normal course of business are considered public records and are open to review upon reasonable notice, unless exempted by State of Florida law or as stipulated below. A copy of this Administrative Plan shall be made available to the public at the Housing Choice Voucher Program office, and posted on the PHCD's website.

Requests to view a file must be made in writing or by submitting a Public Information Request to the PHCD during normal business hours. Upon requesting a file, the person making the request shall be notified of the location at which the file may be accessed. Files may not be available at the time requested. If a file is not available, the PHCD shall provide the requestor with the date or date/time the file will be available for viewing. The PHCD shall obtain the requestor's name and telephone number to contact the requestor of any change in date or time the file is available for reviewing.

Copies of file documents may be requested. There will be a charge for copies in accordance with the Public Records law and Miami-Dade County Administrative Order No.4-48. Requests that require extensive staff time, or information checking resources, may access a charge that reflects the lowest salary (plus fringes) among all clerical workers, and if applicable, among all supervisory/management personnel who might perform such work, or the actual salary and fringes of the specific person or persons performing the work. Files may not be removed from the Housing Choice Voucher office.

Notwithstanding the requirement to comply with Chapter 119 of the Florida Statutes, the PHCD reserves the right to claim any applicable exemption from the general requirements of the statute in instances of families in witness protection, victims of domestic violence, dating violence, sexual assault,

or stalking, families with restraining orders or other documented circumstances where the file identifies information that places the family at liability, requests for reviewing such files, which include addresses and other identifying information, shall be considered based on a review of the appropriateness of the requestor and individual circumstances.

21.2 Information to Owner

A potential owner will be provided the following information about the program participant on the Owner/Agent Certification form upon request:

- A. The participant's current and prior address as shown in PHCD records;
- B. The address of the participant's current and prior landlord; and
- C. A statement to the effect that the Agency has not screened the family's background or suitability for tenancy with the exception of a criminal and sex offender background check in accordance with PHCD's policies.

The landlord is responsible for any other screening to be completed in a non-discriminatory manner. Landlords are responsible for determining whether to conduct their own criminal background checks to decide if the family is suitable for tenancy. If the current or potential owner requests criminal background information on an applicant/tenant, the PHCD may not release details of the criminal background check but may notify the owner verbally over the telephone or in writing whether the family is eligible for assistance.

21.3 Complaints

PHCD shall promptly notify the owner of any complaints by or about the family concerning its tenancy or housing as it relates to their tenancy or the Housing Choice Voucher program. Such notification shall be in conformance with Miami-Dade County Resolution No. R-1543-97. PHCD has the right to request action by the owner or a response as to the resolution or outcome of the issue. In responding to a complaint, the PHCD may require the family to come to the Housing Choice Voucher Office for an interview to address its concerns regarding participation in the Housing Choice Voucher program. Members of the public may file complaints against owners, tenants, and employees of the PHCD by submitting a letter describing the specific problems to:

Director, Public Housing and Community Development
701 NW 1st Court, 16th Floor
Miami, Florida 33136-3914

PHCD investigates allegations of fraud or illegal activity committed by housing program applicants and tenants. Incidents of fraud or illegal activity may be reported by calling the PHCD fraud hotline number. All calls are confidential and callers remain anonymous at all times.

Additional information on the PHCD's Fraud Program can be found on PHCD's website. Except as described in Chapter 30, Fair Housing and Equal Opportunity and Grievance Procedures, all non-fair housing and ADA complaints shall be reviewed by an appropriate staff member and answered in no more than 30 calendar days. Persons filing complaints shall be informed on a regular basis as to the progress of their complaint and any decisions made by the PHCD. Persons wishing to report welfare fraud may do so by calling or writing:

Florida Social Services Department
1317 Winewood Boulevard
Tallahassee, Florida 37399
800342-9274

Chapter 22. Transfer of Ownership

Section 14 of the existing HAP contract requires the owner to obtain the prior written consent of the PHCD before any assignment of the HAP contract. In the event prior written consent was not requested nor granted, the HAP contract may be terminated. See Chapter 23 for change of ownerships resulting from foreclosures.

The new owner must submit all necessary paperwork and documents to Housing Choice Voucher Program staff and be qualified as an owner as indicated in Chapter 24. At the time of notification, PHCD, shall stop payment to the former owner. If there is an overlap between the transfer of ownership date and the date the payments are stopped, the PHCD shall not be responsible for funds already disbursed to the former owner and Housing Assistance Payment disbursements shall be settled between the new and the previous owners.

Chapter 23. Owner's Foreclosure

Any notification of foreclosure of a unit received by the housing agency shall be placed in the tenant file. A change of dwelling shall be given to the family at the discretion of the PHCD. Preliminary notice of foreclosure action does not necessitate that the family move. The PHCD may contact the owner or the foreclosing party (mortgage holder) for information. Failure of the PHCD or its authorized contractor to make housing assistance payments when payment is owed and due shall not be the responsibility of the family. In such cases, the Agency shall expedite payment, including remittance of emergency check to assure continued tenancy for the Housing Choice Voucher family. PHCD will comply with PIH Notice 2010-49. If a property is foreclosed during the term of the lease, the new owner cannot require the tenant to vacate the property prior to the effective date of transfer of ownership. However, the tenancy can be terminated as of the effective date of transfer if the owner:

1. Will occupy the unit as a primary resident; and
2. Has provided the tenant a 90-day notice to vacate.

Otherwise, the new owner shall assume the same lease and HAP contract that was effective between the prior owner, tenant, and PHCD.

Chapter 24. Disapproval of Owners and County Employee Participation in Tenant-Based Programs

24.1 Disapproval of Owners: Conditions

The PHCD shall limit, deny or terminate participation of owners in any of the following circumstances:

- A. When the owner is debarred, suspended, or subject to a limited denial of participation by USHUD;
- B. When directed by USHUD as a result of an administrative or judicial action in violation of the Fair Housing Act;
- C. When an owner has a history of uncorrected HQS;
- D. When an owner has a history of fair housing violations or complaints;
- E. When an owner has been convicted of fraud, bribery or any corrupt or criminal act in connection with any federal housing program;
- F. When an owner has violated a HAP contract pursuant to the federal regulation at 24 CFR part 982;

- G. When an owner has engaged in any drug-related or violent criminal activity;
- H. When an owner has not paid local property real estate taxes, fines or assessments;
- I. When an owner has claimed homestead exemption on the assisted unit;
- J. When the owner is any member of the participant family, unless the PHCD determines that approving the unit would provide reasonable accommodation for a family member who is a person with disabilities;
- K. When the owner or a member of the owner's family is a County employee and has not obtained a waiver from the Miami-Dade Ethics Commission;
- L. When the owner has not paid in full all utility bills related to the tenancy of a Housing Choice Voucher family that are owner responsibility;
- M. When an owner has a history of failing to terminate the tenancy of Housing Choice Voucher tenants for activity engaged by the tenant, any member of the household, guest or other person that threatens the health, safety or right to peaceful enjoyment of the premises by other tenants, for drug- related criminal activity; or violent criminal activity;
- N. When an owner has a history of being abusive towards the PHCD staff or program participants.

Nothing in this Administrative Plan is intended to give or confer any rights upon any owner any right to participate in the PHCD's Housing Choice Voucher Program. There are no appeal rights for the Agency's decision to disapprove owner participation.

24.2 County Employees and Immediate Family – Participation in Tenant-Based Programs

- A. PHCD complies with 24 CFR 982.161 which states that any employee of the PHA, contractor, subcontractor or agent shall not enter into a contract or other arrangement in connection with tenant-based programs.
- B. Any PHCD employee or member of the employee's family wanting to participate in a tenant-based program must obtain a waiver from the Miami-Dade Ethics Commission.

Chapter 25. Project-based Voucher Program

25.1 Overview

- A. Overall Approach

PHCD may designate a maximum of 20% of its non-targeted housing choice voucher allocation for project-based vouchers in order to administer project-based Voucher assistance. The PHCD will project-base the vouchers for newly constructed, rehabilitated or existing housing units. PHCD will enter into a Housing Assistance Payments (HAP) contract with qualified owners to provide project-based voucher assistance in compliance with PHCD's PHA plan and consistent with the goals of deconcentrating poverty and expanding housing and economic opportunities.

- B. Program Objectives

The project-based voucher program is intended to provide housing assistance to individuals and families, so that specific objectives can be accomplished in accordance with USHUD's regulations as follows:

1. To encourage developers or property owners, including non-profit housing development corporations, to construct standard, or to upgrade substandard, rental stock throughout the Miami-Dade County;
2. To make existing, newly constructed or rehabilitated dwelling units available to very-low and low-income persons at rents within the PHCD's applicable payment standard.

Preference will be given to proposals that intend to attach project-based assistance to larger units, i.e., units with three (3) bedrooms or more.

C. Program Requirements

At its discretion, PHCD will solicit proposals from developers, property owners and nonprofit housing corporations to participate in the project-based voucher program. Project based assistance may be attached to existing units, units to be rehabilitated and newly constructed units. In addition, a maximum of 25% of the units in any one building may receive project-based voucher assistance. However, single-family properties and properties designated for elderly families, disabled families, or families receiving supportive services are exempt from the 25% limit.

For the purposes of the project-based voucher program, existing units require a maximum expenditure of less than \$1,000 per assisted unit, including a prorated share of work on common areas or systems to comply with federal Housing Quality Standards (HQS) at the time the PHCD notifies the applicant of selection. Rehabilitated units, for the purpose of the project-based voucher program, are units that require a minimum expenditure of \$1,000 per assisted unit, including a prorated share of work on common areas or systems to comply with HQS.

All units in the building receiving project-based assistance shall be inspected for HQS, as stipulated in Chapter 10 of this Administrative Plan. The PHCD shall inspect each unit on an annual basis. Only units that comply with HQS shall be included in the HAP contract.

For units undergoing rehabilitation or new construction concerning site and neighborhood standards apply. The site shall be accessible to social, recreational, educational, commercial, health facilities, and other appropriate municipal facilities and services.

Properties to be assisted under the project-based voucher program will be subject to the Uniform Relocation Assistance and Real Property Acquisitions Policies Act (URA) and the requirements of 49 CFR, Part 24, subpart B.

D. Location of Project-based Vouchers

The PHCD may administer the program on a county-wide basis. In compliance with the federal regulations and the PHCD's Equal Housing Opportunity Plan, suitable dwelling units must be made available under the project-based voucher program in structures that are located in areas outside of low income and minority concentrations, unless a waiver is requested from and granted by USHUD.

The PHCD may request exceptions of the requirement that project-based assistance be located in census tracts with a poverty rate of less than 20%, based upon the review of the proposals submitted to the PHCD.

E. Administrative Approach

The PHCD shall perform traditional Housing Choice Voucher program administrative responsibilities associated with the implementation of the project-based voucher program. These functions include, but are not limited to, outreach, review and selection of proposals, inspections,

tenant selection from the waiting list, determination of tenant eligibility, and annual recertifications, in accordance with this Administrative Plan, for applications that involve new construction or rehabilitation of units. The PHCD staff will also perform work write-ups, cost estimates, and feasibility analyses.

The PHCD reserves the right to solicit proposals from private concerns to perform selected administrative responsibilities in the implementation of the project-based voucher program or may contract with the property owner or developer of the project-based property for any administrative functions that are the responsibility of the housing agency.

25.2 Administration of Project-based Program

A. Solicitation of Owner Proposals

The PHCD will solicit owner participation by advertising in three newspapers of general circulation, such as *The Miami Herald*, *Diario Las Americas* and *The Miami Times*, stating proposals to attach rental assistance for specific properties will be accepted.

The advertisement may be published at least three times over a period of not less than 30 days, and will include a statement that applications will not be accepted beyond the specified 30-day deadline. The advertisement will also specify the number of dwelling units the PHCD estimates that it will be able to assist under the funding that the PHCD is making available for this purpose and that only applications submitted in response to the advertisement will be considered. The advertisement will also state the PHCD's selection policies.

For proposals requiring new construction or rehabilitation of assisted units, the PHCD will establish competitive procedures for the submission of proposals, which will be submitted to USHUD for approval.

An application packet will be prepared for distribution to interested parties, and will also be made available at the PHCD administrative offices. The packet will contain a description of the project-based voucher program, an outline of the rules and regulations governing the project-based voucher program, the required contents of owner proposals, and the criteria that PHCD will use in the selection of eligible proposals.

At PHCD's discretion, additional information may be provided at pre-proposal conferences or workshops.

B. Requirements for the Submission of Proposals

The owner's submission of the application to the PHCD must contain:

1. Description of housing to be assisted, including the number of units by size (square footage); bedroom count; bathroom count; sketches of proposed new construction or rehabilitation, if applicable; unit plans; listing of amenities and services and estimated date of completion for units to be rehabilitated or constructed. For rehabilitation, the description must describe the property "as-is" and must also describe the proposed rehabilitation.
2. Evidence of site control, and for new construction, identification and description of the proposed site, site plan and neighborhood.
3. Evidence that the proposed new construction or rehabilitation is permitted by current zoning ordinances or regulations or evidence to indicate that the needed rezoning is likely and will not delay the project.

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4. The proposed contract rent per unit, including an indication of which utilities, services and equipment are included in the rent and which are not included.
5. Information concerning the occupancy status of the units to be assisted under the project-based voucher program, including applicability of permanent and temporary relocation of site occupants.
6. A certification from the owner that there will be no displacement of residential tenants from units to be assisted under the project-based voucher program.
7. The identity of the owner, developer, builder, architect, management agent (and other participants) and the names of officers and principal members, shareholders, investors, and other parties have a financial interest; a disclosure of any possible conflict of interest by any of these parties; and information on the qualifications and experience of the principal participants, including previous participation in any USHUD programs.
8. The owner's marketing plan.
9. The owner's plan for managing and maintaining the units.
10. Evidence of financing or lender interest and the proposed terms of financing.
11. The proposed term of the HAP Contract.

C. Initial Inspection

Prior to the ranking and rating of proposals, an initial inspection will be performed by the PHCD staff for properties included in proposals accepted for consideration of rating and ranking. The PHCD will not inspect properties included in the proposals that do not meet threshold requirements for further consideration.

1. The inspection will determine if the property is eligible as defined at 24 CFR § 983.101, meets federal HQS, and the occupancy status of the units to be assisted.
2. For proposals which will involve rehabilitation, the inspection will also determine if the property can be rehabilitated without causing displacement of residential tenants from units to be assisted, will identify the rehabilitation work meets the minimum \$1,000 per unit requirement, and if the specific work items will bring the units in compliance with HQS.
3. For proposals in which there will be new construction, the inspection will determine that construction work has not begun.
4. Should the PHCD discover as a result of the initial inspection that the proposal does not meet program requirements, the owner will be informed in writing of the reasons for the rejection.

D. Rating and Ranking of Proposals

The rating and ranking of proposals will be performed by PHCD staff. With regard to the initial screening of proposals, the criteria that will be utilized to determine whether a proposal should be rejected without further review or accepted for further consideration of rating and ranking will include:

1. Receipt of the proposal by the date and time as specified in the advertisement

2. Receipt of the proposal in the proper format, including submission of all specified forms with all of the entries completed as required
3. Proposals that indicate gross rents will exceed 110% of the PHCD payment standards, or which clearly indicate that the proposed project is infeasible, will be rejected
4. Proposals involving ineligible properties or housing types identified in 24 CFR 983.53 will be rejected.

Proposals will be evaluated based on the factors determined by the PHCD to rate and rank proposals. Among the factors to be considered in the ranking and rating of proposals include: suitability of the site to accommodate the number and type of units proposed for assistance, including environmental and health and safety concerns; design elements, with preference to proposals that offer larger units to be assisted; experience of the owner and other participants in providing affordable housing; plan for the relocation of current tenants, if applicable; and financial feasibility of the project.

For proposals that involve new construction or rehabilitation of units, additional factors will be considered: the estimated cost per unit of construction or rehabilitation, and the experience of the owner and other participants in construction or rehabilitation of rental properties in accordance with USHUD regulations.

E. Notification to Owners

Proposals that have been received in response to PHCD's advertisement which comply with all of the prescribed selection criteria and procedures and are deemed feasible will be rated and ranked in accordance with the PHCD's written policies. The Owners who submitted the highest ranked feasible proposals will be sent a written Notice of Acceptance stating the tentative number of units to be assisted.

25.3 Agreement to Enter into Housing Assistance Payments Contract

A. Pre-Agreement Process

For proposals in which there will be rehabilitation or new construction, owners shall have 60 days in which to complete required actions before an Agreement to Enter into a Housing Assistance Payments (AHAP) Contract can be signed.

Prior to the AHAP execution for rehabilitation projects, the actions required are: preparation of detailed work write-ups, cost estimated, specifications and plans, as appropriate, depending upon the nature of the identified rehabilitation. Davis-Bacon wage rates are applicable for those buildings containing nine (9) or more units. The work write-ups must address the specific work items identified to meet the \$1000 per assisted unit rehabilitation requirement as well as the work items that are needed to bring each unit to be assisted up to the USHUD Housing Quality Standards.

Prior to the AHAP execution for new construction units, the USHUD shall review owner proposals, which are submitted by the PHCD, for compliance with site and neighborhood requirements set forth in at 24 CFR 983.154. Davis-Bacon wage rates are applicable for those buildings containing nine (9) or more units. In addition, the Owner must submit the design architect's certification that the proposed new construction reflected in the working drawings and specifications comply with HQS, local codes and ordinances, and zoning requirements.

B. Selection of Contractor

Owners are responsible for the selection of a competent contractor to undertake the new construction or rehabilitation work under the AHAP contract. The owner, contractor and his/her subcontractors are subject to Section 3 of the Housing and Urban Development Act, as amended in 1968, and the regulations at 24 CFR part 135, which requires that training, employment and contracting opportunities be provided, where feasible, to low-income Section 3 residents. The PHCD's Administration Division shall provide oversight and assistance regarding the owner's responsibility under Section 3.

C. Uniform Federal Accessibility Standards: Section 504 and Fair Housing Act

The owner and his/her contractors and subcontractors are subject to compliance with the Fair Housing Acts, Americans with Disabilities Act and Section 504 of the Rehabilitation Act and are required to comply with Uniform Federal Accessibility Standards requirements for persons with disabilities and the Fair Housing Amendments Act. The PHCD's construction unit will coordinate Section 504/ADA requirements through the PHCD's ADA Coordinator's office.

D. Execution of the Agreement

When all required pre-Agreement procedures have been satisfactorily completed, the AHAP contract shall be executed. The AHAP must be executed before the start of any new construction or rehabilitation to be performed under the AHAP. Under the AHAP, the owner agrees to construct the units in accordance with the PHCD approved working drawings and specifications or to rehabilitate the units in accordance with the PHCD approved work write-ups.

25.4 New Construction or Rehabilitation Phase

A. Timely Performance of Work

Immediately following the execution of the AHAP contract, the owner shall promptly proceed with the construction or rehabilitation work as provided in the agreement. In the event the work is not so commenced, diligently continued, or completed, the PHCD may terminate the Agreement or take other appropriate action.

B. Inspections

PHCD shall conduct periodic inspections during the new construction or rehabilitation phase to ensure that work is proceeding on schedule and is being accomplished in accordance with the terms of the AHAP. Inspections shall be performed at such intervals so as to ensure that the work meets the levels of materials specified in the work write-ups or working drawings and specifications, and meets typical levels of workmanship in the area.

C. Changes to Work

Owners must obtain prior approval from PHCD for any changes from the work specified in the AHAP contract that would alter the design or quality of the required new construction or rehabilitation. If the owner makes any changes without the prior approval of the PHCD, PHCD may request USHUD to lower the initial contract rents in the amount determined by USHUD, and may require the Owner to remedy any deficiencies, prior to, and as a condition for, acceptance of the units. The PHCD shall have the right to disapprove any changes requested by the owner.

D. Completion of New Construction or Rehabilitation

The owner must notify the PHCD in writing when the work is completed and submit evidence of completion. Among the documents the owner must submit is a Certificate of Occupancy, or other

official approvals required by the locality, and a certification that the work has been completed in accordance with the requirements of the AHAP.

The PHCD will conduct a final inspection to verify the completion of all the work items required by the AHAP and a determination regarding compliance with Section 504/ADA/ Fair Housing Act, and other applicable laws, regulations and executive orders, HQS and the South Florida Building Code. If the PHCD determines from the review and inspection that the unit(s) has been completed in accordance with the AHAP contract, the PHCD shall accept the units(s).

If there are any items of delayed completion that are minor items or that are incomplete because of weather conditions, and in any case that do not preclude or affect occupancy, and all other requirements of the AHAP contract have been met, the PHCD shall accept the unit(s); however, the PHCD shall require the owner to deposit in escrow with the PHCD's funds in an amount the PHCD determines to be sufficient to ensure completion of the delayed items. In addition, the owner and the PHCD shall execute a written agreement, specifying the schedule for completion of these items. If the items are not completed within the agreed time period, the PHCD may terminate the AHAP contract or exercise other rights under the AHAP contract.

25.5 Housing Assistance Payments (HAP) Contract

A. Time of Execution

The PHCD and the owner shall execute the Housing Assistance Payments (HAP) contract if the PHCD determines from review and inspection that the unit(s) has been completed in accordance with the AHAP contract and the owner has submitted the required evidence of completion as set forth herein. The effective date of the contract may not be earlier than the date of the PHCD's inspection and acceptance of the unit(s).

B. Term of Contract

The HAP contract shall have a term no greater than ten (10) years, subject to available funding. At the discretion of the PHCD and for a term determined by the PHCD, extension to the contract may be granted beyond the original term, contingent upon continued funding to achieve long-term availability of affordable housing for eligible households or to expand housing opportunities.

C. Initial Contract Rents

The HAP contract shall establish contract rents that will not exceed 110% of the Fair Market Rent (FMR) and will be the lowest of the reasonable rent or the rent requested by the owner. The initial contract rent must be reasonable in relation to rents currently being charged for units in the private unassisted market, taking into account the location, size, structure type, quality, amenities, facilities, and management and maintenance service of the unit.

If the property has been allocated low-income tax credits, but it is not located in a "qualified census tract," the rent to owner must not exceed the lowest of: the tax credit rent minus any utility allowance, the reasonable rent or the rent requested by the owner.

D. Contract Rent Adjustments

The HAP contract allows for adjustments in contract rent during the contract term and such adjusted rents shall be reasonable.

E. Vacancy Payments

Vacancy Payments will be made only if PHCD has elected to include the vacancy payments in the HAP contract. If a unit becomes vacant as a result of a tenant moving out, the PHCD shall continue to provide assistance for the unit for up to a maximum of 60 days. Such payment will be made only if the vacancy is not a result of the owner's failure to take reasonable action to minimize such vacancies.

F. Reduction of Contract Units after Vacancy

If no eligible family rents a vacant unit within 120 days of the vacancy, the PHCD may terminate its commitment to make additional assistance payments for the unit for the balance of the HAP contract.

25.6 Management Phase

A. Family Selection and Participation

The selection of tenants for the project-based voucher program will be consistent with the procedures detailed in Chapter 2 of this Administrative Plan. An applicant who rejects an offer of a project-based unit or who is rejected by the owner of the housing unit will remain in the same position on the tenant-based assistance list, as if the offer had not been made. If a dwelling unit to which assistance is to be attached under the project-based voucher program is occupied, the PHCD must determine whether the unit's occupants are eligible for assistance. If a unit is occupied by an eligible family and the unit is selected by the PHCD, the family must be placed in an appropriately size project-based assisted unit in the project without requiring the family to be placed on the PHCD's waiting list.

In the event that there are an insufficient number of eligible persons on the waiting list, the PHCD shall place applicants referred by the owner on the waiting list. Eligibility for selection in the Project-based voucher program shall be consistent with the PHCD's tenant-based and project-based assistance programs.

Should a family elect to move from a unit assisted under the project-based voucher program after the initial year, the PHCD must provide the family with a Housing Choice Voucher. If no vouchers are available to the family, the PHCD must give the family priority to receive the next available tenant-based voucher.

B. Briefing of Families

When a family is selected to occupy a unit under the program, the PHCD shall provide the family with written information concerning the tenant rent and any applicable utility allowance. The information conveyed at the briefing will include, but not be limited to:

1. Family and owner responsibilities,
2. That the subsidy is tied to the unit and the family must occupy an approved unit under the program,
3. The likelihood of the family receiving a Housing Choice Voucher after the HAP contract expires,
4. The family's options under the project-based voucher, program, if the family is required to move because of a change in family size or composition, and

5. Hearing procedures, including a description of the circumstances in which the PHCD is required to provide the opportunity for an informal hearing and of the procedures for requesting a hearing.

C. Lease Requirements and Termination of Tenancy

The lease between the family and the owner shall be for one (1) year, or the remaining term of the HAP contract, if the contract will expire within one (1) year. The lease may contain a provision permitting the family to terminate the lease on not more than 60 days advance written notice to the owner. In the case of a lease term for more than one (1) year, the lease must contain a provision permitting the family to terminate the lease on not more than 60 days advance written notice to the owner after the first year of the term.

D. Informal Hearing and Review

The regulations at 24 CFR §§ 982.554 and 982.555 regarding informal reviews for applicants and informal hearings for participants, apply to this program. See Chapter 29 for the PHCD's Informal Hearing and Review Procedures.

E. Overcrowded and Under Occupied and Accessible Units

If the PHCD determines that a family is occupying an overcrowded or under-crowded unit, or a unit with accessibility features that the family does not require, and the unit is needed by a family that requires the accessibility features, the PHCD must notify the family and the owner of this determination and of the PHCD's offer of continued assistance. The continued assistance offer may be:

1. Project-based voucher assistance in an appropriate size-unit (in the same building or another building);
2. Other project-based housing assistance;
3. Tenant-based rental assistance under the voucher program;
4. Other comparable public or private tenant-based assistance (e.g. under the HOME program.)

The determination of the offer of continued assistance will be at the discretion of the PHCD. However, if the PHCD offers the family the opportunity to receive tenant-based rental assistance under the voucher program, the PHCD must terminate assistance payments for the project-based unit at the expiration of the term of the voucher.

If the PHCD offers the family the opportunity for another form of continued housing assistance, except for tenant-based voucher assistance, and the family does not accept the offer, does not move out of the Project-based Voucher unit within a reasonable time, or both, the PHCD must terminate the housing assistance payments for the project-based unit.

Chapter 26. Homeownership under Housing Choice Voucher

26.1 Overview

The PHCD shall administer and offer a homeownership program as allowed under 24 CFR §§ 982.625 through 982.641 to permit eligible Housing Choice Voucher recipients to purchase a home using the

voucher subsidy. With the competitive rental market and increasing need for affordable housing in Miami-Dade County, the establishment of a Housing Choice Voucher Homeownership program will create a larger selection of housing choice which eligible Housing Choice Voucher families can use.

The PHCD shall oversee the Housing Choice Voucher Homeownership program, hereafter referred to as the Homeownership program. The PHCD shall determine eligibility of families and enforce the federal regulations regarding homeownership and its Administrative Plan rules.

The goal of the program is to provide homeownership opportunities, along with counseling, self-sufficiency, training and support, thereby facilitating economic opportunity within communities while providing parameters to ensure the success of the homebuyer. This program is designed to minimize default of the homeowner, which would have a negative impact on the family and the neighborhood where the unit is located and would enhance economic opportunity for families eligible for such a program.

The PHCD implements a wide range of housing programs designed to enhance housing opportunities for low and moderate-income families, including homeownership for first time homebuyers. The PHCD's experience in homebuyer opportunity programs dates back to 1984. A maximum of 10% of the voucher allocation inventory may be targeted for homeownership. The percentage may be amended based on the success of the program and need of Housing Choice Voucher families. Upon authorization by USHUD, the PHCD may opt to administer other types of homeownership programs using the housing subsidy, including but not limited to an alternative down payment assistance program.

26.2 Eligibility of Family

Family eligibility shall be:

- A. A family assisted under the homeownership option may be a newly admitted or existing participant in the program;
- B. The family must be currently in good standing with the housing agency, including no outstanding debt to the PHCD for previous housing quality standard damages or unpaid rent;
- C. The family must be in compliance with the current lease;
- D. The family shall not have tenant responsible housing quality standards violations existing in the unit which have not been corrected within the time provided by the Inspections Department;
- E. The family shall not have a history of late rent payments;
- F. The family must be a first time homebuyer and not have any member of the immediate family owning a home for a minimum of three (3) years prior to receiving the homeownership assistance. A displaced homemaker or single parent who owned a home with a former spouse is exempt from this requirement;
- G. The family must not have any financial interest in any other home while receiving Housing Choice Voucher assistance;
- H. The family must not have any outstanding debts which would deem them unqualified for home financing;
- I. Any family member must not have been previously assisted under the PHCD's Homeownership program while an adult and defaulted on a mortgage obtained through a PHCD Homeownership program;

- J. The family must be income eligible and have at least one adult family member who is employed full time year round for a minimum of one year. Families with an adult family member who is disabled or elderly shall be exempt from the employment requirement; and
- K. The family must not be within the initial one-year (1-year) term of the HAP contract in order to be considered eligible.

Families currently enrolled in the Family Self-Sufficiency Program shall be encouraged to participate in the Homeownership program.

26.3 Income Requirements

Homeownership opportunities will be offered to Housing Choice Voucher households having acceptable credit to the private lenders participating in the Homeownership Program. Those families without acceptable credit shall be allowed ample time to clear credit while completing other requirements as defined herein, in order to participate.

Exceptions may be made on a case-by-case basis by the PHCD regarding time limits or other policies to help facilitate usage of the Voucher for homeownership as a realistic goal. Eligible families must demonstrate that the monthly income for the head of household or spouse/partner is sufficient to meet homeownership guidelines and other family expenses for initial qualification for the program. At least one (1) adult member of the household must be currently employed on a full-time basis, or not less than 30 hours per week, and must have been continuously employed full-time for the year before receiving homeownership assistance, with the exception of elderly or disabled families.

Except for disabled families, a family must have a minimum annual income of not less than the federal minimum hourly wage multiplied by 2,000 hours. The current amount may change when the minimum wage changes as defined by 24 CFR § 982.627 (c)(1)(i).

Except in the case of an elderly or disabled family, the PHCD shall not count any welfare assistance received by the family in determining the annual income (24 CFR § 982.627 (c)). For an elderly or disabled family, welfare assistance for the adult family members who will own the home will be included for determining if the family meets the minimum income requirement. For disabled families, the minimum annual income is the monthly Federal Supplemental Security Income (SSI) benefit for an individual living alone (or paying his or her share of food and housing costs) multiplied by 12. Full time employment records must be submitted and reviewed as part of the qualification process. Families interested in the program will have their income eligibility determined by Housing Choice Voucher staff once determined initially eligible, the family shall be referred to the PHCD's Homeownership program administrator for an initial briefing regarding the program.

26.4 Income and Credit Verification

The Homeownership program shall use the Housing Choice Voucher definition for income, which is based on annual income. Annual income is the gross amount of income anticipated to be received by all adults in a family (excluding full-time students and authorized live-in aides) during the 12 months following the effective date of the determination. The PHCD's non-federal funding may be utilized for second mortgage financing which allows for income averaging for the prior two (2) years for candidates that are self-employed, earn commission, tips or overtime.

When the homeownership case is sent to PHCD's HCD, designated Homeownership staff will conduct an Enterprise Income Verification (EIV) as described under Section 7.5. Applicants' income will be verified using the following one or more documents:

- A. Last two (2) pay stubs from employer and past two (2) years tax returns;

- B. If self-employed, past two years tax returns will be required and a profit and loss statement as of the date of application;
- C. Verification of employment;
- D. Any other source of income that can be readily verified, i.e., Social Security, SSI (SSI income may be subject to federal restrictions, which may limit their use), pension retirement, and child support (Note: uncollected child support will not be counted so long as the family provides documents demonstrating that the debt is uncollectible or has not been paid or received for more than three (3) months); and
- E. Any other form of verification as required by funding.

In addition to federal income tax returns, the number of household occupants shall be verified using any one or more of the following items:

- A. Birth certificates on which the parent/applicant's name is listed
- B. School records which give the parent's name and address
- C. Court-ordered letters of guardianship/adoption
- D. Copy of recorded divorce decree and property settlement

A credit report will be generated and at the option of the PHCD, staff will complete a home visit.

26.5 Homebuyer Education and Counseling

As a requirement of the program, the family must attend and complete homeownership education and counseling. Once the PHCD determines eligibility, the Housing Choice Voucher participant is required to participate in the counseling regarding purchasing and financing a home. The PHCD contracts with several homebuyer counseling agencies to provide homeownership training to all low income population groups in Miami-Dade County in English, Spanish, and Creole. The normal homebuyer training curriculum requires a minimum of an eight (8) hours course and an original certificate of completion or certified copy must be part of the loan application.

The counseling shall include such issues as types of financing, how to find appropriate financing, fair housing practices, credit counseling, budget and money management, how to locate a home, selecting a neighborhood including consideration of schools, employment and transportation, how to negotiate a purchase price, and home maintenance. Through counseling, the family will also be encouraged to consider the advantage of purchasing a home in deconcentrated areas.

Post purchase counseling shall be ongoing and will be afforded to assure the success of the family once they assume homeownership.

26.6 Eligible Housing

Eligible voucher families, as defined in Section 26.2, participating in the Homeownership program may purchase a home using federal housing assistance. Section 8 assistance may be used to purchase an existing home or a new home under construction, defined as a home where the foundation has been completed with footings in place. The following housing is eligible:

- A. A newly constructed single family or town home (never lived in),
- B. An existing single family home or town home,

- C. A single family home or town home under construction,
- D. A condominium,
- E. A cooperative,
- F. Twin home (one-side only),
- G. Manufactured home meeting the Florida Building Code minimum requirements for construction must have a permanent foundation and a 40-year lease.

Eligible properties to be acquired may be owner-occupied or vacant. Under no conditions will the property be sold to an applicant if the acquisition triggers the relocation requirement. The maximum purchase price of eligible properties shall be reviewed annually. Various funding sources may have requirements regarding maximum purchase price.

26.7 Loan Qualification and Application Process

Homeownership loans to applicants allow for the following ratios:

- A. Funding Source First mortgage lender
- B. Monthly housing expense-to-income 33%
- C. Monthly total obligations-to-income 45%

Exceptions to the total obligations-to-income ratio may only be made by the PHCD on a case-by-case basis, when compensating factors exist. Participating lenders should bring the ratios as close to the maximum as possible.

Housing Choice Voucher families interested in purchasing a house may do so by purchasing a newly constructed house from a developer in the County's affordable loan program, or purchase an existing house, as defined in Section 26.6 in the open market utilizing a participating lender.

The PHCD provides each Housing Choice Voucher family with a pre-qualification letter and HCD provides the family with an affordability study indicating the maximum dollar value of the home to be purchased using the voucher. Once a home is selected, all homebuyers must be approved by a qualified lender. Once the lender takes an application and provides a loan commitment, the lender will forward a copy of the loan file to the PHCD on behalf of the Housing Choice Voucher family in order to reserve the required secondary mortgage financing, if needed.

Upon completion and processing of the loan by the lender and the PHCD, the loan is scheduled for closing by the lender. The PHCD may provide first mortgage financing in limited instances upon the recommendation of the HCD staff.

26.8 Housing Search

After pre-qualification, the family will be advised they have a period of 120 days to locate a home for purchase. Upon initial selection of a unit, the family will be allowed an additional 120 days to secure financing and close on the chosen property. During this time, the family shall be allowed to continue to use their Housing Choice Voucher for rental assistance. At the option of the PHCD, due to reasonable documented circumstances, time limitations may be extended or revised on a case-by-case basis.

Should the family be unable or unwilling to complete the purchase of a home through the Homeownership program, the family may continue to use their voucher for rental assistance, so long

as they continue to be eligible and comply with PHCD policies, as contained in this Administrative Plan, and federal housing regulations.

26.9 Down Payment Requirement

The required down payment is 3% of the purchase price. One percent (1%) must come from the applicant's own funding. The family may be eligible and seek additional funding for down payment and closing costs as assistance to low-income families.

26.10 Program Requirements

Once a family purchases the unit, the family must use the property as their primary residence which will be reflected in the mortgage documents. The family must comply with all mortgage requirements. At the option of the housing agency, the homebuyer may be requested to attend and complete additional homeownership counseling and training.

Ownership must be in fee simple title, a 99-year leasehold interest, or ownership or membership in a cooperative. In cases of a 99-year leasehold interest, the remaining lease term must equal the term of the loan.

Annual recertification by the family is required, for as long as homeownership assistance is being provided. Limitation of homeownership assistance will be a maximum of 15 years for a home purchased with 20 or more years financing from the date of the first homeownership housing assistance payment and a maximum of ten (10) years in all other cases. If the family qualifies as elderly or disabled upon commencement of the homeownership assistance, there is no time limit by which the family may receive such assistance.

HCD may provide second mortgage financing to Homeownership Program participants. HCD requires that applicants obtain 30 year first mortgage financing from a first mortgage lender in order to obtain the secondary financing. For families who sell the original house and seek to purchase another house under the Homeownership program with continued homeownership assistance, the maximum term commences upon the date of purchase of the first house.

The PHCD shall encourage participants to establish and maintain a savings, credit union, or other type of investment account at the time of the loan closing. The purpose of this account will be to generate a reserve fund for necessary maintenance, replacement or repair needs. Funds would then be withdrawn as needed for the home. The PHCD reserves the right to establish such accounts on behalf of the homebuyer.

26.11 Housing Assistance Payments

The family's monthly Housing Assistance Payment will be the lesser of the Housing Choice Voucher payment standard minus the Total Tenant Payment (TTP) or the monthly homeowner expenses minus the TTP. The PHCD will annually re-examine the family's income and family composition and make appropriate adjustments to the amount of the monthly Housing Assistance Payment.

Homeownership expenses include, but may not be limited to principal, interest, applicable taxes and insurance on mortgage debt, refinancing charges of mortgage debt, and the PHCD determined utility and maintenance allowances. Other housing expenses that may be incurred by the family include but are not limited to condominium maintenance fees.

Families who have lost their employment will be considered for adjustments, as will families with changes in their family composition. If a family's income increases to a point that they are not eligible to receive a Housing Assistance Payment, eligibility for such payments will continue for 180 calendar days. At the end of a continuous period of 180 days, eligibility for Housing Choice Voucher assistance will automatically terminate.

To assure the timely mortgage payment, the PHCD's loan servicing unit will issue the monthly mortgage payment to the first lender. The family shall be responsible for remitting the TTP of the payment to the loan servicing unit by the first of each month along with the payment due on the second mortgage loan, if applicable. If the Housing Assistance Payment is greater than the mortgage payment and taxes and insurance escrow payments, the difference will be paid to the family.

26.12 Financing and Payments

First mortgage financing must meet current lending standards, including Federal National Mortgage Corporation "Fannie Mae" and Federal Home Loan Mortgage Corporation "Freddie Mac." First mortgages shall be offered by a participating lender at prevailing market rates.

The PHCD shall reserve the right to determine whether the Housing Choice Voucher family can afford the proposed financing. In order to protect the family and to meet the parameters of the financial arrangement by the family, the Homeownership program will prohibit any financing which includes balloon payments, variable interest rates, or private seller financing.

For those homebuyers who are FSS participants, the PHCD shall encourage these families to utilize their escrow balance to assist with the down payment and closing costs of the home purchase as well as the capitalization of the escrow reserve. Escrow withdrawals will be permitted for the purchase of required home appliances and for necessary home improvements and repairs only if the family has fulfilled established interim goals and requires a portion of the FSS escrow for purposes consistent with the contract of participation. Such releases from the FSS escrow reserves will be at the discretion of the Agency.

The amount of the monthly homeownership assistance payment shall include all principal, interest, taxes and insurance and, if applicable, homeownership association fees and maintenance allowance, the allowance for cost of major repairs and replacements and the applicable utility allowance. This payment will be the lower of the payment standard, less the total tenant payment or the family's monthly homeownership expenses, minus the total tenant payment. The total tenant payment will not exceed 30% of the family's gross monthly income, taking into consideration allowances and deductions permitted by regulation.

Second mortgage loan payments may be interest deferred, principal only. Deferred loans may be given to Housing Choice Voucher families on an as-needed basis.

26.13 Inspections Requirements

In accordance with the federal housing regulations and PHCD loan policies, inspections of the property will be conducted prior to the approval for purchase of the home. An inspection by the Housing Choice Voucher Inspections Department will be conducted for compliance with federal housing quality standards.

A second inspection must be an independent professional home inspection conducted by an independent inspector. The cost of this inspection must be borne by the Housing Choice Voucher family. If the homebuyer is a participant in the FSS program, this inspection may be paid from funds in their FSS escrow account. The inspector shall be certified by the American Society of Home Inspections. Such inspection shall require the inspector to develop a written list of items that are likely to need replacement or repair within the next one to three years. Such an inspection shall include, but not be limited to, cover the major building systems and components, including the foundation and structure, the house's exterior and interior, roofing, plumbing, electrical and air conditioning/heating systems. These inspections shall be performed before closing of all units with the Homeownership program. The PHCD retains the right to disqualify the unit for inclusion in the Homeownership program, based on the inspections.

In addition, on newly constructed properties funded through Miami-Dade County, the County will provide random inspections during the construction of the home and detailed final inspections prior to the placement of the first or second mortgage. Environmental clearances will be required when using federal funds.

26.14 Insurance Requirements

Title insurance will be required. In the case of the Housing Choice Voucher family, the costs for title insurance shall be included in the closing costs. The family shall obtain and maintain hazard, flood and windstorm (if required) insurance, at minimum, in the amount of all financing (first, and if necessary second and subsequent mortgages). The family should be responsible for obtaining such insurance. The cost for the insurance may be included in the loan amount. If the PHCD has financed any portion of the loan, the PHCD must be listed as a loss payee. The lender has the responsibility to determine and document whether the unit is in a flood hazard zone. It is the responsibility of the family to insure units in flood zones for flood damage.

26.15 Sales Contract

Housing Choice Voucher families purchasing a home through the Homeownership program must complete a contract of sale with the owner of the property to be purchased. The unit must be substantially built before the contract is executed. The contract must include the price of the unit, terms of sale, the purchaser's inspection requirements, and notice that the sale is condition on the purchaser's acceptance of the inspection reports, and include an agreement that the purchaser is not obligated to pay for necessary repairs.

The contract must also provide a certification from the seller stating the seller has not been debarred, suspended or subject to a limited denial of participation by USHUD.

26.16 Family Obligations

Before closing, the family must execute a statement of homeowner obligation in a form prescribed by the housing agency. To receive homeownership assistance, a family must comply with the following obligations:

- A. The family must comply with the terms of the mortgage securing debt incurred to purchase the home;
- B. For as long as the family is receiving homeownership assistance, the family may not sell, convey, encumber or transfer any interest in the home to any entity or person other than a member of the assisted family residing in the home, without the PHCD's knowledge and approval;
- C. The family must supply required information regarding income and family composition in order to correctly calculate total tenant payment and homeownership assistance;
- D. The family must provide information on any mortgage or other debt incurred to purchase the home and any refinancing of such debt and any sale or other transfer of any interest in the home;
- E. The family must notify the PHCD if the family defaults on a mortgage securing any debt incurred to purchase the home;
- F. The family must notify the PHCD before the family moves out of the home;
- G. The family must, at annual recertification, document that he or she is current on all housing related payment include mortgage, insurance and utility payments; and

H. The family cannot refinance without the authorization of the PHCD.

26.17 Portability

Families that are determined eligible for homeownership assistance may exercise the homeownership option outside of PHCD's jurisdiction if the receiving housing agency is administering a Homeownership program and is accepting new families into the receiving housing agency's homeownership program.

26.18 Default and Termination of Assistance

If the family fails to comply with its family obligations as set forth in federal regulations or in this Administrative Plan, the family may be terminated from homeownership assistance. Federal regulations further require the housing agency to terminate homeownership assistance for any family that is dispossessed from the home pursuant to judgment or foreclosure. If the family defaults on the mortgage, the family will have their housing voucher withdrawn and no new voucher will be issued for either homeownership or rental assistance. Exceptions to this policy shall be reviewed on a case-by-case basis, particularly as it relates to income loss of the family. Termination from the homeownership program will be in compliance with Chapter 27.

26.19 Continuation of Assistance

A homeownership family may purchase another home with assistance provided there is no mortgage loan default and the family is in compliance with the statement of homeowner obligations.

26.20 Down Payment Assistance and Other Program Issues

The PHCD shall consider and implement other homeownership program rules as promulgated by USHUD, including but not limited to use of housing assistance payment funding for down payment assistance.

Chapter 27. Termination of Assistance

27.1 Grounds for Termination of Assistance

A. Housing Choice Voucher housing is a scarce resource and the PHCD holds the position that Housing Choice Voucher families must be held accountable for their actions as it relates to their tenancy under the Housing Choice Voucher program.

The PHCD shall terminate assistance for a participant family, including Moderate Rehabilitation tenants (where applicable), on any of the following grounds:

1. If the family violates any family obligation stipulated in federal housing regulation under the program or the Statement of Understanding;
2. If the family fails to sign and submit consent forms or other documentation required to determine continued eligibility in the program;
3. Failure by the participant to report to any recertification interview or provide verification of any information required by PHCD. Participants who fail to comply are provided an Intent to Terminate letter and an opportunity to cure. See Section 15.1.
4. Discovery of material false statements in connection with information provided at application or recertification, or fraud committed by the participant in connection with any federally assisted housing program.

Section 8 Administrative Plan

5. If there is any drug-related criminal activity, violent criminal activity, or non-violent criminal activity, whether on or off the premises, committed by the participant, any member of his/her household, a guest or a person under the control of the participant, that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents. Any such criminal activity, even in the absence of an arrest or a conviction, shall be cause for termination (See Section 2.7(4) – Criminal Activity for additional details):
 - a. Drug-related criminal activity includes, but is not limited to: illegal possession, illegal manufacture, sale, distribution, use and/or possession with intent to manufacture, sell, distribute or use a controlled substance.
 - b. Violent criminal activity includes, but is not limited: any criminal activity that has as one (1) of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, non-trivial bodily injury or property damage.
 - c. Non-violent criminal activity includes, but is not limited: any activity that threatens the health, safety, or right to peaceful enjoyment by other residents, employees of PHCD or any other Miami-Dade County personnel or official.
 - d. An arrest where the criminal charges are dropped, dismissed no action, nolle prossed or other resolution that does not involve an admission of guilt, or where the participant is found not guilty or acquitted, may not result in denied assistance except for the cases specified in Paragraph 7 below, or when there is a pattern of repeated arrests for engaging in criminal activity within the last ten (10) years that may threaten health, safety, or right to peaceful enjoyment by other residents, employees of PHCD or any other Miami-Dade County personnel or official.
 - e. A fugitive felon or parole violator after conviction of a crime or attempt to commit a crime is considered a person that threatens the health, safety and right to peaceful enjoyment of the premises by other participants or employees of PHCD.
 - f. As concerns juvenile household members under the age of 18, PHCD will consider criminal related activity only if they are being tried as adults for certain criminal offenses or if the acts occur on PHCD property.
6. If any activity does not threaten the health, safety or right to peaceful enjoyment of the participants, after a warning has been issued, any subsequent warning regarding the same individual shall be considered a violation of the Statement of Understanding.
7. Open cases shall be held pending final disposition. Upon a disposition from the court, the PHCD shall either recommend termination or take no action based on the outcome as defined above. In circumstances where the family member admits to the crime, whether or not an arrest, charge, or conviction takes place, the family shall be recommended for termination based on the admission.
8. If the family currently owes rent or other amounts to the PHCD or to another housing authority in connection with Housing Choice Voucher or public housing assistance under the 1937 Act;
9. If the family has not reimbursed any housing authority for amounts paid to an owner under a HAP contract for rent, damages to the unit or other amounts owed by the family under the lease;

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10. If the family breaches an agreement with the PHCD to pay amounts owed to the PHCD or amounts paid to an owner by the PHCD;
11. If the family has engaged in or threatened abusive or violent behavior toward the PHCD personnel;
12. If the family has made threatening behaviors to others or has failed to maintain the property or caused severe damage to the unit;
13. The denial of service, disconnection or shutting off of utilities that the participant is responsible for paying will result in termination; PHCD will not terminate assistance if the participant restores utility service legally within 30 days of the issuance of the Intent to Terminate notice.
14. Discovery that a participant is tampering with utilities to illegally obtain service;
15. If the participant, any member of his/her household, a guest or a person under the participant's control threatens, obstructs or interferes with a PHCD employee conducting official business.
16. If the family repeatedly breaks obligations under the lease or for serious violations of the lease, including, but not limited to:
 - a. failure of HQS inspection due to tenant caused violations, serious or repeated damage to dwelling unit,
 - b. repeated activities which interfere with the peaceful enjoyment of the premises by other residents documented by police reports, neighborhood complaints or other third party information.
 - c. If the owner terminates tenancy through court action for serious or repeated violation(s) of the lease, including but not limited nonpayment and damage to the unit
 - d. Non-payment of rent does not include any portion of HAP payment being withheld by PHCD for owner's failure to comply with the HAP contract;
17. If the PHCD determines that a household member's abuse or pattern of abuse of alcohol may threaten the health, safety, or right to peaceful enjoyment of the premises by other tenants.
18. Full-time or part-time students who do not meet student eligibility requirements.
19. Tenants who execute a Lease for an assisted unit but are not in the unit at the time a Voucher expires, will be considered as having moved out without authorization.
20. Any other grounds for termination permitted by USHUD.
21. However, PHCD shall not terminate assistance for a participant family on the basis or as a direct result of the fact that the person is a victim of domestic violence, dating violence, sexual assault or stalking.

B. Mitigating Circumstances

Prior to PHCD's decision to send a notice terminating assistance, PHCD shall consider all circumstances relevant to a particular case, such as the seriousness of the offending action, the extent of participation by the leaseholder in the offending action, the effects that the eviction would have on family members not involved in the offending activity and the extent to which the leaseholder has shown personal responsibility and has taken all reasonable steps to prevent or

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mitigate the offending action. See Chapter 2, Section 2.8 – Applicants and Tenants Claiming Mitigating Circumstances, for additional details.

27.2 Notice

If the PHCD recommends termination of a family's participation in the program, the family will be notified in writing stating the grounds for proposed termination of assistance and the effective date of termination. The notice will also state whether the participant has a right to a hearing in accordance with the regulations, the procedure for requesting a hearing, and that the participant may be represented at the hearing at their own expense. The owner will receive notice of the recommendation of termination of a family's participation. The same provision stipulated above shall apply to the Family Unification Program. However, the PHCD shall notify the Department of Children and Families if a family is at-risk of termination in order to allow timely intervention.

Chapter 28. Policies Concerning Repayment of Amounts Owed to the PHCD

Except as otherwise required under Section 7.5, Enterprise Income Verification, Third Party Verification, and Factors Affecting Eligibility and Family Rent, the PHCD has the discretion to enter into repayment agreements with program participants for amounts owed to the PHCD, if it is in the best interest of the County, the debt has not been expunged by operation of law, and the participant has not intentionally committed any act that led to the amount owed. Currently, the debt will be considered expunged by operation of law if the time period has exceeded five (5) years and the PHCD has not attempted to collect the debt within the five-year period.

28.1 Standards for Repayment

If a repayment agreement is offered to a participant in lieu of full payment, it will be in writing and may be within the following guidelines:

- A. Down payment of at least 20% to be paid at time of signing the repayment agreement by money order or cashier's check.
- B. The balance is to be paid a maximum of 12 consecutive monthly payments starting 30 days from the date of down payment.

28.2 Exceptions

Any terms allowing more time for repayment or for a lower down payment must be approved by Housing Choice Voucher Program director or his/her designee. A hearing officer shall also have the discretion to set the amounts and length of time for repayment, if a repayment agreement is a stipulation of participation determined at an informal hearing. Strict adherence to the terms of the repayment agreement by the participant is necessary otherwise, benefits may be terminated in accordance with this plan, as indicated in Chapter 27.

Chapter 29. Informal Hearing and Review Procedures

29.1 Participant Hearings

Informal hearings will be allowed regarding the application of PHCD policies in this Administrative Plan to a particular participant. Such hearings will not be a means to challenge a policy as a whole. Thus if a program participant considers an PHCD action, such as being terminated from the Housing Choice Voucher program, detrimental to their interest, the participant may request an informal hearing to contest the action, not the policy which resulted in the action.

Hearings are afforded to Housing Choice Voucher participants in accordance with the Code of Federal Regulations 24 CFR § 982.555 and as included in this Administrative Plan. (The process described in the PHCD's Reasonable Accommodation Policies and Procedures document included under Attachment C will be followed for participants denied reasonable accommodation requests.) Further, this document describes the process that must be followed if the hearing officer becomes aware that the reason for the termination of assistance or other adverse action occurred because of the participant's disability.

Hearings are not afforded to families appealing decisions on:

- A. HQS violations; except when the family is terminated due to breach of HQS as caused by the family
- B. Determination that the unit is not in accordance with HQS because of family size;
- C. The PHCD determination not to approve an extension or suspension of a voucher term;
- D. The PHCD determination not to approve a unit for lease under Housing Choice Voucher;
- E. Discretionary administrative determinations by the PHCD;
- F. General policy issues or class grievances;
- G. Establishment of PHCD's utility allowance schedule.
- H. The PHCD's determination to exercise or not to exercise any right or remedy against an owner under a HAP Contract.

If the PHCD proposes to terminate assistance on the basis of a criminal record, the PHCD will advise the head of household in the recommendation of denial letter with the (1) name of the affected family member and description of the charge; that (2) the family member with the criminal record and the head of household may request a copy of the criminal record either before or at the informal review and (3) he/she will be provided an opportunity to dispute the accuracy and relevance of that record.

1. Requesting a hearing and pre-hearing procedures

A hearing may be requested by written request to the Hearing Office at the address indicated on the adverse action notice. The hearing must be requested within 15 business days of the notice date. Failure of the participant to respond within the required time waives the right to a hearing.

When feasible, the PHCD will schedule the hearing within 30 calendar days of the participant's request. The hearing will be scheduled at the first available hearing date. The participant and any other interested parties will be notified of the date and time for the hearing by mail from the PHCD.

A program participant shall not be adversely affected by the scheduling of a hearing beyond the 30 calendar days. Payment shall continue to the owner so long as the family remains in the unit and a hearing has been scheduled.

Before the hearing, the tenant has the right to review any PHCD documents, including but not limited to the tenant's file, that are directly related to the informal hearing. If the tenant requests to review or make copies of documents, he/she must do so no later than three (3) days prior to the informal hearing. In the event the PHCD fails to make the documents available for examination upon request of the tenant or the tenant's representative, the PHCD is prohibited from relying on the document(s) at the hearing. Participants may be charged for copying costs.

2. Hearing Procedures

The hearing must be presided over by a hearing officer unassociated with the day-to-day operations of the program.

The hearing officer's decision will be based solely on the testimony of witnesses, written documentation in the tenant's file, and any other evidence presented at the hearing. The hearing officer must verify any document provided by the participant, such as evidence of completion of rehabilitation program or any other proof or testimony provided, before submitting the decision letter to uphold or overturn the denial of assistance.

The tenant must attend the hearing at the time scheduled as notified by the Hearing Office. The owner may attend. The tenant may be represented by legal counsel or another person chosen as a representative.

The party that fails to appear for a hearing will relinquish all further hearings or appeals of the adverse action.

A hearing may be held via telephone conference call in situations where a health condition or portability to another housing agency's jurisdiction prevents either party (tenant or owner) from attending the hearing in person. Hearings held by telephone conferences are not allowed simply for the convenience of the tenant or owner. Any other reasons shall be at the discretion of the hearing office supervisor.

The decision of the hearing officer shall be forwarded in writing to the participant and other interested parties within 30 calendar days of the hearing. The decision of the hearing officer shall be final, except on the occasion when the PHCD Director or his/her designee may review, overturn or modify the decision of a hearing officer upon showing of the following:

- a. The hearing decision concerns a matter for which PHCD is not required to provide an opportunity for an informal hearing under 24 C.F.R. § 982 or that otherwise exceeds the authority of the person conducting the hearing under PHCD's hearing procedures.
- b. The hearing decision is contrary to USHUD regulations or requirements, or otherwise contrary to federal, state or the Code of Miami-Dade County or other local laws.

If PHCD determines that it is not bound by a hearing decision, PHCD shall promptly notify the family of the determination, and of the reasons for the determination. The hearing officer's decision shall not abridge any other rights the participants have under law.

29.2 Applicant reviews

Applicants denied program participation or removed from the waiting list shall be entitled to a review conducted by the PHCD in accordance with 24 CFR § 982.554. Applicants will be notified of such determination in writing, generally at the time of their initial certification appointment. Applicants who have not completed application forms as instructed in the Housing Application Instructions will not be processed and their name will not be placed on the waiting list. Applicants in this situation will not be offered an informal review.

The process described in the PHCD's Reasonable Accommodation Policies and Procedures included under Attachment C will be followed for applicants denied reasonable accommodation requests. Further, this document describes the process that must be followed by the hearing officer if he/she becomes aware during the informal review that an applicant's ineligibility determination occurred because of the applicant's disability. It is an applicant's responsibility to inform the PHCD staff when there is a change in address.

A. Processing Removals

An applicant or who is determined ineligible for program benefits shall be notified in writing that his/her name will be removed from the waiting list unless he/she requests an informal review by contacting the PHCD within 30 days of the notice. The applicant whose mail is returned by the post office will be automatically withdrawn from the waiting list.

Applicants who have been removed from the waiting list for failing to respond to notices calling him/her for processing may, within 30 days of being removed from the waiting list, request an informal review seeking reinstatement to his/her original place on the waiting list.

If the PHCD proposes to deny admission on the basis of a criminal record, the PHCD will advise the head of household in the recommendation of denial letter with the (1) name of the affected family member and description of the charge; that (2) the family member with the criminal record and the head of household may request a copy of the criminal record either before or at the informal review and (3) he/she will be provided an opportunity to dispute the accuracy and relevance of that record.

Before the review, the applicant has the right to review any the PHCD documents, including but not limited to the applicant's file, that are directly related to the informal review. If the applicant requests to review or make copies of documents, he/she must do so no later than three (3) days prior to the informal review. Applicants may be charged for copying costs.

B. Requesting a review

Applicants may request a review in writing to the address or fax number indicated on the adverse action letter. The request shall be made within 30 days from the date of the notice. The PHCD, at its discretion, may schedule an informal review at the applicant's request, beyond the thirty (30) days, on a case-by-case basis. The PHCD will schedule the review for the next available hearing date and forward written notification to the applicant.

C. Review Procedures

The review will be conducted by a designated PHCD hearing officer or supervisor. When feasible, the reviewer's decision will be made in writing within 30 calendar days of the review. The hearing officer must verify any document provided by the applicant, such as evidence of completion of rehabilitation program or any other proof or testimony provided, before submitting the decision letter to uphold or overturn the denial of assistance. The decision of the reviewer shall be final. The reviewer's decision, however, shall not abridge any other rights the applicants have under law.

29.3 End of Participation Reviews

Participants who have been terminated, within the past 90 days, from the program may request a final review of their case, if they failed to request a hearing within the time period allowed by this plan. PHCD will review the case and determine whether reinstatement is appropriate due to agency error or mitigating circumstances as delineated in Section 27.1. To be reinstated, the participant must be in compliance with the program. If the participant is reinstated, HAP will be paid to the landlord retroactive to the date of the effective End of Participation so long as the participant continues to reside in the previously assisted unit.

Chapter 30. Fair Housing and Equal Opportunity and Grievance Procedures

30.1 Non-discrimination Policy

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- A. PHCD complies with all federal, state and local antidiscrimination laws including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, Title VI of the Civil Rights Act of 1964, and all other applicable laws and regulations.
- B. The PHCD will ensure that persons with disabilities have full access to the PHCD's Housing Choice Voucher (HCV) program and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the HCV program.
- C. No person shall, on the basis of race, color, sex, religion, national or ethnic origin, familial status, marital status, sexual orientation, gender identity, ancestry, age, pregnancy, disability, or source of income be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under programs operated and/or funded by PHCD.
- D. PHCD prohibits inquiries regarding sexual orientation or gender identity, which includes but is not limited to whether a person is transgendered.
- E. PHCD will provide applicants and participants with federal/state/local information regarding discrimination and any recourse available to them if they believe they may be victims of discrimination.
- F. PHCD will display the Fair Housing poster at ALC, Public Housing and Section 8 New Construction site offices. Upon eligibility determination, applicants will be provided with the Housing Discrimination Complaint form and information pertaining to procedures to be followed if the applicant believes he/she has experienced illegal discrimination.
- G. The PHCD will ask all applicants and participants if they require any type of accommodation, in writing, on the intake application and reexamination documents
- H. The PHCD will inform disabled applicants who believe that they have been subject to unlawful discrimination on how to file a fair housing complaint. The PHCD will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to USHUD's Office of Fair Housing and Equal Opportunity (FHEO). These applicants will also be provided with the Fair Housing complaint Hotline number: 1-800-669-9777. Persons with hearing or speech impairments may access this number via TTY by calling the Federal Information Relay Service at 1-800-887-8339.

30.2 Processing Discrimination Complaints and Reasonable Accommodation Requests

- A. All applicable Fair Housing Information and Discrimination Complaint forms will be made available at PHCD's 504/ADA Coordinator's office and/or by the 504/ADA Coordinator mailing copies of information to person requesting same. In addition, all appropriate written information and advertisements will contain the appropriate written information, and advertisements will contain the appropriate Equal Opportunity language and logo.
- B. PHCD's 504/ADA Coordinator will assist any family that believes they have been discriminated against by providing copies of the federal and local housing discrimination forms and the addresses of the applicable offices. In addition, PHCD's 504/ADA Coordinator will facilitate conciliation of discrimination complaints upon the request of complainants, to the greatest extent feasible.
- C. PHCD will cooperate with USHUD in conducting monitoring and compliance reviews and complaint investigations, pursuant to all applicable civil rights statutes and regulations, Executive Orders, and all civil rights related program requirements.
- D. Reasonable accommodation requests are processed through the 504/ADA Coordinator's office (refer to Attachment C, Reasonable Accommodation Policies and Procedures).

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The PHCD's Reasonable Accommodation Policies and Procedures are included under Attachment C.

Chapter 31. Special Rules for Moderate Rehabilitation

The foregoing policies and procedures apply in general to the Moderate Rehabilitation Program except as provided below:

31.1 Transfer and Waiting List Referrals

A. Vacancy Notices

Every unit vacancy, which occurs in the Moderate Rehabilitation Program administered by the PHCD, must be reported to the PHCD. Owners or managers must immediately forward the vacancy notice either by hand delivery, facsimile, or mail to the following address:

Public Housing and Community Development
Attention: Moderate Rehabilitation Program Unit
701 NW 1st Court, 8th Floor
Miami, Florida 33136-3914
Fax: (786) 469-4222

B. PHCD Transfer Referrals

The PHCD approved transferees will be offered available units before applicants from PHCD's waiting list. Section 31.5 details the PHCD's transfer policy for the Moderate Rehabilitation Program.

If there are families on the transfer list, the PHCD's first mail-out will consist of the PHCD's transfer referrals for a period of eight (8) days to applicants for whom the unit is suited. If applicable, PHCD will conduct a second mail-out for a period of eight (8) days if: (a) none of the PHCD's referrals accept the offer; (b) the referrals are rejected by the owner based on a valid, non-discriminatory reason within the ten (10) day period; or (c) there is no response from the applicant. For each unit, the PHCD will offer up to 20 interested applicants for whom the unit is suited.

C. PHCD Waiting List Referrals

If there are no families on the transfer list, PHCD will refer interested applicants to the owner/manager from PHCD's waiting list.

In order to deter discrimination by a Moderate Rehabilitation owner/manager (hereafter referred to as owner), the PHCD shall utilize the following procedure for the screening and selection process. After proper receipt of the vacancy notice from the owner/manager, PHCD's offer letters (often referred to as "mail-outs") will be mailed no later than five (5) working days from the date the unit passes Housing Quality Standard (HQS) Inspection. Applicants will have a minimum of eight (8) calendar days to respond to the PHCD and the owner/manager of the offered unit concerning their interest.

Owner/managers must make themselves available to accept the referred applicants' and to show the unit. The unit must have passed HQS inspection prior to showing. The PHCD shall also forward to the owner a log of all applicants referred to the available unit. The owner shall provide to the PHCD his/her written policy on selection procedures to include the policy regarding the collection of application fees, if applicable.

Owners may only reject applicants for valid, nondiscriminatory reasons and must report the reason for any rejected applicants in writing to the PHCD.

In the event that the owner/manager request a release of the available unit, PHCD shall assign a staff person to contact each applicant within the mail out(s), three days after the close of the final mail out to assure that all applicants referred the unit are being treated fairly under the law. The assigned staff shall also confirm that the owner's selection process was expeditious and unbiased. Assigned staff will maintain a log to document all communications with the applicants and owners. The unit will not be released if there are sufficient applicants to refer off the waiting list or if the owner/manager fails to comply with submittal of their written policy on selection procedures and/or written notification of the rejection of applicants.

After the owner selects a prospective tenant for the unit, the owner shall submit to the PHCD a selection package. This package will include a log of all PHCD referred applicants, a written letter stating the results of the owner's screening, and justification with supporting documentation for the applicant selected or rejected for tenancy. PHCD will review the owner package to confirm that the selection process was without bias.

D. Assignment of Accessible Units

Accessible units will be offered in the following order:

1. Current tenant in the development who requires the accessibility features of the vacant unit;
2. Current tenant(s) in other developments who require the accessibility features of the vacant, accessible unit;
3. Interested applicant(s) on the waiting list for the tenant based program who requires the accessibility feature(s) of the vacant, accessible unit;
4. Interested applicant(s) on the waiting list for the tenant-based program who do not require the accessibility features of the vacant, accessible unit.
5. Interested applicants referred by the owner who require the accessibility features of the vacant, accessible unit; then
6. Interested applicants referred by the owner who do not require the accessibility features of the vacant, accessible unit.

Transfer requests related to reasonable accommodation for a person with disabilities will be processed in accordance with the PHCD's Reasonable Accommodation Policies and Procedures included under Attachment C. Transfer requests related to reasonable accommodation must be approved by the PHCD's ADA coordinator.

Further, transfers of tenants with disabilities and placement of applicants with disabilities in units with accessible features will be centrally coordinated through the division responsible for the management of the Moderate Rehabilitation Program. . The owner will be encouraged to incorporate language in their lease that requires the tenant to transfer to a non-accessible unit when one becomes available, in situations where an applicant is housed in an accessible unit but does not require the accessibility features.

31.2 Condition of Units

Owners must make units ready for occupancy and HQS inspection by the time applicants are referred to the unit. PHCD reserves the right to not make referrals for units that are not ready for occupancy.

Units with a history of repeated or habitual violations will be inspected every six (6) months. Inspections shall be performed at the discretion of the PHCD and shall not require prior notification to the owner as to when an inspection will occur.

31.3 Valid Rejections of Offered Units

An applicant will be made one offer of a housing unit under the Moderate Rehabilitation program. However, the offer is not considered a suitable offer under the following circumstances:

The applicant rejects the offer for “good cause,” that is, the applicant can demonstrate through objective evidence that a move into the offered unit located more than five (5) square miles in distance would result in a hardship related to the ability of the applicant or a member of the applicant’s family to retain his or her employment, job training, or retain particular day care, or educational programs for children with disabilities or medical services uniquely suited to the affected individual’s needs.

- A. The offered unit is not suitable or accessible due to a disability of the applicant or a member of the applicant’s family.
- B. If the applicant accepts a unit but is rejected by the owner/manager.
- C. If the unit is not ready for occupancy and has not passed an initial HQS Inspection.
- D. The family demonstrates that accepting the offer will place a family member’s life, health or safety in jeopardy. The family must provide specific and compelling documentation, such as restraining orders, other court orders or risk assessments from a law enforcement agency. Reasons offered must be specific to the family. Refusals due to location alone do not qualify for this good cause exemption.
- E. A health professional verifies temporary hospitalization or recovery from illness of the principal household member, other household members (each as listed on final application) or live-in aide necessary to the care of the principal household member.
- F. The unit is refused because a victim of domestic violence, dating violence, sexual assault, or stalking reasonably believes the proposed transfer would not safe (refer to Attachment D of this Administrative Plan).

When an offer is not counted against the applicant, the applicant’s name will remain in active status on the waiting list in order to receive another offer. PHCD will maintain a record of units offered, including location, date and circumstances of each offer, and each acceptance or refusal, including the reason for the refusal.

31.4 Changes to Family Composition

Family members will be added to the family composition if they are born to the family during tenancy under the Moderate Rehabilitation program, if the family is awarded custody, guardianship, by any other operation of law, or as otherwise provided under Section 5.2 of this plan.

PHCD will consider the request for approval and require documentation that the head of household has authorization to include a minor as part of the household. Court approved custody or guardianship is not the only mechanism for establishing that the head of household has authorization to include a minor. Changes to the family composition may also be allowed for families in which one or more children less

than 18 years of age live with the designee of the parent or legal custodian, with the parent's or legal custodian's consent.

Documentation can include, but is not limited to, court documents, pre-need guardian, school records, other state and federal public assistance documentation, power of attorney, etc.

The owner of the family's unit must consent to the addition of any additional family members.

31.5 Transfer Policy

Transfer requested for victims of domestic violence dating violence, sexual assault, or stalking must be processed in accordance with Attachment D of this Administrative Plan.

All other transfers in the Moderate Rehabilitation Program will be granted if there are available units in the circumstances described below. In all instances, families on the transfer waiting list will be given one (1) offer. If the offer is refused, except for good cause, including reasonable accommodation for a family member with disabilities, the family's name will be removed from the transfer waiting list.

A. Overcrowded or Under-Occupied Units

If a family has a change in family composition that causes the number of occupants of the unit to be more than the occupancy standards allowed for the bedroom size, or less than the minimum occupancy for the bedroom size, then the family will be required to move. The family shall move into the appropriate size unit or be terminated from participation in the program. If there is an available appropriate vacancy in the same development, the family will be offered such vacancy in the same development. This offer may not be refused, except for good cause, including reasonable accommodation for a family member with disabilities.

B. Medical Necessity

Transfers based on medical or disability need shall be documented and shall relate to either proximity (define as at least five (5) squares miles in distance) to medical facilities that a family member must attend on a frequent basis (at least once per week) or other verifiable reason, as determined by PHCD's ADA Coordinator, or be related to a condition/s of the unit or complex that must be changed or avoided due to physical health concerns. If a transfer is necessary due to a condition in the unit, the owner of the project has the option to make an accommodation in lieu of the transfer.

Transfers based on medical necessity shall be given the next available suitable unit based on the date of the requested transfer.

C. Special Circumstances

Special circumstances that may be considered for transfer include, but are not limited to, the following:

1. Hate crimes or overt discrimination against a family member;
2. Habitual violence or victimization against a family member; or
3. Cooperation for a witness protection program.

Transfers for special circumstances shall be documented (i.e. police reports, support letters from law enforcement, restraining orders, etc.) and shall be required for the immediate safety and

welfare of the family. A special circumstance transfer shall be given the next available vacancy that is not in the same project.

31.6 HQS

HQS inspections shall be performed in conformance with the Moderate Rehabilitation standards.

31.7 Occupancy Standards

The general occupancy policies described in Chapter 5 will apply to Moderate Rehabilitation applicants and tenants.

31.8 Single Room Occupancy (SRO) and Shelter Plus Care Programs

All Moderate Rehabilitation Single Room Occupancy Administrative Plans for homeless individuals are developed and submitted to USHUD on a project basis for approval.

All Single Room Occupancy Moderate Rehabilitation Administrative and Shelter Plus Care Plans have been approved.

SRO and Shelter Plus Care Moderate Rehabilitation developments are subject to Section 3 of the Housing and Urban Development Act of 1968, as amended, and Section 504 Uniform Federal Accessibility Standards pertaining to accessible units for persons with disabilities.

ATTACHMENTS

ATTACHMENT A DEFINITIONS

ATTACHMENT B EFFECTIVE COMMUNICATION POLICY:

PHCD has an Effective Communication Policy to ensure effective communication with applicants, program participants, employees and persons with disabled. Such policy is Attachment B of this Plan.

ATTACHMENT C REASONABLE ACCOMMODATION POLICY AND PROCEDURES:

PHCD's Reasonable Accommodation Policies and Procedures as referenced throughout this Plan is Attachment C of this Plan.

ATTACHMENT D EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING FOR SECTION 8 PROGRAMS

***PUBLIC HOUSING and COMMUNITY
DEVELOPMENT***

DEFINITIONS

ATTACHMENT A

OF THE

SECTION 8 ADMINISTRATIVE PLAN

Effective: 06/14/2017

Revised: 06/14/2017

ATTACHMENT A. DEFINITIONS**Adult**

A person who is 18 years of age or older, or who has been convicted of a crime as an adult under any Federal, State or tribal law.

Actual and Imminent Threat (24 CFR §5.2003)

A physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: The duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur.

Affiliated Individual (24 CFR §5.2003)

With respect to an individual, means a spouse, parent, brother, sister, or child of that individual, or a person to whom that individual stands in the place of a parent or guardian (for example, the affiliated individual is a person in the care, custody, or control of that individual); or any individual, tenant, or lawful occupant in the household of that individual.

Bifurcate (24 CFR §5.2003)

To divide a lease as a matter of law, subject to permissibility of such process under the requirements of the applicable HUD-covered program and State or local law, such that certain tenants or lawful occupants can be evicted or removed and the remaining tenants or lawful occupants can continue to reside in the unit under the same lease requirements or as may be revised depending upon the eligibility for continued occupancy of the remaining tenants and lawful occupants

Child/Minor

A member of the family (other than the family head or spouse) who is under 18 years of age.

Covered Housing Program (24 CFR §5.2003)

The following HUD programs must afford VAWA Protections:

- Section 202 Supportive Housing for the Elderly
- Section 811 Supportive Housing for Persons with Disabilities
- Housing Opportunities for Persons With AIDS (HOPWA)
- HOME Investment Partnerships (HOME)
- Homeless programs under title IV of the McKinney-Vento Homeless Assistance Act (including the Emergency Solutions Grants, the Continuum of Care, and the Rural Housing Stability Assistance
- Multifamily rental housing under section 221(d)(3) of the National Housing Act with a below-market interest rate (BMIR) pursuant to section 221(d)(5)
- Multifamily rental housing under section 236 of the National Housing Act
- Public Housing
- Section 8 Housing Choice Voucher
- Section 8 Project-Based Vouchers
- Section 8 Moderate Rehabilitation Single Room Occupancy
- The Housing Trust Fund

Covered Housing Provider (24 CFR §5.2003)

The individual or entity under a covered housing program that has responsibility for the administration and/or oversight of VAWA protections and includes public housing agencies, sponsors, owners, mortgagors, managers, State and local governments or agencies thereof, nonprofit or for-profit organizations or entities.

Criminal Records

All criminal arrest records for persons 18 years of age or older, including but not limited to, sex offender records and registration records, and any court dispositions, including but not limited to, *nolo contendere*, *nolle prosequi*, withholds of adjudication and adjudications of guilt. The term “criminal records” does not include records unavailable to the PHCD by operation of law, including juvenile records, sealed or expunged records, exempt records under Florida’s Public Records Act, or other records unavailable to the PHCD under state and federal laws. PHCD will conduct such checks on household members who are younger than 18 years if they are being tried as adults for certain criminal offenses.

Dating Violence (24 CFR §5.2003 and the Florida Statutes)

The federal regulations defines “dating violence” as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:

- the length of the relationship;
- the type of relationship, and
- the frequency of interaction between the persons involved in the relationship.

The Florida statutes define “dating violence” as violence between individuals who have or have had a continuing and significant relationship of a romantic or intimate nature. The existence of such a relationship shall be determined based on the consideration of the following factors:

- A dating relationship must have existed within the past six (6) months;
- The nature of the relationship must have been characterized by the expectation of affection or sexual involvement between the parties; and
- The frequency and type of interaction between the persons involved in the relationship must have included that the persons have been involved over time and on a continuous basis during the course of the relationship.

The term does not include violence in a casual acquaintanceship or violence between individuals who only have engaged in ordinary fraternization in a business or social context.

Dependent

A member of the family (excluding foster children, foster adults or live-in aides) other than the family head or spouse, who is under 18 years of age, is a person with disabilities, or is a Full-time student.

Desegregative Housing Offer

An offer of a unit that is vacant, appropriate for the household size and type, and meets applicable housing quality standards in a development where not more than 65 percent of the population is the same race as the household.

Disabled Family

A family whose head, spouse, or sole member is a person with disabilities; or two (2) or more persons with disabilities living together; or one (1) or more persons with disabilities living with one or more live-in aides.

Disability Assistance Expenses

Reasonable expenses that are anticipated, during the period for which Annual Income is computed, for attendant care and auxiliary apparatus for a Disabled Family member and that are necessary to enable the disabled member to be employed, provided that the expenses are neither paid to a member of the family nor reimbursed by an outside source.

Discriminatory Effect

A practice has discriminatory effect where it actually or predictably results in a disparate impact on a group of persons or creates, increases, reinforces, or perpetuates segregated housing patterns because of race, national or ethnic origin, color, sex, religion, age, disability, familial status, marital status, status as a victim of domestic violence, dating violence, sexual assault or stalking, ancestry, actual or perceived sexual orientation, gender identity or gender expression, pregnancy or source of income.

Displaced Family (24 CFR §5.403)

Includes persons who can document that they have been displaced by a natural disaster declared by the President of the United States, displaced through no fault of their own, by governmental action, or displaced by domestic violence.

Domestic Violence (24 CFR §5.2003 and the Florida Statutes)

The federal regulations defines “domestic violence” to include felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim share a child in common, by a person who is cohabitating with or has cohabited with the victim as a spouse, by a person similarly situated to a spouse or intimate partner of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction. The term “spouse or intimate partner of the victim” includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship.

The Florida Statute defines “domestic violence” as the “actual or threatened physical violence directed against one or more members of the applicant’s family by a spouse or other members of the applicant’s household.” The law further defines “domestic violence” as any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another who is or was residing in the same single dwelling unit.

Additionally, domestic violence includes violence against a domestic partner.

Drug-related Criminal Activity

Illegal manufacture, sale, distribution or use of a drug, or possession of a drug, with the intent to manufacture, sell, distribute or use the drug pursuant to Florida State law.

Elderly Family

A family whose head, spouse, or sole member is a person who is at least 62 years of age; or two or more persons who are at least 62 years of age living together; or one or more persons who are at least 62 years of age living with one (1) or more live-in aides.

Elderly Person

A person 62 years of age or older.

Family

Family includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

- A single person who may be an elderly person, displaced person, disabled person, nearly elderly person, or an single person; or
- A group of persons residing together and such group includes, but is not limited to:
 - A family with or without children (the temporary absence of a child from the home due to placement in foster care shall not be considered in determining family composition and family size);
 - An elderly family;
 - A near-elderly family;
 - A disabled family;
 - A displaced family;
 - The remaining member of a tenant family; or

- A single person or a group of persons who reside together and are related by blood or marriage, or who exhibit a stable familial relationship. PHCD will accept documentation proving that adult, domestic partners have a stable relationship (e.g., they have lived together for at least one (1) year).

Family Income

Family Income means the annual income derived from all sources of the family members expected to reside in the dwelling unit and upon which rent is to be based.

Fraud

Deceit or trickery deliberately practiced to gain some advantage dishonestly. Fraud is an intentional deception and is not committed accidentally.

Full-Time Student

A person registered for and carrying a subject load that is considered full-time for day students under the standards and practices of the educational institution attended. An educational institution includes a vocational school with a diploma or certificate program, as well as an institution offering a college degree.

Good Cause

With respect to refusal of a housing offer, 'good cause' shall mean that an applicant or participant who are offered a unit can demonstrate through objective evidence that a move into the unit offered would result in a hardship related to the ability of the applicant, participant or a family member to retain his or her employment or retain particular day care or medical services uniquely suited to the affected individual's needs. In addition, a hardship may relate to the person's inability to conveniently use the facility because of his or her disability and a lack of the necessary accessibility features.

Head of Household

The family member who is 18 years or older and held responsible and accountable for the family, normally considered to be the official tenant of record on the lease.

Income Limits

Income limits are those published by USHUD that determine a family's eligibility for the Housing Choice Voucher and Moderate Rehabilitation Programs.

Live-in Aide

A person 18 years of age or older who resides with one (1) or more elderly persons, or near elderly persons, or persons with disabilities who:

- Is determined to be essential to the care and well-being of the persons;
- Is not obligated for the financial support of the persons; and
- Would not be living in the unit except to provide the necessary supportive services.

The live-in aide's income is not counted when determining family income.

Lower Income Family

A family whose Annual Income does not exceed eighty percent (80%) of the median family Income for the area, as determined by USHUD with adjustments for smaller and larger families.

Near-Elderly Family

A family whose head of household, spouse or sole member is a person who is at least 50 years of age but below the age of 62; or two or more persons, who are at least 50 years of age but below the age of 62, living with one or more live-in aides.

Offer

The term 'offer' is used in the context of project-based assistance and means an offer of a unit that is vacant, appropriate for the household in size and type and meets applicable housing quality standards.

Non-Violent Criminal Activity

Any criminal activity that is not a Violent Criminal Activity or a Drug-related Criminal Activity, as defined herewith, but that is such that it may threaten the health, safety or right to peaceful enjoyment of the premises by other residents. Non-violent criminal activities include but are not limited to fraud, bribery, vandalism, burglary, larceny, robbery, etc.

Persons with Disabilities

Under federal discrimination law, an individual is disabled if he/she has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment. This definition does not include any individual who is a drug addict and is currently using illegal drugs, or an alcoholic, who poses a direct threat to the health, safety and right to peaceful enjoyment of the premises by other residents.

Reasonable Accommodation

A reasonable accommodation is a change, modification, alteration or adaptation in a policy, procedure, practice, program facility or unit that provides a person with a disability the opportunity to participate in, or benefit from, a program (housing or non-housing), service or activity.

Reexamination/Recertification Date

The date on which the annual re-examination of eligibility for continued occupancy is due and which may or may not result in a rent change.

Single Person

A person living alone and who does not qualify as an elderly family, disabled family, displaced person, or as the remaining member of a tenant family.

Sexual Assault

Any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

Stalking (24 CFR §5.2003 and the Florida Statutes)

The federal regulations defines "stalking" to following, pursuing, or repeatedly committing acts with the intent to kill, injure, harass, or intimidate; or to place under surveillance with the intent to kill, injure, harass, or intimidate another person; and in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to or to cause substantial emotional harm to (i) that person; (ii) a member of the immediate family of that person; or (iii) the spouse or intimate partner of that person.

The Florida Statute defines "stalking" as the willful malicious, and repeated following, harassing, or cyber stalking of another person, and/or the making of a credible threat with the intent to place that person in reasonable fear of death or bodily injury of the person, or the person's child, sibling, spouse, parent, or dependent.

Tenant Error

Occurs when the tenant by action or by inaction breaches a lease, regulation or other program requirement because of a misunderstanding of rules. Tenant errors are considered unintentional program violations, as compared to fraud (see definition).

Uniform Federal Accessibility Standards

A dwelling unit that is designed, constructed, altered or adapted to comply with Uniform Federal Accessibility Standards (UFAS) and is located in accessible route.

Units with Accessible Features

A unit that has been altered in a manner that has some accessible features that assist persons with disabilities.

Unrestricted Tenant-Based Benefits

Tenant-based subsidies that have been designated by USHUD or Congress for use only for certain programs, such as:

- Veterans Assisted Supportive Housing (VASH);
- HOPE for Elderly Independence;
- HOPE VI;
- Family Unification Program (FUP);
- Continued assistance for previously assisted families;
- Any other award that USHUD sets aside for particular uses.

Very Low Income Family

A family whose Annual Income does not exceed fifty percent (50%) of the median family income for the area, as determined by USHUD, with adjustments for smaller and larger families.

Violent Criminal Activity

Any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage pursuant to Florida State law.

Waiting List

The list of applicants who are waiting to be verified eligible for admittance to housing programs administered by the PHCD and offered the benefit as it becomes available.

**PUBLIC HOUSING and COMMUNITY
DEVELOPMENT**

**EFFECTIVE COMMUNICATION
POLICY**

ATTACHMENT B

OF THE

SECTION 8 ADMINISTRATIVE PLAN

Effective 06/14/2017

**EFFECTIVE COMMUNICATION POLICY
Attachment B of the Section 8 Administrative Plan**

It is the policy of the Public Housing and Community Development (PHCD) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

PHCD, including its employees, agents, contractors and private management companies/agents, shall furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing, visual or cognitive disabilities, an equal opportunity to participate in, and enjoy the benefits of, the programs, services and activities conducted by PHCD.

AUXILIARY AIDS AND SERVICES:

"Auxiliary aids and services" include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

REQUEST FOR EFFECTIVE COMMUNICATION:

When an auxiliary aid or service is required to ensure effective communication, PHCD will provide an opportunity for an individual with a disability to request the auxiliary aid or service of their choice. PHCD will give primary consideration to the choice expressed by the individual. "Primary consideration" means that PHCD will honor the choice, unless it can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden.

The individual will submit their request for auxiliary aids or services to the appropriate PHCD staff person designated below. All requests shall be dated and time-stamped upon receipt by the appropriate PHCD staff person.

Within forty-eight (48) hours of receipt of the individual's request, the designated PHCD staff person will consult with the individual with the disability when the preferred type of auxiliary aid or service is not available or not required, and the staff person is attempting to ascertain whether an alternative means of communication will ensure effective communication.

Within five (5) business days following receipt of the effective communication request(s), the designated PHCD staff person will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

The ADA Coordinator will maintain copies of all requests for effective communication and, including final disposition, for the duration of this Agreement.

Individual requests for Effective Communication will be directed to the following PHCD officials:

Resident Requests:

PHCD resident requests for auxiliary aids or services should be made to the AMP administrator at the resident's development.

Applicant Requests:

Applicants for PHCD housing should make requests for auxiliary aids and services to MDHA's Applicant and Leasing Center (786) 469-4300 phone, (305) 638-6014 TDD) or the ADA Coordinator (786) 469-2155 .

Other Requests:

Requests from members of the public who wish to participate in programs, services and/or activities of PHCD shall submit their request(s) for auxiliary aids and services as directed in PHCD notices, appointment notifications, forms, or brochures. They may also submit requests for auxiliary aids to the PHCD 504/ADA Coordinator.

However, individuals with disabilities who request auxiliary aids or services for public events such as public hearings, Board hearings, public meetings, etc., shall make their requests no later than five (5) days prior to the event.

GRIEVANCE PROCEDURES:

If the requesting individual with a disability is not satisfied with the PHCD's response to the individual's request(s) for an auxiliary aid or service, the individual may file a formal grievance, including appropriate supporting documentation, if any, with PHCD's Section 504/ADA Coordinator. The grievance may be communicated orally or in writing.

However, all oral grievances must be reduced to writing and maintained in PHCD's files. In addition, PHCD shall provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be dated and time-stamped.

Within seventy-two (72) hours of receipt, PHCD's Section 504/ADA Coordinator will respond to the individual's grievance.

EFFECTIVE COMMUNICATION POLICY

Appendix II of the ACOP

The Section 504/ADA Coordinator will provide their formal decision, in writing, within ten (10) business days after receipt of the grievance.

If the individual is dissatisfied with the PHCD Section 504/ADA Coordinator's determination, the individual may pursue remedies under PHCD's HUD-approved Grievance Procedures.

**PUBLIC HOUSING and COMMUNITY
DEVELOPMENT**

**REASONABLE ACCOMMODATION POLICIES
AND PROCEDURES**

ATTACHMENT C

OF THE

SECTION 8 ADMINISTRATIVE PLAN

Effective 6-14-17

Reasonable Accommodations Policy and Procedures
Attachment C of the Section 8 Administrative Plan

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INTRODUCTION:

Policy Statement:

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) is committed to ensuring that its policies and procedures do not deny individuals with disabilities the opportunity to participate in, or benefit from, nor otherwise discriminate against individuals with disabilities, on the basis of disability, in connection with the operations of PHCD's programs, services and activities. Therefore, if an individual with a disability requires an accommodation such as an accessible feature or modification to a PHCD policy, PHCD will provide such accommodation unless doing so would result in a fundamental alteration in the nature of the program, or an undue financial and administrative burden or would be neither reasonable nor necessary. In such a case, PHCD will make another accommodation that will not result in a financial or administrative burden or be either unreasonable or unnecessary.

A reasonable accommodation is a change, modification, alteration or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual with a disability the opportunity to participate in, or benefit from, a program (housing or non-housing) or activity.

PHCD will post a copy of these Reasonable Accommodation Policies and Procedures in the applicant, resident and program participant waiting areas of the PHCD Applicant Leasing Center, Section 8 Offices, Regional Offices of the PHCD; the offices of PHCD's private management companies; and, the management office in each public housing development. In addition, individuals may obtain a copy of these Reasonable Accommodation Policies and Procedures, upon request, from Applicant Leasing Center Eligibility Interviewers, Public Housing AMP administrators, Section 8 Leasing and Contract Specialists, and PHCD's ADA Coordinator.

For those who do not qualify as a person with a disability as defined by the Fair Housing Amendments Act, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act, but who have a need for an accommodation because of a physical or mental impairment, PHCD may still provide an accommodation to meet that need contingent upon reasonableness and availability of resources.

Legal Authority:

PHCD is subject to Federal, state and local civil rights laws and regulations. This Reasonable Accommodation Policy is based on the following statutes or regulations:

See Section 504 of the Rehabilitation Act of 1973 (Section 504)¹; Title II of the Americans with Disabilities Act of 1990 (ADA)²; the Fair Housing Act of 1968, as amended (Fair Housing Act)³; the Architectural Barriers Act of 1968⁴, and the respective implementing regulations for each Act, State of Florida Statutes Sections 760.20-760.37, and Chapter 11A, *et. seq.* of the Code of Miami-Dade County.

¹ 29 U.S.C. § 794; 24 C.F.R. Part 8.

² 42 U.S.C. §§ 12101 *et seq.*

³ 42 U.S.C. §§ 3601-20; 24 C.F.R. Part 100.

⁴ 42 U.S.C. §§ 4151-4157.

Monitoring and Enforcement:

PHCD's ADA Coordinator is responsible for monitoring PHCD's compliance with the laws stated herein and this policy. Individuals who have questions regarding this policy, its interpretation or implementation should contact the ADA Coordinator in writing, by telephone, or by appointment, as follows:

ADA Coordinator
701 NW 1 Court, 16th Floor Miami, Florida 33136
(786) 469-2155 phone
(786) 469-4151 fax
Florida Relay Service: (800) 955-8771 (TDD/TYY)

Individuals may contact the ADA Coordinator regarding any complaints regarding their reasonable accommodation request.

In addition, individuals may exercise their right to appeal PHCD's decision through the local offices of the following agencies:

United States Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
909 S.E. 1st Avenue
Miami, FL 33131
(305) 536-4479
TDD/TTY: (305) 536-4743

United States Department of Justice
99 N.E. 4th St.
Miami, FL 33132

General Policy Information:

The requirement to provide reasonable accommodation is intended to provide, for persons with disabilities, equal opportunity to participate in all housing programs administered by PHCD through modification of policies, procedures, or structures. This policy is not intended to provide greater program benefits to persons with disabilities than to non-disabled residents, program participants or applicants. It may mean, however, that persons with disabilities will sometimes be treated differently, in order to ensure equal access to programs and services.

Reasonable accommodation methods or actions that may be appropriate for a particular program and individual may be found to be inappropriate for another program or individual. The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability and the needs of the individual as well as the nature of the program or activity in which the individual seeks to participate.

Information and documentation regarding the policy of reasonable accommodations will be given to applicants, residents and program participants during the admission and occupancy cycle, including but not limited to during the recertification process, and upon request (see "Notification to Applicants, Residents, and Program Participants Regarding Reasonable Accommodation Requests", page 10). Forms and other documents used for applicants, residents and program participants will, to the extent feasible, be written in plain, intelligible language. When appropriate, PHCD will provide documents in accessible formats, provide

auxiliary aids, or, upon request, communicate with a third party designated by the applicant or resident.

Reasonable accommodations are made in response to individual requests from a qualified person with disabilities. The request may be made in any manner that is convenient for the person with disabilities. Accommodations will be unique to the individual with disabilities; individuals with the same disability may not need, or desire, the same level of accommodation. There is no standard approach. What works for one person may not work for another in the same situation.

PHCD will not provide supportive services, e.g., counseling, medical, or social services that fall outside the range of services offered to residents. Further, PHCD will make modifications in order to enable a qualified applicant/resident with disabilities to live in the housing, but is not required to offer housing of a fundamentally different nature. The test is whether, with appropriate modifications, the applicant/resident can live in the housing that PHCD offers; not whether the applicant/resident could benefit from some other type of housing that PHCD does not offer.

DEFINITIONS:

Applicant: A person who successfully follows all of the required steps identified by PHCD as necessary for becoming a participant in one of PHCD's housing programs (for example: the Public Housing, Section 8 Housing Choice Voucher, or Section 8 Moderate Rehabilitation programs).

Assistive Animals: Animals that are used to give assistance to persons with disabilities and are necessary as a reasonable accommodation. Assistive animals are also referred to as service animals, support animals or therapeutic animals.

Major Life Activities: These include caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. This is not an exhaustive list; other life activities can also be major.

Mitigating Circumstances: Situations in which a requested reasonable accommodation enables an applicant, resident, or program participant to become lease compliant.

Resident: A person who successfully follows all of the required steps identified by PHCD as necessary for residing in a dwelling administered under PHCD's Public Housing Program.

Person with Disabilities: A person who 1) has a physical or mental impairment that substantially limits one or more major life activities, 2) has a record of such impairment, or 3) is regarded as having such impairment.

Physical Or Mental Impairment: A variety of conditions, diseases, illnesses, disfigurements and disorders including hearing/orthopedic/visual/speech impairments, alcoholism, emotional illness, drug addiction (other than addiction caused by current, illegal use of a controlled substance), cerebral palsy, cancer, or HIV infection, if the impairment substantially limits one or more major life activities.

Program Participant: A person who successfully follows all of the required steps identified by PHCD as necessary for participating in PHCD's Section 8 Housing Choice Voucher or Section 8 Moderate Rehabilitation programs).

Reasonable Accommodation: a change, adaptation or modification to a policy, program, service, or workplace, which will allow a qualified person with a disability to participate fully in a program, take advantage of a service, or perform a job. Reasonable accommodations may include, for example those, which are necessary in order for the person with a disability to use and enjoy their dwelling, including public and common use spaces.

Verification source: a qualified professional (not necessarily a physician) having knowledge of a person's disability who can verify the person's disability and need for a reasonable accommodation.

AUXILIARY AIDS AND EXAMPLES OF REASONABLE ACCOMMODATIONS:

To facilitate communication with persons with disabilities, PHCD shall furnish appropriate auxiliary aids. "Auxiliary aids" means services or devices that enable persons with impaired sensory, manual or oral skills to have an equal opportunity to participate in, and to enjoy, the benefits of programs and activities. However, PHCD is not required to provide individually prescribed devices, such as readers for personal use or study, personal hearing aids, walkers, canes, wheelchairs, or other devices of a personal nature. In determining what auxiliary aids are necessary, PHCD shall give primary consideration to request(s) of the individual with disabilities.

Types of auxiliary aids and reasonable accommodations that PHCD, when necessary and appropriate, readily supplies to applicants, residents and program participants include but are not limited to:

1. Allowing transfers to another dwelling upon verification by a qualified verification source of a disability-based need for the transfer.
2. Providing additional explanation of program rules and requirements.
3. Offering documents, in accessible formats (e.g., large type, computer disk or Braille) and in plain language.
4. Permitting rent payments and required communications to be mailed rather than delivered in person.
5. Providing accessible housing to applicants and residents.
6. Providing another housing offer if an applicant, resident or program participant can demonstrate good cause that the rejection of the initial housing offer, for example, was because of the disability of an applicant, resident or program participant's household member.
7. Making a dwelling unit, part of a unit or public and common use elements accessible.
8. Providing auxiliary aids, such as pencil and paper for those with speech difficulties, Telecommunication Device for the Deaf (TDD), Assisted Listening Device (ALD), a qualified sign language interpreter, or a reader, when necessary for effective communication between PHCD and an applicant, resident or program participant.
9. Sending mail or making phone calls to a person designated as a contact person by the person with disabilities.
10. Allowing the use of assistive animals.
11. Considering the impact of "mitigating circumstances" regarding the rejection of an applicant for housing or when terminating the lease or terminating housing assistance to an applicant, resident, or program participant. If the applicant/resident/program participant requests such consideration or if more information is required, PHCD will ask the applicant/resident/program participant to verify:
 - a. that the applicant/resident/program participant has a disability;

- b. that the specific situation(s) that led to application rejection or lease/housing assistance termination is/are caused by or occurred because of the disability or that the disability substantially contributes to the specific situation(s) that led to application rejection or lease/housing assistance termination;
 - c. that the proposed accommodation can reasonably be expected to prevent the recurrence of the situation(s) that led to application rejection or lease/housing assistance termination.
12. Reinstating applications of persons with disabilities, if the reason they did not submit their applications or respond to housing offers in the required time was reasonably related to their disability. Decisions will be made on a case-by-case basis, considering whether, because of the person's disability, the person was prevented from responding in time and considering reasons for reinstating of applications normally allowed for people without disabilities.
 13. Reinstating applications of persons with disabilities, if the reason they did not submit their applications or respond to housing offers in the required time was failure on the part of PHCD to provide effective communication.
 14. Allowing a live-in aide to reside in an appropriately-sized dwelling unit.
 15. Installing strobe type flashing lights and other such equipment for a family member with a hearing impairment.
 16. Permitting an outside agency or family member to assist an applicant, resident or program participant in meeting screening criteria or meeting essential lease obligations.

Aids, benefits, and services, to be equally effective, are not required to produce identical results for individuals with disabilities and non-disabled persons, but to afford individuals with disabilities equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement.

FUNDAMENTAL ALTERATIONS TO THE PROGRAM OR UNDUE FINANCIAL AND ADMINISTRATIVE BURDEN:

PHCD will deny reasonable accommodation requests which would require a fundamental alteration in the nature of its programs, services or activities, or which would create an undue financial and administrative burden or which are neither reasonable nor necessary. Determining a requested accommodation to be a fundamental alteration does not eliminate PHCD's compliance responsibilities. If a requested action would result in a fundamental alteration or undue financial and administrative burden, PHCD may take another action that would not result in a fundamental alteration but would nevertheless ensure that the person would have an equal opportunity to receive the program benefits and services. PHCD's determinations with respect to fundamental alterations will be made on a case- by-case basis.

ESSENTIAL OBLIGATIONS OF TENANCY:

To help identify fundamental operations in the programs, six essential obligations of tenancy are listed below:

1. To pay rent and other charges under the lease in a timely manner;
2. To care for and avoid damaging the unit and common areas; to use facilities and equipment in a reasonable way; to create no health or safety hazards and to report maintenance needs;
3. Not to interfere with the rights and enjoyment of others and not to damage the property of others;
4. Not to engage in criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents or staff; not to engage in drug-related criminal activity on or off the premises (for Public Housing, Section 8 Moderate Rehabilitation, Section 8 Housing Choice Voucher (Section 8 Voucher), and all applicable related programs);
5. To comply with all applicable US HUD regulations, and PHCD rules, and program requirements and documents, (including the PHCD Public Housing Conventional Lease and Community Policies and Section 8 HAP Contract) and to comply with health and safety codes; and
6. Actions that would change the essential obligations of tenancy.

TYPES OF ACTIONS CONSIDERED TO BE A FUNDAMENTAL ALTERATION:

Types of activities that would be considered to be a fundamental alteration to the program include but are not limited to:

1. Actions that require substantial modifications to, or elimination of, essential lease provisions, community policy provisions, or program eligibility or screening requirements based on the obligations of tenancy (e.g., admission of an unqualified family or family member);
2. Actions that require PHCD to add supportive services; e.g., counseling, medical, or social services, that fall outside the range of existing services offered by PHCD;
3. Actions that require PHCD to offer housing or benefits of a fundamentally different nature from the type of housing or benefits that PHCD offers; or
4. Actions that substantially impair PHCD's ability to meet its essential obligations as a landlord, as defined in the PHCD Conventional Public Housing Dwelling Lease (PHCD Lease). PHCD's obligations under the PHCD Lease include management, administration, maintenance, or other services required for the operation of the program or upkeep of the property.

REASONABLE ACCOMMODATION PROCEDURES:

Initial Reasonable Accommodation Procedures:

1. PHCD's *Reasonable Accommodation Request* form will be provided to all applicants as an attachment to PHCD's application when the waiting list is opened.
2. During any point in the application process, applicants may make written requests using the Reasonable Accommodation form or if they are unable to complete the form, make a verbal request for reasonable accommodations to the following address and/or by calling the phone number indicated below:

Attention: Manager, Applicant Leasing Center (ALC)
PUBLIC HOUSING AND COMMUNITY DEVELOPMENT - ALC
1401 NW 7th Street
Miami, FL 33125
(786) 469-4300
Florida Relay TDD/TTY: 305-643-3377

Prior to eligibility interviews, applicants will send completed reasonable accommodation forms, and make all related requests and inquiries to, the ALC Manager. Also during this period, the ALC Manager or designee will send all necessary forms, and process all reasonable accommodation forms, requests and inquiries.

Notification to Applicants, Residents, and Program Participants Regarding Reasonable Accommodation Requests:

PHCD's Reasonable Accommodation Policies and Procedures, which includes the Reasonable Accommodation Request and Notice of Nondiscrimination on the Basis of Disability, will be posted in appropriate PHCD business offices listed on page 1. The Notice of Right to a Reasonable Accommodation, Reasonable Accommodation Request, and Reasonable Accommodation Information forms will also be provided at eligibility determination, move-in and recertification by the AMP administrator (Public Housing) or PHCD Contract and Leasing Specialist (Section 8) or their designees. When the designated employee (see "Making a Reasonable Accommodation Request," page 11) provides these forms, the recipient must sign the Acknowledgement of Receipt of Reasonable Accommodation Documents form, a copy of which must be placed in the recipient's file.

Forms and letters have been developed for an applicant, resident or program participant to request a reasonable accommodation. These forms are listed in the Appendix and are explained in later sections of this policy.

Although the process for requesting a reasonable accommodation is standardized, each request will be treated uniquely. The results will be unique to the individual, the property, and/or circumstances involved. Whenever possible, reasonable accommodation decisions will be made in a timely manner, and both denials and agreements to make accommodations will be documented in writing. If applicable, forms and notifications will be provided to the applicants, residents or program participants in an accessible format (such as Braille, large print, or audio tape) upon request.

Any meetings required by this policy will be held at an accessible location. Auxiliary aids will be provided upon request, where necessary to afford an individual with disabilities an equal

opportunity to participate in, and enjoy the benefits of PHCD's programs and/or activities. Auxiliary aids are services or devices that enable persons with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in, and enjoy the benefits of, PHCD's programs or activities and include, but not limited to, qualified sign language interpreters, telecommunication devices for deaf persons (TDD's), Braille materials, audio recordings, materials in large print, note takers, or assistive listening devices. If auxiliary aids are requested by any person, including but not limited to an applicant, resident or program participant, such accommodations shall be made available. This requirement is contingent upon the requestor having given prior notification to PHCD, e.g., on the application form in the case of an applicant, before any meetings held by PHCD, etc. A person requiring an auxiliary aid shall make their request to PHCD by providing a minimum of five (5) days advance notice. In most instances, this will allow sufficient time to provide these accommodations.

Appointments letters, notices of meetings, brochures and other PHCD communications inform applicants, residents and program participants of their rights to auxiliary aids and how to contact the PHCD staff person to whom these requests should be made. All PHCD staff persons receiving requests for auxiliary aids will record these requests on the "Auxiliary Aids Request" form.

If PHCD is not able to accommodate a disabled person who has requested an auxiliary aid, PHCD will take appropriate action, including, but not limited to, rescheduling any meetings.

The Miami-Dade County contract for sign language interpreter services has a 48-hour advance cancellation requirement. In order to ensure compliance with this cancellation policy and prevent charges in full if the requirement is not met, the requestor will be required to notify staff or the County no less than 72 hours in advance if they anticipate not being able to attend the scheduled activity.

PHCD will schedule sign language interpreters when a request is received at least five (5) days prior to any scheduled activity.

Making a Reasonable Accommodation Request:

Applicants, residents and program participants may make a reasonable accommodation request at any time. If the applicant/resident/program participant is unable to complete any of the following reasonable accommodation forms (Request Forms): *Reasonable Accommodation Request*, *Live-in Aide Agreement*, or *Release of Disability-Related Special Needs in Case of Emergency Evacuation* (Public Housing Only) forms, the request will still be considered. If the applicant/resident/program participant is unable to complete any of the Request Forms, the Eligibility Interviewer, AMP administrator, Contract and Leasing Specialist, or other designated employee must offer assistance and, upon consulting with the applicant, resident or program participant, complete the Request Forms to the best of their ability for record-keeping purposes. The designated employee must review the completed Request Forms, as appropriate, with the applicant, resident, or program participant. The designated employee must ensure that all reasonable accommodation requests are written on the applicable forms, no matter how the requests are communicated. The designated employee shall not give any assurances to the applicant, resident, or program participant that the request for reasonable accommodation will be granted or denied, but shall convey to the applicant, resident, or program participant that the requests will be reviewed and a final determination will be made at a later date described within this policy. If the accommodation is reasonable, PHCD will consider the request.

The general procedures for making a reasonable accommodation request (subsequent to application process) are as follows:

1. At the eligibility determination phase, the Eligibility Interviewer, Contract and Leasing Specialist or other designated employee shall provide the *Notice of Right to a Reasonable Accommodation, Reasonable Accommodation Request* (which includes an attachment entitled "Examples of Reasonable Accommodations") and *Reasonable Accommodation Information* forms. The designated employee must obtain the signature of the applicant on the *Acknowledgement of Receipt of Reasonable Accommodation Documents* form indicating that they have received these forms. That form must be kept in the applicant's file. The Eligibility Interviewer, Contract and Leasing Specialist or other designee is the person to whom requests should be submitted at this phase. The designated employee shall also read a script entitled *Reasonable Accommodation Script* that clearly and simply indicates what a reasonable accommodation is and the fact that an applicant, resident or program participant has a right to a reasonable accommodation. The designated employee shall ask all applicants if they want to designate a contact person if needed to assist them because of their disability.
2. The AMP administrator, Contract and Leasing Specialist or designated employee will notify all Public Housing residents/Section 8 program participants of their right to request a reasonable accommodation by providing them with the *Notice of Right to a Reasonable Accommodation, Reasonable Accommodation Request, and Reasonable Accommodation Information* forms during move-in and recertification. They will also be notified that they may obtain additional *Reasonable Accommodation* forms from the designated employee at any time.
3. Applicants, residents, and program participants will submit all requests for reasonable accommodation to the designated employee as appropriate (see paragraphs 1 and 2 above) on the Request Forms and will obtain the Request Forms from those employees. Applicants, residents, and program participants will also obtain the Authorization for Release of Information from the designated employees as appropriate (see paragraphs 1 and 2) and return completed copies of these release forms to those same employees. If applicants, residents or program participants cannot use or complete a form because of their disability, the designated employee will still respond to their requests for reasonable accommodation and assist the applicant, resident or program participant in completing and using the form.
4. PHCD shall assure that all medical records or any other documents related to the medical condition of the applicant, resident or program participant are protected from disclosure pursuant to all applicable federal and state laws, including but not limited to the Health Insurance Portability and Accountability Act of 1996 and Chapter 119 of the Florida Statutes (Public Records Law). All documents regarding the medical condition of applicants, residents, and program participants must be stored in secure, locked cabinets in the offices of the Applicant and Leasing Center Tenant Selection Supervisor, Public Housing Regional Manager or Section 8 Tenant Selection Supervisor (as applicable). Medical documents must never be stored with applicant or tenant files. Access to medical documents and information is restricted solely to those employees who must have access to that information in order to provide a reasonable accommodation. This may include the ADA Coordinator, Applicant Leasing Center Chief (for applicants), Regional Managers (for Public Housing residents), and Tenant Selection Supervisors (for applicants and Section 8 program participants).

5. Within two (2) business days of receipt of the Request Form, the Eligibility Interviewer (for applicants), AMP administrator (for Public Housing residents), Contract and Leasing Specialist (for Section 8 Moderate Rehabilitation applicants and for Section 8 program participants) or other designated employee will fax a copy of the Request form and the following Verification Forms (as applicable) to the verification source indicated on the Request Form to verify disability and document the need for the reasonable accommodation: *Reasonable Accommodation Verification*, *Letter to Verification Source for a Reasonable Accommodation Request*, and *Live-in Aide Agreement/Live-in Aide Verification*. The fax notifies the verification source that the completed Verification form must be returned to the designated employee within ten (10) business days and that failure to do so may result in the request being denied.
6. Within two (2) business days of receipt of the Request Form, the designated employee will also forward this form to the ADA Coordinator for monitoring purposes.
7. The designated employee places a follow up call to the verification source within one (1) business day of faxing the documents to confirm receipt of the documents. If the forms have not been returned to the designated employee within five (5) days of being sent, the designated employee faxes a reminder to the verification source that the completed Verification form must be returned to the designated employee within five (5) business days and that failure to do so may result in the request being denied. If the Verification form is returned within ten (10) business days of being sent, proceed to step 8 (below). If the verification source does not return the Verification form within ten (10) business days of being sent, the designated employee forwards this information to the Applicant Leasing Center Tenant Selection Supervisor, Public Housing Regional Manager, Section 8 Tenant Selection Supervisor or other designated supervisor who must forward the documents to the ADA Coordinator with their recommendation for denial.
8. Within two (2) business days of receipt of the completed Verification Form and any supporting documentation, the designated employee will forward the applicant's, resident's, or program participant's Request Form, Verification Form, and any supporting documentation to the designated supervisors in a sealed envelope.
9. The following forms may be used by the designated supervisor (see item 6, above) to communicate with applicants, residents or program participants and verification sources regarding Request and Verification Forms: *Letter to an Applicant, Resident, or Program Participant for a Meeting About Reasonable Accommodation* (if applicable), *Request for More Information or Verification Regarding a Reasonable Accommodation Request*, or *Letter to Verification Source for a Reasonable Accommodation Request* (as applicable).
10. Should the designated supervisor determine that the Verification Form is incomplete or lacking in adequate detail, the designated supervisor will fax the form to the verification source within two (2) business days of receipt. The fax will indicate the necessary changes, and advise the verification source that the necessary changes must be incorporated and the corrected form must be returned within ten (10) business days. The fax also informs the verification source that failure to return the corrected form within the allotted time may result in the request being denied. The designated supervisor will place a follow-up phone call within one (1) business day of sending the fax to confirm receipt. The designated supervisor will send a reminder fax within five (5) business days of sending the fax should the documents fail to be returned within that time, again informing the verification source that failure to return the corrected form within the allotted time (five (5) days) may result in the request being denied. If the verification

source returns the corrected Verification Form within ten (ten) business days, proceed to the decision processes outlined in items 11 and 12 below. Should the verification source fail to return the corrected Verification Form within the allotted ten (10) business days, the designated supervisor will forward all Request and Verification Forms and any other applicable documents to the ADA Coordinator with recommendation that the reasonable accommodation request be denied for lack of proper verification, but that the request will be reconsidered should the requestor wish to resubmit it.

11. All decisions of the designated supervisors to grant reasonable accommodations will be communicated in writing (or in the appropriate, accessible format as previously indicated) to the applicant, resident or program participant and the ADA Coordinator within ten (10) business days of their receipt of correctly completed Request and Verification Forms via the *Approval/Denial of Reasonable Accommodation Request* form. The *Approval/Denial of Reasonable Accommodation Request* (Approval/Denial) form also advises the requestor of a projected date (if that can be estimated at the time of approval) by which PHCD intends to provide the accommodation and indicates a phone number for the requestor to call in case of questions. If necessary, the ADA Coordinator is available for consultation on these matters. All requests for reasonable accommodation that are approved by the designated supervisors will be implemented or the process of implementation will begin within fourteen (14) days. If the implementation or the initiation of implementation should be longer, the requestor will be notified in writing within fourteen (14) days with an estimated date of completion.
12. All recommendations by the designated supervisor to deny reasonable accommodation requests must be reviewed by the ADA Coordinator prior to being released to the requestor. The designated supervisor will transmit their recommendations to deny reasonable accommodation requests to the ADA Coordinator within ten (10) business days of their receipt of the Request and Verification Forms. All decisions of the ADA Coordinator to grant or deny reasonable accommodation requests will be communicated in writing via the *Approval/Denial of Reasonable Accommodation Request* form (or in the appropriate, accessible format) to the applicant, resident, or program participant within thirty (30) business days receipt of the designated supervisor's recommendation, the Request and Verification Forms, and all other supporting documentation. Should the requestor wish to contest any adverse action pursuant to the Reasonable Accommodation Grievances and Appeals section, they may do so by requesting a Reasonable Accommodation Grievance or Appeal Hearing (Hearing). The *Approval/Denial of Reasonable Accommodation Request* form provides information regarding PHCD's grievance/appeals procedure. If the person who wishes to contest an adverse action is unable to do so by written means because of their disability, PHCD will consider alternate means by which the person may communicate the appeal. Should the requestor wish to contest the Reasonable Accommodation Grievance or Appeal Hearing Committee's decision, they may do so by following the *Miami-Dade Grievance Process, Americans with Disabilities Act of 1990*.
13. See the "Reasonable Accommodation Grievances and Appeals" section for additional information.

All forms must be date- and time-stamped by the PHCD employees who receive them.

Determining Whether to Provide the Accommodation:

1. The first step in determining whether to provide the accommodation is to verify whether the party requiring the accommodation meets the definition of an Individual with Disabilities. The designated supervisors will determine this by using the applicable Verification Form(s) received from verification source.
 - a. If NO, PHCD is not obligated to make a reasonable accommodation, and may deny the request. All final decisions to deny are made by the ADA Coordinator.
 - b. If YES, go to step 2.
 - c. If more information is needed, the designated supervisor will notify the verification source and/or applicant/resident/program participant (as applicable) about this request, using the standard *Request for More Information or Verification Regarding a Reasonable Accommodation Request* form, or a meeting or discussion will be requested to obtain additional information using the *Letter to an Applicant, Resident, or Program Participant for a Meeting About Reasonable Accommodation*.
2. The second step is to verify that the requested accommodation is related to the disability (for example, if a person (who was the only household member) had a disability but no mobility impairment, and requested a wheelchair-accessible dwelling, the requested accommodation would not be related to the disability). The designated supervisor will determine this by using the applicable Verification Form(s) received from verification source.
 - a. If NO, PHCD is not obligated to make the accommodation, and may deny the request. All final decisions to deny are made by the ADA Coordinator.
 - b. If YES, go to step 3.
 - c. If more information is needed, the designated supervisor will notify the verification source and/or applicant/resident/program participant (as applicable) using the *Request for More Information or Verification Regarding a Reasonable Accommodation Request* form, or request a meeting or discussion using the *Letter to an Applicant, Resident, or Program Participant for a Meeting About Reasonable Accommodation*.
3. Is the requested accommodation reasonable? The Guidelines For Determining Reasonableness listed below will be followed by the designated supervisor in determining the reasonableness of the request.
 - a. If YES, PHCD will approve the request for reasonable accommodation. A written description of the accommodation will be included in the approval letter.
 - b. If NO, PHCD may deny the request or may suggest/offer another alternative accommodation if appropriate. The denial or suggestion/offer will be made in writing (in an accessible format, if requested). All denials must be submitted to the ADA Coordinator for review prior to release to the requestor.

- c. If more information is needed, the designated supervisor must either write for more information and notify the verification source and/or applicant/resident/program participant (as applicable) using the standard *Request for More Information or Verification Regarding a Reasonable Accommodation Request* forms, or request a meeting or discussion using the *Letter to an Applicant, Resident, or Program Participant for a Meeting About Reasonable Accommodation*.

Guidelines for Determining Reasonableness:

1. The purpose of the Verification Forms is to verify:
 - a. That the requestor is a person with disability;
 - b. That the requested accommodation is related to the applicant's, resident's, or program participant's disability; and
 - c. That the requested accommodation would (or will) provide the applicant/resident/program participant with an equal opportunity to use and enjoy PHCD housing programs.
2. PHCD retains the right to investigate alternatives to the requested accommodation, and/or alternative methods of providing the requested accommodation.
3. If an alternate accommodation satisfies the needs of the person with disabilities and is equally effective, PHCD may select the accommodation that is most convenient and cost-effective. PHCD will take the preferences of the applicant/resident/program participant into consideration in making such a determination. An alternative accommodation may include a change in procedure or policy, rather than a structural change, when the policy or procedure change would be equally effective. Under any circumstance, the requestor would still have a right to request an additional accommodation should the alternate accommodation proves unsatisfactory. The requestor retains the right to request an additional accommodation as needed.
4. If the requested accommodation constitutes a fundamental alteration to any PHCD program, and there are no other appropriate solutions, the request will be denied, and the designated supervisor recommending denial of the request must provide documentation to the ADA Coordinator explaining why the request would constitute a fundamental alteration. The ADA Coordinator shall conduct an independent review to determine if approval or denial of the request is appropriate.
5. If the requested accommodation creates an undue financial and/or administrative burden, and there are no other appropriate solutions, the designated supervisor recommending denial of the request must provide documentation to the ADA Coordinator explaining why the request would constitute an undue financial and/or administrative burden. The ADA Coordinator shall conduct an independent review to determine if approval or denial of the request is appropriate.

Reasonable Accommodation Grievances and Appeals:

If an applicant, resident or program participant disagrees with a reasonable accommodation decision, they may request a Reasonable Accommodation Grievance and Appeal Hearing by

submitting a request which may be written, oral or by any other means of communication accessible by the requestor. The name, address and phone number of the contact person for scheduling a Reasonable Accommodation Grievance and Appeal Hearing is:

ADA Coordinator
701 NW 1 Court, 16th, Floor
Miami, Florida 33136
(786) 469-2155 (office)
Florida Relay Service: (800) 955-8771 (TDD/TTY)

PHCD's Reasonable Accommodation Grievance and Appeal Hearing Committee shall convene the grievance or appeal hearing within thirty (30) business days of the receipt date of the request. The Reasonable Accommodation Grievance and Appeal Hearing Committee is composed of the members of the Section 504/ADA Policy Committee appointed by the PHCD Director. The Section 504/ADA Policy Committee members are PHCD Division Directors and other applicable staff whose responsibilities include matters related to Section 504/ADA. No PHCD employee who was involved in the initial decision(s) regarding a reasonable accommodation request that is the subject of a hearing shall sit on PHCD's Reasonable Accommodation Grievance and Appeal Hearing Committee during the hearing related to that request.

The applicant, resident or program participant may bring documents, witnesses and/or representatives to the Reasonable Accommodation Grievance and Appeal Hearing in order to contest the manner in which a reasonable accommodation is proposed to be (or was) implemented, the denial of a reasonable accommodation request, or any other applicable disability-related decision made by the ADA Coordinator.

Should the requestor wish to contest the Reasonable Accommodation Grievance and Appeal Hearing Committee's decision, they may do so by following the Miami-Dade County ADA Grievance Process.

Discontinuation of Reasonable Accommodation:

PHCD will not change or discontinue a reasonable accommodation, or a particular method of providing such accommodation, without giving notice. Notice of the change or discontinuation of a reasonable accommodation will be given to the applicant, resident or program participant with disabilities and it will include a request for the resident to indicate if the change would not meet their needs, and notification that the resident has the right to appeal the decision to change or discontinue the accommodation.

Application and Waiting List:

The application and/or application instruction forms for all Public Housing, Section 8 Housing Choice Voucher and Section 8 Moderate Rehabilitation programs shall include the following:

1. Notice that if the applicant is unable to complete the application due to disability, or needs the form in an alternate format, they may request such assistance.
2. Notice of the manner in which the applicant should request the required assistance as described in the item above.

3. A question prompting the applicant to indicate whether their or a member of the household has a disability.
4. A question prompting the applicant to indicate any special features a household member requires in a rental unit because of disabilities.

In the Public Housing and Moderate Rehabilitation programs, priority for a vacant unit with accessibility features will be given first to current residents who require those features, and then to applicants requiring the same. If there is no other resident or applicant on the waiting list needing units with accessibility features, PHCD may house the next eligible, non-disabled applicant in the unit. PHCD will also inform the applicant that pursuant to PHCD's policy and PHCD's Public Housing Lease, if another resident or eligible applicant requires the accessible features of the accessible unit, and another unit is available, then the non-disabled family/individual residing in the unit with accessible features must transfer to another unit within fifteen (15) days receipt of notice to move.

Notwithstanding PHCD's policies, residents who require a transfer as a reasonable accommodation are not prohibited from transferring within the first year of residency.

In addition, PHCD may grant an exception to its Occupancy Policies (set forth in the Section 8 Administrative Plan (Admin Plan) and the Public Housing Admissions and Continued Occupancy Policy (ACOP)) by providing a larger unit as a reasonable accommodation to a family member with disabilities.

PHCD may allow an applicant or program participant family to have an extra bedroom to accommodate a family member who requires certain medical equipment or for other verifiable reasons. The need for such equipment must be verified by a qualified health care professional as a necessary reasonable accommodation.

PHCD may grant reasonable accommodations by reinstating applicants with disabilities, who fail to respond within the required time frame to inquiries regarding updating the waiting list, if the reason they did not respond is reasonably related to their disability. PHCD may grant reasonable accommodations by reinstating applicants with disabilities for other reasons on a case-by-case basis.

Mitigating Circumstances:

General failure to comply with lease terms or other program policies may lead to termination or denial of assistance.

The ACOP and Admin Plan indicate that PHCD Public Housing residents or family members and Section 8 program participants shall comply with all lease terms including but not limited to:

- Any violent criminal activity,
- Any drug-related criminal activity, or
- Other activities in violation of the lease.

PHCD staff may become aware that an applicant's ineligibility determination, or a resident's or program participant's termination of assistance determination, occurred because of their disability. This knowledge may be acquired during an informal review for applicants or during an informal hearing for residents or program participants. This section addresses this issue.

If an applicant, resident or program participant has a history of behavior or displays behavior that may result in a violation of the PHCD Lease or in violation of program regulations or policies, the PHCD Tenant Selection Supervisor (Supervisor), Regional Manager or other designated employee may make an initial determination that the applicant is ineligible or that the resident or program participant should be terminated.

The notices of ineligibility (for applicants) or termination of assistance (for residents and program participants) inform applicants of their right to request an informal review or residents and program participants of their right to an informal hearing.

During the informal review or hearing, if the applicant, resident or program participant informs the Hearing Officer that a requested reasonable accommodation may enable the applicant to become lease compliant, the Hearing Officer will forward the reasonable accommodation request to the ADA Coordinator and continue the informal review until the ADA Coordinator renders their determination.

Applicants may appeal the ADA Coordinator's determination according to the processes described in the Reasonable Accommodation Grievance and Appeals section.

Disability-Related Activities and Reasonable Accommodations Unique to the Section 8 Program:

PHCD will do or allow the following:

1. PHCD will encourage participation in the Section 8 Voucher program by owners, including encouragement of participation by owners having accessible units.
2. The PHCD Section 8 Contract and Leasing Specialist (Specialist) or designee will furnish a current listing of available accessible units known to PHCD to all families that include a person with a disability and, if necessary, otherwise assist the family in locating an available accessible dwelling unit in an accessible environment, to the extent feasible.
3. The Specialist or designee will take into account the special problem of ability to locate an accessible unit in an accessible environment when considering requests by eligible individuals with disabilities for extensions of Section 8 Vouchers.
4. The Specialist or designee will allow Section 8 Voucher holders to request a reasonable accommodation, in the form of an extension of the issued Voucher beyond 120 days, by following the standard reasonable accommodation request procedure. Approvals of voucher term extensions beyond 120 must be consistent with the Admin Plan.
5. PHCD may, if necessary as a reasonable accommodation for an individual with a disability, approve a family's request for an exception payment standard amount under the Housing Choice Voucher Program so that the program is readily accessible to and usable by individuals with disabilities. See 24 C.F.R. §§ 8.28 and 982.504(b)(2).
6. Upon request by an applicant, participant, or their representative, PHCD will ask the HUD Field Office for an exception payment standard up to 120% of the Fair Market Rent (FMR). However, the applicant, participant or the representative, must provide documentation of the need for the exception payment standard to PHCD.

7. In exceptional cases, PHCD may ask the Assistant Secretary for Public and Indian Housing of HUD for an exception payment standard amount over 120% of the FMR, provided the applicant, participant or the representative provides the appropriate supporting documentation.
8. Upon request, the Supervisor or designee may allow a higher utility allowance as reasonable accommodation for a person with disabilities, if appropriate.
9. The Supervisor or designee shall deny participation of units when the owner is the parent, child, grandparent, grandchild, sister or brother of any member of the participant family, unless the Supervisor or designee determines that approving the unit would provide reasonable accommodation for a family member who is a person with disabilities. The process by which a participant family may request such accommodation is described on pages 11 through 15. All initial recommendations to deny reasonable accommodation requests must be reviewed by the ADA Coordinator for final determination.
10. Annual recertifications shall be conducted at the offices of the PHCD Private Rental Housing Division. If a housing program participant is unable to come to the office for the recertification due to disability, the Supervisor or designee may allow, on a case-by-case basis, and at the request of the program participant, the program participant to be reexamined either by mail or by an at-home visit.
11. The Supervisor or designee will take into consideration the interests of persons who are disabled in making decisions as to which family member shall assume the application if the family divides.
12. Permitting requests for extensions of Section 8 Vouchers may be allowed if there is a difficulty in locating a unit with suitable accessible features or otherwise appropriate for the family.

PHCD PUBLIC HOUSING ASSISTIVE ANIMAL POLICY:

Assistive animals are also referred to as service animals, support animals or therapeutic animals. They give assistance to persons with disabilities and are necessary as a reasonable accommodation.

Animals **do not** have to be trained to be assistive animals. An animal not trained to be an assistive animal, yet prescribed to provide emotional support to improve a person's symptoms caused by chronic mental illness, is also an example of an assistive animal. In addition, a seeing-eye dog or a dog trained to assist a hearing impaired person would also be examples of assistive animals.

PHCD will not charge a pet deposit for an assistive animal kept in accordance with all PHCD policies and housed in a development or building owned by Miami-Dade County and administrated by PHCD. All residents are, however, responsible for reimbursing the appropriate parties should their assistive animal cause damage to the unit, the common areas and elements or to any other the property of the residents in a development or building owned by Miami-Dade County and administrated by PHCD, including but not limited to the property occupied by other residents of the public housing development or other property owned by Miami-Dade County and administrated by PHCD.

PHCD will also not apply its animal weight policy or any other policy which will unreasonably deny a disabled applicant, resident or program participant, who requires an assistive animal, the full use and enjoyment of their dwelling or the common areas.

The PHCD Regional Manager or designee will use the following steps when considering a request for an assistive animal as a reasonable accommodation:

1. Public housing applicants who have received public housing offers, and public housing residents may use the *Reasonable Accommodation* form to request an assistive animal as a reasonable accommodation.
2. Public housing applicants who have received public housing offers, and public housing residents use the *Reasonable Accommodation Verification* to obtain verification that the person for whom the assistive animal is requested is a person with a disability as defined in Section 504, the ADA and the Fair Housing Act regulations and that the requested animal is needed to assist with the disability.
3. Refer to the information in the section entitled "Making a Reasonable Accommodation Request" on pages 11 through 15 of these policies and procedures for the steps in processing these and other reasonable accommodation requests.
4. Compliance with the assistive animal policies will be required to the extent feasible without violating the individual's rights to have an assistive animal.
5. The assistive animal owner shall be responsible for the animal's care and the animal must be kept according to PHCD's Lease and Community Policies.
6. If the animal or its care subsequently poses a public health problem or results in a lease violation, the problem will be addressed, under the terms of the PHCD Lease and Community Policies. In such a case, the PHCD AMP administrator or designee may send the resident a Notice of Lease Violation.

SECTION 8 ASSISTIVE ANIMAL POLICY:

Section 8 owners are required to comply with all applicable federal, state and local laws that protect the rights of the disabled. Accordingly, where Section 8 tenants require assistive animals as a reasonable accommodation, Section 8 owners may not require the owners of assistive animals to pay pet deposits, neuter their animals, or adhere to limits on the weight, size, and number of assistive animals.

LIVE-IN AIDES:

A live-in aide is a person eighteen (18) years of age or older who resides with one or more elderly (at least sixty-two (62) years of age), near-elderly (at least fifty (50) years of age but below sixty-two (62) years of age), or disabled (see the definition of a person with disabilities on page 4) person(s) and who is determined to be essential to the care and well-being of the person; is not obligated for the support of the person; and would not be living in the unit except to provide the necessary supportive services. A relative may be considered a live-in aide, but must meet all the criteria listed herein. Persons with children or spouses may, on a case-by-case basis, be allowed to serve as Live-in Aides.

Requests for live-in aides are subject to the foregoing policies. The two forms discussed below replace the Reasonable Accommodation Request and Reasonable Accommodation Verification forms (respectively) for purposes of requesting a live-in aide as a reasonable accommodation.

1. The *Live-in Aide Agreement* is the form on which:
 - a. The head of household shall request the live-in aide. The requestor may make this request for themselves, or for a household member.
 - b. The requestor provides the designated employee with information related to the request and the live-in aide.
 - c. The requestor shall provide the designated employee with the name and contact information of the verification source from whom the requestor is obtaining verifications and other information essential for obtaining a live-in aide.
2. The *Live-in Aide Verification* is the form on which:
 - a. The verification source verifies that the person for whom the Live-in Aide is being requested qualifies for, and requires, the live-in aide. The verification source must also verify that the live-in aide is qualified to provide the appropriate services to the household member.

The designated employee faxes the *Live-in Aide Verification* form to the verification source to help ensure the form is filled out by the designated verification source.

The designated employee may approve a written request for a live-in aide upon receipt of verification documentation including, but not limited to, completed *Live-in Aide Agreement* and *Live-in Aide Verification* forms. If the designated employee approves, or the ADA Coordinator denies, the request for a live-in aide, they will inform the requestor by means of the Approval/Denial of Reasonable Accommodation Request form.

The live-in aide may live in the unit solely to care for the family member and qualifies for occupancy only for as long as the individual requires the supportive services and is living in the unit. PHCD shall deny occupancy of the unit to the live-in aide after the tenant, resident or program participant, for whatever reason, is no longer living in the unit.

A relative may be considered as a live-in aide but must meet all the criteria outlined in this section and must be qualified to provide care for the family member. The tenant and the live-in aide shall acknowledge that the live-in aide does not have any right to the unit and does not

qualify for continued occupancy as a remaining family member by signing the *Live-in Aide Agreement* (which shall become an addendum to the tenant's/resident's lease).

The ADA Coordinator may deny the live-in aide request of a person who does not meet the admission criteria described in the Admin Plan and the ACOP. The process by which applicants, residents and Section 8 program participants may appeal a denial of a live-in aide request, or any other adverse decisions related to disabilities, is described in the Reasonable Accommodation Grievances and Appeals section.

TRANSFERS:

The reasonable accommodation policies mentioned throughout this document apply to transfers based on a request for reasonable accommodation. Transfers based on a request for reasonable accommodation in Section 8 Moderate Rehabilitation and Public Housing programs shall be documented in the same manner (as indicated throughout this policy) as other reasonable accommodation requests are documented (e.g. a *Reasonable Accommodation Request* form must be filled out). The only additional requirement is that, in addition to the aforementioned, the Public Housing requestor must complete and submit a Request for Transfer form.

In Public Housing, PHCD shall not require, or recommend as an alternative, that a resident with a disability must accept a transfer instead of providing some other reasonable accommodation. However, if a public housing resident with a disability requests dwelling unit modifications that involve structural changes, including, but not limited to widening entrances, rooms, or hallways, and there is a vacant, comparable, appropriately-sized UFAS-compliant unit in that resident's development, an adjacent development, or a development to which the resident has expressed a willingness to move, PHCD may offer to transfer the resident to the vacant unit in their development or adjacent development instead of providing structural modifications. However, if that resident rejects the offered transfer, PHCD shall make modifications to the resident's unit unless doing so would be structurally impracticable or would result in an undue financial and administrative burden or would result in a fundamental alteration to a PHCD program, service or activity. PHCD shall inform applicants, residents and Section 8 program participants whether their transfers, structural modifications, and all other reasonable accommodations are granted by means of the Approval/Denial of Reasonable Accommodation Request form.

If the resident accepts the transfer, PHCD will work with the resident to obtain moving expenses from social service agencies or other similar sources. If that effort to obtain moving expenses is unsuccessful within thirty (30) days of the assignment of the dwelling unit, PHA shall pay the reasonable moving expenses, including utilities fees and deposits. PHCD will select the moving service vendors and disburse payments to them. Nothing contained in this paragraph is intended to modify the terms of PHCD's Tenant and Assignment Plan and any resident's rights hereunder.

FORMER USERS OF ILLEGAL DRUGS:

Under the Fair Housing Act, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act, a former user of illegal drugs (recovered or now in recovery) is considered to be a person with disabilities and is protected against discriminatory treatment, but persons engaged in current illegal use of controlled substances are not protected.

The term "person with a disability" includes an individual who:

1. Has successfully completed a supervised drug rehabilitation program and is no longer engaging in the illegal use of drugs, or has otherwise been rehabilitated successfully and is no longer engaging in such use;
2. Is participating in a supervised rehabilitation program and is no longer engaging in such use; or
3. Is erroneously regarded as engaging in such use, but is not engaging in such use.

Anti-discrimination laws protect individuals who have a history of illegal use of a controlled substance or addiction and do not engage in the current illegal use of a controlled substance if they can otherwise meet the definition of a person with a disability.

When an individual claims recovery, the designated employee will require the person to present evidence of recovery from a qualified, neutral third party. The designated employee may require a family member who has engaged in the illegal use of drugs to present evidence of successful completion of a treatment program as a condition to being allowed to reside in a unit owned and managed by PHCD or as a condition to being allowed to participate in other PHCD housing programs. If it is determined that the individual "has recovered or is in recovery" and is thus a "person with a disability," the designated employee will consider requests for reasonable accommodations.

The designated employee will require the individual to provide documentation that would convince a reasonable person that the applicant/resident is not a current user of illegal drugs.

Documentation that an applicant/resident/program participant is not a current user of illegal drugs could include:

1. Verification from a reliable drug treatment counselor or program administrator, or other party acceptable to the designated employee, indicating:
 - a. that the applicant/resident/program participant is/has been in treatment;
 - b. that there is a reasonable probability of success in refraining from the use of illegal drugs;
 - c. that the applicant/resident/program participant is complying/has complied with the requirements of the treatment program; that the applicant/resident/program participant is not currently a user of illegal drugs; and
 - d. the period of time the applicant/resident/program participant has not been using drugs (this verification may include documentation of the results of urinalyses over a period of time); and/or
2. Verification from a probation or parole officer:

- a. that the applicant/resident/program participant has met or is meeting the terms of probation or parole;
 - b. is not currently a user of illegal drugs;
 - c. and for what period of time the applicant/resident/program participant has not been using illegal drugs (this verification may include documentation of the results of urinalyses over a period of time); and/or
3. Verification from a third party/parties, indicating:
- a. that the applicant/resident/program participant is not currently using illegal drugs and
 - b. for what period of time the applicant/resident/program participant has not been using illegal drugs;
4. Description of the relationship between the third party/parties and the applicant/resident/program participant (verifications will not be accepted from the applicant's/resident's relatives); and
5. Description of how the third party/parties know(s) the status of whether the applicant/resident/program participant is currently using illegal drugs.

When an applicant/resident/program participant has a history of drug rehabilitation/treatment followed by recidivism, or is currently in treatment (as opposed to having completed treatment), more documentation may be necessary to convince a reasonable person that the applicant/resident/program participant is not a current user of illegal drugs.

The applicant/resident/program participant may be required to show in what ways:

1. Their current situation, and
2. Their claim to be a former illegal user of a controlled substance, and
3. Their claim to be able to comply with the essential terms of the PHCD Lease or other housing program requirements is different from previously unsuccessful efforts to stop illegally using a controlled substance.

In all situations in which an applicant/resident claims to be a person with a disability due to former illegal drug use, the designated employee will determine the reliability and validity of information/verifications provided with the request for reasonable accommodation. The designated PHCD employee will make a determination approving or denying the reasonable accommodation request and a determination of eligibility for housing assistance accordingly.

ALCOHOLISM:

PHCD will not discriminate against any person solely because of a disability of alcoholism. The designated employee will, however, deny admission to an applicant, terminate assistance to a participant or terminate the tenancy of a resident, who PHCD has reasonable cause to believe will behave in a manner that will interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents, other tenants, or PHCD personnel. The term "reasonable cause to believe" shall be determined on a case-by-case analysis. PHCD may evaluate whether a person poses – or would pose – a direct threat to the health or safety of others.

PHCD will make determinations of direct threat based on the following guidelines described in the following statement from the May 17, 2004 *Joint Statement of the Department of Housing and Urban Development and the Department of Justice, Reasonable Accommodations Under the Fair Housing Act*:

A determination that an individual poses a direct threat must rely on an individualized assessment that is based on reliable objective evidence (e.g., current conduct, or a recent history of overt acts). The assessment must consider: (1) the nature, duration, and severity of the risk of injury; (2) the probability that injury will actually occur; and (3) whether there are any reasonable accommodations that will eliminate the direct threat. Consequently, in evaluating a recent history of overt acts, a provider must take into account whether the individual has received intervening treatment or medication that has eliminated the direct threat (*i.e.*, a significant risk of substantial harm). In such a situation, the provider may request that the individual document how the circumstances have changed so that he no longer poses a direct threat. A provider may also obtain satisfactory assurances that the individual will not pose a direct threat during the tenancy. The housing provider must have reliable, objective evidence that a person with a disability poses a direct threat before excluding him from housing on that basis.

PHCD will apply the same standard of performance and behavior to an individual with alcoholism as it applies to others. If any unsatisfactory performance or behavior is related to the disability of an applicant/resident/program participant, the behavioral manifestations of the condition may be taken into consideration in determining whether the applicant/resident/program participant is qualified. If unable to meet the tenancy requirements, the applicant/resident/program participant may be denied housing on that basis, provided any request for reasonable accommodation has been considered. The process by which applicants, residents and Section 8 program participants may appeal a denial of housing or program participation, or any other adverse decisions related to disabilities, is described in the Reasonable Accommodation Grievances and Appeals section.

EMERGENCY EVACUATION:

This section only applies to the PHCD Public Housing program.

Public Housing program applicants (who have received public housing offers) and residents with disabilities must ultimately be responsible for their own safety. Thus, they may choose not to live above the ground floor because of possible inability to escape a fire. They must, however, be allowed to decide whether living in an upper-floor dwelling unit outweighs whatever safety concerns may exist.

At move-in orientation and during recertification, the AMP administrator or designee informs Public Housing program residents that with their consent, the AMP administrator will provide information to the fire and police departments that identifies residents who will have special needs in case of an emergency evacuation. The AMP administrator will only share this information with these parties if consent is given.

The AMP administrator or designee will provide each resident with a copy of the *Release of Disability-Related Special Needs in Case of Emergency Evacuation* (Release) form at move-in and recertification. The AMP administrator will maintain these forms confidentially in the Site Office files. These forms will also be maintained confidentially at the Regional Offices in case the Site Offices are inaccessible due to an emergency.

In emergency situations, and only insofar as is reasonably feasible, AMP administrators or designees will inform fire and/or police departments as to which residents have special emergency evacuations needs.

Buildings with more than four units or with units above the first floor shall have evacuation plans identifying escape routes and procedures to be followed in case of emergency, including procedures for notifying persons who are deaf or blind and for evacuating persons who cannot climb stairs or may be disoriented. It is recommended that the evacuation plan be worked out with the local fire department.

OTHER PUBLIC HOUSING AND COMMUNITY DEVELOPMENT PROGRAMS AND SERVICES:

PHCD administers a number of programs and services (e.g. various programs for home repair/improvement loans, home purchasing loans, construction loans, etc.) in addition to those previously mentioned in this policy. PHCD will endeavor to ensure any person with disabilities who requests reasonable accommodation related to any PHCD programs and/or services are provided all such accommodations as is their right under federal, state, and local laws and regulations.

MIAMI-DADE COUNTY ADA GRIEVANCE PROCESS:

Should PHCD applicants, residents or program participants choose, they may follow the grievance process outlined in Attachment Three of Miami-Dade County Administrative Order Number 10-10 (see Appendix, *Miami-Dade Grievance Process, Americans with Disabilities Act of 1990*) instead of the process described in the “Reasonable Accommodation Grievances and Appeals” section of the PHCD Reasonable Accommodation Policies and Procedures. The Miami-Dade County grievance process serves “...as the County’s mechanism to respond to complaints of discrimination on the basis of a disability in County programs and services under the Americans with Disabilities Act of 1990 (ADA).”

ACKNOWLEDGEMENTS:

PHCD wishes to acknowledge the assistance of the United States Department of Housing and Urban Development; the Housing Authority and Community Services Agency of Lane County (HACSA), Springfield, Oregon; the Massachusetts Department of Housing and Community Development; the Miami-Dade County Attorney's Office and the Miami-Dade County Office of ADA Coordination, whose contributions were instrumental to the creation of this policy.

Resource materials used as guidance in developing this policy and responding to reasonable accommodation requests and issues include:

- The Fair Housing Amendments Act
- Americans With Disabilities Act, Title II Technical Assistance Manual
- Section 504 of the Rehabilitation Act of 1973
- Policy On Reasonable Accommodation for the Housing Authority and Community Services Agency of Lane County (HACSA) , Springfield, Oregon
- Forms developed by the Massachusetts Department of Housing and Community Development
- May 17, 2004 Joint Statement of the Department of Housing and Urban Development and the Department of Justice, Reasonable Accommodations Under the Fair Housing Act

Forms included:

1. Notice of Nondiscrimination on the Basis of Disability
2. Notice of Right to a Reasonable Accommodation
3. Reasonable Accommodation Request and Examples of Reasonable Accommodations
4. Reasonable Accommodation Verification
5. Live-in Aide Agreement
6. Live-in Aide Verification
7. Auxiliary Aids Request
8. Authorization for Release of Information
9. Letter to an Applicant, Resident or Program Participant for a Meeting About Reasonable Accommodation
10. Request for More Information or Verification Regarding a Reasonable Accommodation Request
11. Letter to Verification Source for a Reasonable Accommodation Request
12. Approval/Denial of Reasonable Accommodation Request
13. Release of Disability-Related Special Needs in Case of Emergency Evacuation
14. Reasonable Accommodation Script
15. Acknowledgement of Receipt of Reasonable Accommodation Documents
16. Reasonable Accommodation Information
17. Miami-Dade Grievance Process, Americans with Disabilities Act of 1990

**MIAMI-DADE PUBLIC HOUSING AGENCY PUBLIC HOUSING AND COMMUNITY
DEVELOPMENT
NOTICE OF NONDISCRIMINATION ON THE BASIS OF DISABILITY**

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities.

PHCD's ADA Coordinator, has been designated to coordinate compliance with the non-discrimination requirements of Section 504 of the Rehabilitation Act of 1973,(Section 504), the Americans with Disabilities Act (ADA), the Federal, State and local Fair Housing Acts, the United States Department of Housing and Urban Development Section 504 and Fair Housing Act Regulations, and the ADA regulations implemented by the United States Equal Employment Opportunity Commission and the United States Department of Justice.

ADA Coordinator contact information is as follows:

Office address: 701 NW 1 Court, 16th Floor, Miami, Florida 33136

Phone: (786) 469-2155

Fax: (786) 469-4151

Florida Relay Service: (800) 955-8771 (TDD/TTY)

Applicant, Tenant, or Program Participant's Signature

Date

Applicant, Tenant, or Program Participant's Name *

Client Number

IN THE PRESENCE OF:

Designated PHCD Employee's Signature

Date

Designated PHCD Employee's Name

Designated PHCD Employee's Job Title

This material is available in an accessible format upon request. Please call the, ADA Coordinator at (786) 469-4229.

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT NOTICE OF RIGHT TO A REASONABLE ACCOMMODATION

If you have a disability and as a result of your disability you need . . .

- a change in the rules or policies or how PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) does things that would give you an equal chance to live here and use the facilities or take part in programs or services on site,
- a change, repair, or special feature in a dwelling that would give you an equal chance to live in the dwelling and use the facilities at the dwelling site or take part in programs on site,
- a change, repair or special feature at some other area of a PHCD building or property that would give you an equal chance to live here and use the facilities or take part in PHCD programs,
- a change in the way PHCD communicates with you or gives you information.

You may ask for this kind of change, which is called a REASONABLE ACCOMMODATION.

PHCD will give you an answer within sixty (60) business days of the Applicant Leasing Center Tenant Selection Supervisor, Public Housing Regional Manager, or Section 8 Tenant Selection Supervisor's receipt of the acceptably completed Request and Verification Forms via the *Approval/Denial of Reasonable Accommodation Request* form.

PHCD will let you know if additional information or verification is needed, or if there are other ways to meet your needs.

If PHCD turns down your request, PHCD will explain the reasons, and you can provide more information if you think that will help.

If you need help filling out a *Reasonable Accommodation Request Form* or if you want to give PHCD your request in some other way, PHCD will help you.

NOTE: To the greatest extent allowable by law, all information you provide will be kept confidential and be used only to help you have an equal opportunity to enjoy your housing and the common areas.

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone).

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REASONABLE ACCOMMODATION REQUEST**

Head of Household: _____ Phone: (____) _____
(PRINT NAME)

Requestor: _____
(PERSON REQUESTING REASONABLE ACCOMMODATION IF OTHER THAN HEAD OF HOUSEHOLD, PRINT NAME)

Address: _____ Client #: _____

Signature: _____
(Head of Household, Other Requestor, or Authorized Representative of Requestor)

A disability is defined, in part, as a physical or mental impairment that substantially limits one or more major life activities; a record of having such an impairment; or being regarded as having such an impairment.

A Public Housing resident may request a change in their current unit or a transfer to a unit that has already been changed (in the resident's development or another development). An applicant, resident, or program participant may request assistance with, or change in, a PHCD practice, rule, policy, procedure, program or service.

PHCD will work with the applicant, resident or program participant to determine how to provide the reasonable accommodation request. PHCD may require documentation to support the reasonable accommodation request(s).

1. The following is the name of the household member with a disability who needs a reasonable accommodation:

Name: _____

2. Because of the above household member's disability, the following change(s) or assistance (reasonable accommodation) is necessary so that the individual can participate in a PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) housing assistance program as easily or successfully as other program participants. Check the kind of change(s) you need.

A change or special feature in a PHCD dwelling, building or property. Note: If you are a Section 8 program participant, you must make these kinds of requests to your landlord.

Assistance with, or change in, a PHCD practice, rule, policy, procedure, program or service.

3. Describe the problem that the household member named in item 1 is having, or might have, with a PHCD dwelling, building, property, practice, rule, policy, procedure, program or service:

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REASONABLE ACCOMMODATION REQUEST**

4. Describe the type of change or assistance (reasonable accommodation) required:

5. Describe how this change or assistance will help with the problem:

6. Indicate the verification source PHCD may contact to verify that the household member named in item 1 has a disability and needs a reasonable accommodation.

Name: _____

Address: _____

Telephone Number: (____) _____

Note: Individuals may obtain a copy of the PHCD Reasonable Accommodation Policies and Procedures, upon request, from Applicant Leasing Center Eligibility Interviewers, Public Housing AMP administrators, Section 8 Leasing and Contract Specialists, and PHCD's ADA Coordinator. You may also get additional copies of this request form from the ADA Coordinator:

ADA Coordinator
701 NW 1 Court, 16th Floor Miami, Florida 33136
(786) 469-2155 phone
(786) 469-4151 fax
Florida Relay Service: (800) 955-8771 (TDD/TTY)

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone).

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION REQUEST

EXAMPLES OF REASONABLE ACCOMMODATIONS

The following list of reasonable accommodation methods are examples that may constitute reasonable accommodations for individual PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) applicants, residents, and program participants. These accommodations may not necessarily be “reasonable” for all individuals. In addition, each accommodation may not be available to every applicant, resident in every unit and/or in every development, and program participants.

Examples of Modifications Which Constitute A Reasonable Accommodation

Section 504 states that the design, construction or alteration of buildings in conformance with §§ 3-8 of the Uniform Federal Accessibility Standards (UFAS), Appendix A to 24 C.F.R. § 40, shall be deemed to comply with the requirements of 24 C.F.R. §§ 8.21; 8.22; 8.23 and 8.25. However, the UFAS citations noted below are provided as a reference to assist in providing a reasonable accommodation and are not intended to govern every request for a modification. In order to meet the individual’s specific disability-related need(s), PHCD may need to deviate from the UFAS. In addition, the reference to a UFAS section does not require all elements in that section to be made accessible. Rather, only the specific reasonable accommodation item requested is required to be accessible per the needs of the individual requesting the reasonable accommodation.

However, some modifications may not be structurally feasible in all units or all developments; in addition, some modifications may represent an undue financial and administrative burden. In such situations, the requirement to provide a reasonable accommodation is not alleviated, but must be provided by some other means such as transferring a family with a disabled member to a unit/development where the reasonable accommodation can be provided. Nevertheless, PHCD will work with each qualified resident with a disability who requests a reasonable accommodation in order to identify a reasonable, effective and appropriate accommodation.

Common Areas⁵ -

- Add edge protection to ramps and ramp landings with drop-offs
- Widen doors
- Provide accessible, lever-type door hardware
- Re-hang door to lay flat against a wall when opened
- Re-hang door to swing outward instead of into the accessible space
- Provide accessible or adjustable closet rods and shelves
- Provide lever faucets in public restrooms
- Provide grab bars in public restrooms
- Provide accessible toilets in public restrooms
- Lower mirrors in public restrooms
- Provide extra electrical outlets for TDD/TTY equipment
- Provide heavier electrical circuits to accommodate higher wattage bulbs for individuals with visual impairments

⁵ Common Areas include, but are not limited to: PHA offices, including management and regional offices; private management company offices; community room; senior center; meeting room; mail room; laundry room; trash disposal; and, day care facilities.

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION REQUEST

- Provide visual alarms for individuals who are deaf or hard of hearing
- Provide accessible cabinets and countertops in public kitchens
- Provide accessible appliances [i.e., refrigerator, oven, stove] in public kitchens

Elevators⁶ -

- Elevators shall be located on an accessible route
- Residential or fully enclosed wheelchair lifts may be used, when appropriate, and when approved by local administrative authorities. See UFAS §§ 4.10.1; 4.11

Building Entrances and Accessible Routes⁷ -

- Accessible signage;
- Add edge protection to ramps and ramp landings with drop-offs
- Widen doors
- Provide accessible, lever-type door hardware
- Re-hang door to lay flat against a wall when opened
- Re-hang door to swing outward instead of into the accessible space
- Add or adjust door closures
- Provide lever faucets in public restrooms
- Provide grab bars in public restrooms
- Provide accessible toilets in public restrooms
- Lower mirrors in public restrooms
- Provide extra electrical outlets for TDD/TTY equipment
- Provide heavier electrical circuits to accommodate higher wattage bulbs for individuals with visual impairments
- Provide visual alarms for individuals who are deaf or hard of hearing
- Providing contrasting paint on doors, around doorways, at windows, baseboards and/or stairs/risers for individuals with visual impairments
- Provide an accessible route into a building

² Accessible elevators shall be on an accessible route and shall comply with UFAS § 4.10 and with the American National Standard Safety Code for Elevators, Dumbwaiters, Escalators and Moving Walks, ANSI A17.1-1978 and A17.1a-1979. See UFAS § 4.10; Figures 20, 22 and 23. An “accessible route” is a continuous, unobstructed UFAS-compliant path as prescribed in 24 C.F.R. §§ 8.3 and 8.32 and UFAS § 4.3.

³ At least one (1) accessible route complying with UFAS § 4.3 shall be provided within the boundary of the site from public transportation stops, accessible parking spaces, passenger loading zones, if provided, and public streets or sidewalks to an accessible building entrance. See UFAS §§ 4.1.1(1); 4.3. In addition, UFAS requires that at least one (1) accessible route complying with UFAS § 4.3 shall connect accessible building or facility entrances with all accessible spaces and elements within the building or facility. See UFAS §§ 4.1.2(1); 4.3.

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION REQUEST

Trash Disposal Facilities –

- Provide accessible route into and through trash disposal facilities; or, provide an equally-effective accommodation such as personal trash disposal by housing staff

Laundry Facilities -

- Provide accessible route into and through common-use laundry facilities. Provide at least one (1) front loading washer and one (1) front-loading dryer in public-use laundry facilities⁸; or, provide an equally effective accommodation such as the provision of a front-loading washer and dryer in resident's unit; or, provision of laundry services at PHA's expense

Mail Delivery/Mail Boxes -

- Provide accessible route into and through mail boxes/mail facilities. Provide mailbox at lower height, upon request; or, provide equally effective accommodation such as home delivery.⁹

Apartment Entrance and Interior Doors –

- Widen doors
- Provide accessible, lever-type door hardware
- Re-hang door to lay flat against a wall when opened
- Re-hang door to swing outward instead of into the accessible space
- Add or adjust door closure speed
- Adjust door opening force required for pushing/pulling the door
- Provide lower peep holes or “telescoped” peep holes
- Provide a visual door knocker for individuals with hearing impairments
- Providing contrasting paint on doors, around doorways, at windows, baseboards and/or stairs/risers for individuals with visual impairments
- Provide ramp from accessible route to accessible entrance into unit

⁴ If laundry equipment is provided within individual dwelling units, or if separate laundry facilities serve one or more accessible dwelling units, then they shall meet the requirements of UFAS §§ 4.34.71 through 4.34.7.3.

⁵ “Cluster boxes”, common in multi-family housing developments, are routinely placed in sequential order. However, if a customer is unable to access their mailbox due to a disability, the customer may submit a request under the U.S. Postal Service’s “Hardship Clause” and request the relocation of the mailbox to a lower, accessible level. According to § 631.42 of the U.S. Postal Service “Postal Operations Manual”, the customer submits the “Hardship Clause” request directly to their postal delivery person; the delivery person then submits the request to their manager. The manager evaluates the individual request and takes appropriate action. If the postal service is unable to relocate the mailbox, the postal service may provide an alternate accommodation such as door delivery.

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION REQUEST

Apartment Light Switches & Electrical Outlets -

- Lower electrical switches and/or raise electrical outlets¹⁰
- Provide extra electrical outlets for TDD/TTY equipment or other equipment utilized by individuals with disabilities
- Provide heavier electrical circuits to accommodate higher wattage bulbs for individuals with visual impairments
- Lower thermostat controls
- Lower circuit breakers, when located in unit

Apartment Interior -

- Provide extra electrical outlets for TDD/TTY equipment or other equipment utilized by individuals with disabilities
- Provide heavier electrical circuits to accommodate higher wattage bulbs for individuals with visual impairments
- Provide visual and audible alarms for individuals who are deaf or hard of hearing; and, provide visual alarms in each room of unit ¹¹
- Provide windows which requires five pounds or less of opening force; provide crank type opening mechanism with large levers, when feasible
- Provide accessible storage spaces, including lowering clothes rods and/or adjustable closet shelves. Accessible storage spaces shall comply with UFAS § 4.25; Fig. 38

Apartment Kitchens ¹² -

- Lower kitchen sink
- Provide lever type hardware on kitchen faucet
- Provide accessible kitchen cabinets; provide accessible hardware on kitchen cabinets
- Provide accessible kitchen counters and work space

If the following items are provided to non-disabled residents in a development:

- Provide accessible refrigerators. See UFAS § 4.34.6.8
- Provide accessible ovens. See UFAS § 4.34.6.7
- Provide accessible dishwashers. See UFAS § 4.34.6.9

¹⁰ The highest operable part of all controls, dispensers, receptacles, and other operable equipment shall be placed within at least one of the reach ranges specified in §§ 4.2.5 and 4.2.6. Except where the use of special equipment dictates otherwise, electrical and communications system receptacles on walls shall be mounted no less than 15" above the finish floor. See UFAS § 4.27.3

¹¹ If emergency warning systems are provided, they shall include both audible alarms complying with UFAS § 4.28.2 and visual alarms complying with UFAS § 4.28.3. See UFAS § 4.1.2 (13)

¹² Accessible or adaptable kitchens and their components shall be on an accessible route and shall comply with the requirements of UFAS § 4.34.6. However, the PHA will not be required to make all elements of the kitchen accessible, unless requested by the resident with a disability. Rather, the resident may request specific accessible kitchen elements.

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION REQUEST

Apartment Bathrooms ¹³ -

- Provide wider door
- Provide lever type hardware on lavatory faucet
- Lower wash basin
- Lower mirror
- Provide accessible toilet
- Relocate toilet paper dispenser
- Provide grab bars at toilet
- Provide grab bars at bathtub and/or shower
- Provide seat in bathtub or shower
- Provide hand-held shower device
- Relocate bathtub and/or shower controls
- Provide roll-in shower or shower/bathtub seat

Examples of Non-structural Reasonable Accommodations

- Offering documents in accessible formats (e.g., large type, computer disk or Braille) and in plain language.
- Permitting rent payments and required communications to be mailed rather than delivered in person.
- Providing another housing offer if an applicant, resident or program participant can demonstrate good cause that the rejection of the initial housing offer, for example, was because of the disability of an applicant, resident or program participant's household member.
- Providing auxiliary aids, such as pencil and paper for those with speech difficulties, Telecommunication Device for the Deaf (TDD), Assisted Listening Device (ALD), a qualified sign language interpreter, or a reader, when necessary for effective communication between PHCD and an applicant, resident or program participant.
- Sending mail or making phone calls to a person designated as a contact person by the person with disabilities.
- Allowing the use of assistive animals.
- Allowing a live-in aide to reside in an appropriately-sized dwelling unit.
- Permitting an outside agency or family member to assist an applicant, resident or program participant in meeting screening criteria or meeting essential lease obligations.

¹³ Accessible or adaptable bathrooms shall be on an accessible route and shall comply with UFAS § 4.34.5. However, the PHA will not be required to make all elements of the bathroom accessible, unless requested by the resident with a disability. Rather, the resident may request specific accessible bathroom elements.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REASONABLE ACCOMMODATION VERIFICATION**

Head of Household: _____ Client No: _____

Re: Reasonable Accommodation Request

For: _____ Telephone: (____) _____
(PRINT NAME OF HOUSEHOLD MEMBER FOR WHOM THE REQUEST IS BEING MADE)

PLEASE RETURN TO: _____
(Name of PHCD Employee)

(Address of PHCD Employee) (Phone/Fax of Employee)

THE FOLLOWING SECTION IS TO BE FILLED OUT BY THE DESIGNATED VERIFICATION SOURCE:

1. The individual seeking an accommodation is a person with a disability according to the following definition: *“Disability” is defined as a physical or mental impairment that substantially limits one or more major life activities; a record of having such an impairment, or being regarded as having such an impairment.*

[] YES [] NO

2. Describe the problem(s) that the person is having with the PHCD dwelling, building, property, practice, rule, policy, procedure, program or service:

3. Describe the type of change(s), feature(s) or assistance required:

4. **Using the checklist on page 2 of 2, indicate the functional limitation(s) (i.e. the way major life activities are substantially limited) of the person for whom the accommodation is requested.**

5. Please describe the relation between the person’s functional limitation(s) and the requested accommodation. Do not provide unnecessary details about the medical history or disabled status of the person seeking an accommodation.

Name of Verification Source: _____
(PRINT NAME OF HEALTH CARE PROVIDER)

Signature: _____ Date: ____/____/____

Title of Verification Source: _____

Address: _____

Telephone: _____ Fax: _____

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REASONABLE ACCOMMODATION VERIFICATION**

CLIENT'S NAME: _____ **CLIENT #:** _____
Last First

TYPE OF MAJOR LIFE ACTIVITIES <i>(Check applicable)</i>	DISABILITY STATUS D= Disabled* (or) ND= Not Disabled <i>(Enter D or ND as applicable)</i>
<input type="checkbox"/> Walking	
<input type="checkbox"/> Standing	
<input type="checkbox"/> Climbing	
<input type="checkbox"/> Bending	
<input type="checkbox"/> Stooping	
<input type="checkbox"/> Kneeling	
<input type="checkbox"/> Use of Hands	
<input type="checkbox"/> Reaching	
<input type="checkbox"/> Self Care	
<input type="checkbox"/> Speaking	
<input type="checkbox"/> Breathing	
<input type="checkbox"/> Seeing	
<input type="checkbox"/> Hearing	
<input type="checkbox"/> Lifting	
<input type="checkbox"/> Intelligence (a person's capacity for understanding)	
<input type="checkbox"/> Thinking (the ability to form or conceive in the mind)	
<input type="checkbox"/> Perception (the brain's interpretation of internal and external stimuli)	
<input type="checkbox"/> Judgment (the ability to assess a given situation and act appropriately)	
<input type="checkbox"/> Mood (emotional tone underlying the behavior)	
<input type="checkbox"/> Behavior (specifically examining behavior that is disruptive, distressing or aggressive)	
<input type="checkbox"/> Other (Please Specify in non-technical terms that simply describe what the client cannot do or has difficulty doing)	
HEALTH CARE PROVIDER / VERIFICATION SOURCE INFORMATION TELEPHONE NUMBER (____) _____	PRINT NAME: _____ SIGNATURE: _____ DATE ____ / ____ / ____
NOTES (use additional sheet if necessary):	

"Disability" is defined as a physical or mental impairment that substantially limits one or more major life activities.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LIVE-IN AIDE AGREEMENT**

Client Number: _____

I, _____, residing at _____
(Print Head of Household's (HOH) Name) *(Print Address)*

request PUBLIC HOUSING AND COMMUNITY DEVELOPMENT's (PHCD) approval for live-in-aide services provided by _____, Social Security Number _____,
(Print Live-in Aide's Name)

Date of birth: ___/___/___

The household member requiring Live-In Aide assistance is _____.
(Print Household Member's Name)

The live-in-aide is a person who resides with one or more elderly persons (at least 62 years of age), or near elderly persons (at least 50 years of age but below the age of 62) or persons with disabilities (see definition in Live-In Aide Verification form), and who is: (a) 18 years of age or older, (b) is determined to be essential to the care and well-being of the person; (c) is not obligated for the support of the person; and (d) would not be living in the unit except to provide the necessary supportive services.

As a condition to obtaining PHCD's approval, the live-in-aide and the Head of Household hereby acknowledge and agree to the following:

1. Move in of a live-in-aide must not result in overcrowding of the existing unit according to the maximum number of persons per unit standard; although a reasonable accommodation for a resident with a disability may be to move the family to a larger unit. If change in unit size is necessitated by this request, please indicate change in number of bedrooms: from ___ bedrooms, to ___ bedrooms;
2. Live-in aides must meet PHCD's screening requirements. The live-in-aide agrees to provide any information that PHCD deems necessary to conduct a criminal background screening. Permission to reside in the unit as a live-in-aide may be denied based on the results of this screening;
3. Before a live-in-aide may be moved into a unit, a third party verification must be supplied that establishes the need for such care and the fact that the live-in-aide is qualified to provide such care (Live-in Aide Verification form);
4. A live-in-aide is a single person. This agreement does not confer the right for any additional person, other than an approved live-in-aide, to reside in the household. As a reasonable accommodation for a resident with a disability, PHCD may review this provision on case-by-case basis, should this provision conflict with a resident's bona fide right to a live-in-aide;
5. If the household member requiring assistance no longer resides in the unit, the live-in-aide shall not remain on the premises. If the verification source determines that the live-in-aide is no longer essential to the care and well-being of the household member, this agreement will be terminated, and the live-in-aide shall vacate the unit within 14 days after PHCD has given reasonable notice to the household member requiring assistance that the verification source has made such determination;

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LIVE-IN AIDE AGREEMENT**

6. If the household member requiring assistance passed away, the live-in aide shall vacate the unit within 14 days of said household member's death. If the household member requiring assistance moves out, the live-in-aide shall vacate the unit no later than said household member's departure date. Upon the termination of the live-in-aide's services for any other reason, the live-in-aide shall vacate the unit within 24 hours;
7. The Live-In Aide must be listed as a household member (not part of the family composition, regardless of the relationship) on the resident's lease and shall not violate any provisions of the lease, the Community Policies, or applicable laws. Should such violation occur, PHCD may require the resident to terminate the services of the live-in-aide or face possible termination of the lease;
8. PHCD will consider allowing relative live-in-aides under unusual circumstances and upon approval of the Director or designee. Relatives who satisfy the definitions and stipulations above may qualify as live-in-aides, but by signing this agreement, they acknowledge their understanding that they are relinquishing all rights to the unit as the remaining member of a resident family, or under any other circumstance. If a relative wants to have remaining family status, their income will be considered as part of the family's annual income. In such a case, the relative will be considered an addition to the family composition who is allowed to be added as a reasonable accommodation, (not a live-in aide) as the income of a live-in aide must be excluded.

Head of Household's signature: _____ Date: ___/___/___.

Live-in Aide's signature: _____ Date: ___/___/___.

Name, address and telephone number of company or organization providing the live-in-aide service (if applicable): _____

Name, address, telephone and fax number of verification source who will complete the Live-in Aide Verification form: _____

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LIVE-IN AIDE VERIFICATION**

NAME: _____ CLIENT #: _____
(Head of household (HOH))

ADDRESS: _____

NAME: _____
(Print name of household member for whom the Live-in Aide is requested)

REQUESTED LIVE-IN AIDE INFORMATION:

NAME: _____ PHONE NUMBER: _____

ADDRESS: _____

PLEASE RETURN TO: _____

(Name of PHCD Employee)

(Address of PHCD Employee)

(Phone/Fax of Employee)

DEFINITION OF PERSON WITH DISABILITIES

Under federal law, an individual is disabled if they have a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment.

The HOH named above has applied for, or is a participant in, a housing program provided by PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD). The HOH has requested a Live-in Aide and must obtain verification that the Live-in Aide is needed. Please answer the questions below and return the form to the PHCD employee listed above.

INFORMATION REQUESTED

1. Is the Household Member disabled as defined above? [] YES [] NO
2. Is a live-in aide essential to the care and well-being of the Household Member?
[] YES [] NO If yes, for how long? _____
3. If the response to question # 2 is "Yes", then please explain what the live-in aide would do that is essential to the Household Member's care and well-being.

4. Does the Household Member require a live-in aide on a temporary basis?
[] YES [] NO
5. If the response to question # 4 is "Yes", please provide an estimate of the duration of time (in months and/or years) during which the live-in aide must provide services that are essential to the care and well-being of the Household Member.

6. Using the checklist below, indicate the activities of daily living (ADLs) with which the person requesting a live-in aide requires assistance and with which the live-in aide would provide assistance.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LIVE-IN AIDE VERIFICATION**

CHECKLIST: ACTIVITIES OF DAILY LIVING WITH WHICH CLIENT REQUIRES ASSISTANCE	
ACTIVITIES OF DAILY LIVING (ADL) <i>(Check applicable)</i>	CLIENT REQUIRES ASSISTANCE WITH THESE ADLs Y= Yes (or) N= No (Enter Y or N as applicable)
<input type="checkbox"/> Walking	
<input type="checkbox"/> Standing	
<input type="checkbox"/> Sitting	
<input type="checkbox"/> Transfer to/from bed, chair/couch, bathtub and/or shower	
<input type="checkbox"/> Cooking/food preparation	
<input type="checkbox"/> Feeding themselves	
<input type="checkbox"/> Drinking	
<input type="checkbox"/> Shopping	
<input type="checkbox"/> Housecleaning	
<input type="checkbox"/> Laundry	
<input type="checkbox"/> Bathing	
<input type="checkbox"/> Grooming	
<input type="checkbox"/> Dressing (clothes)	
<input type="checkbox"/> Taking medication	
<input type="checkbox"/> Application of wound dressings (changing/applying cloth or adhesive bandages, antiseptics, etc.)	
<input type="checkbox"/> Handling financial matters	
<input type="checkbox"/> Decision-making	
<input type="checkbox"/> Memory	
<input type="checkbox"/> Lifting	
<input type="checkbox"/> Reaching	
<input type="checkbox"/> Other (Please Specify in non-technical terms that simply describe the ADLs with which the client needs assistance)	

STATEMENT OF VERIFICATION SOURCE

I, _____ do hereby certify that the information provided
(Print Name)
above is correct and accurate to the best of my professional knowledge.

(Signature)

Date ____/____/____

Title of Verification Source: _____

Address: _____

Telephone: _____ **Fax:** _____

Name of organization or company: _____

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
AUXILIARY AIDS REQUEST**

Date ____/____/____

Head of Household _____
(PRINT NAME)

Address: _____ Client #: _____

Phone: (____) _____

Requestor: _____
(PERSON REQUESTING AUXILIARY AID IF OTHER THAN HEAD OF HOUSEHOLD, PRINT NAME)

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) takes appropriate steps to ensure effective communication with applicants, beneficiaries, and members of the public.

Auxiliary aids include, but are not limited, to providing the following items or services when necessary for effective communication between PHCD and persons including, but not limited to, PHCD applicants, residents or program participants:

1. A qualified sign language interpreter,
2. Telecommunication Device for the Deaf (TDD),
3. Assisted Listening Device (ALD),
4. A reader,
5. Printed materials in Braille,
6. Printed materials in large print,
7. Audiotape versions of print materials.

PHCD furnishes appropriate auxiliary aids where necessary to afford an individual with disabilities an equal opportunity to participate in, and enjoy the benefits of, its programs or activities. In determining what auxiliary aids are necessary, PHCD shall give primary consideration to the requests of the individual with disabilities.

PHCD is not required to provide individually prescribed devices, readers for personal use or study, or other devices of a personal nature (including, but not limited to, personal hearing aids, walkers, canes, or wheelchairs).

THE FOLLOWING IS TO BE COMPLETED BY THE PHCD STAFF PERSON

1. Type of auxiliary aid requested: _____
2. If a sign language interpreter is requested, obtain the following information:
 - a. Address where the interpreter needs to be: _____
 - b. Date and time the interpreter is needed: _____
 - c. How long (in hours) the interpreter is needed: _____
 - d. What kind of interpreter is needed (e.g. American Sign Language (ASL), Signed English or oral interpretation): _____

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
AUXILIARY AIDS REQUEST**

3. If an assistive listening device is requested, ask what type is required:

4. If materials in large print format are requested, ask what font size (if known) and font style (if known) the person requests:

5. If printed materials in audio tape format are requested, ask what language the person requests:

6. Following is additional information that is necessary for providing the requested for auxiliary aid:

The PHCD staff person obtaining information regarding auxiliary aids may direct questions to the ADA Coordinator listed below.

Individuals may obtain a copy of the PHCD Reasonable Accommodation Policies and Procedures, upon request, from Applicant Leasing Center Eligibility Interviewers, Public Housing AMP administrators, Section 8 Leasing and Contract Specialists, and PHCD's ADA Coordinator. You may also get additional copies of this request form from the ADA Coordinator:

ADA Coordinator
701 NW 1 Court, 16th Floor
Miami, Florida 33136
(786) 469-2155 phone
(786) 469-4151 fax
Florida Relay Service: (800) 955-8771 (TDD/TTY)

Name of PHCD employee taking the request: _____
(PRINT NAME)

Phone: (____)_____

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
AUTHORIZATION FOR RELEASE OF INFORMATION**

Head of Household: _____

RE: Household member with disability: _____

I hereby authorize the release of information to PUBLIC HOUSING AND COMMUNITY DEVELOPMENT regarding the request for reasonable accommodation described on this form. This release shall constitute a limited authorization for the release of information, as described below.

I hereby authorize _____ to consult with representatives of the PUBLIC HOUSING AND COMMUNITY DEVELOPMENT, in writing, in person, or by telephone concerning the physical or mental impairment(s) that I assert to qualify as an individual with a disability for the sole purpose of this reasonable accommodation request.

For purposes of this Release, a "Qualified Individual With a Disability" is defined as a person who has a physical or mental impairment that:

1. Substantially limits one or more major life activities
2. Has a record of such an impairment
3. Is regarded as having an impairment

"A Physical or Mental Impairment" is defined as:

1. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the body systems including, but not limited to: neurological, musculoskeletal, special sense organs, respiratory, and speech organs; **or**
2. Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities.

The term "Physical or Mental Impairment" includes, but is not limited to, such diseases and conditions as visual, speech and hearing impairments, epilepsy, multiple sclerosis, cancer, etc.

"Major Life Activities" include functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

"Has a Record of Such an Impairment (mental or physical)" means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.

"Is Regarded As Having an Impairment" means:

1. Has a physical or mental impairment that does not substantially limit one or more major life activities, **but** is treated by a recipient as constituting such a limitation.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
AUTHORIZATION FOR RELEASE OF INFORMATION**

2. Has a physical or mental impairment that substantially limits one or more major life activities **only as a result of** the attitudes of others toward the impairment.
3. Has none of the impairments defined by Section 504's definition of "physical or mental impairment", **but** is treated by a recipient as having such an impairment.

In addition, I authorize _____ to provide only documentation that is necessary to verify that I meet the definition of a "Qualified Individual with a Disability", as defined above.

This Authorization solely authorizes the release of information necessary to verify the following:

1. Documentation necessary to verify that the person meets the definitions noted above;
2. A description of the needed accommodation; and,
3. A description of the identifiable relationship between my disability and the requested accommodation(s).

This Authorization for Release of Information should only seek information that is necessary to determine if the requested reasonable accommodation is needed because of a disability.

This Authorization does **not** authorize the PUBLIC HOUSING AND COMMUNITY DEVELOPMENT to examine my medical records, including diagnosis or test result(s); nor does this authorize the release of detailed information about the nature or severity of my disability.

The information/documentation released as a result of this Authorization shall be kept confidential and not shared with anyone unless required to make or assess a decision to grant or deny a reasonable accommodation request.

Name of Family Member/Parent/Legal Guardian [Print]

Signature

____/____/____
Date

Relationship to Head of Household

PLEASE PROVIDE THE FOLLOWING INFORMATION:

1. Name of Health Care Provider/Documenting Authority:

2. Address of Health Care Provider/Documenting Authority:

3. Telephone Number of Health Care Provider/Documenting Authority:

4. Facsimile Number of Health Care Provider/Documenting Authority:

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LETTER TO AN APPLICANT, RESIDENT, OR PROGRAM PARTICIPANT
FOR A MEETING ABOUT REASONABLE ACCOMMODATION**

Date: ___/___/___

Head of Household: _____
(PRINT NAME)

Client No: _____

Re: Reasonable Accommodation Request

For: _____
(PRINT NAME OF THE PERSON FOR WHOM THE REQUEST IS BEING MADE)

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) has received your request for a reasonable accommodation. It would help us make our decision if we could meet with you. You may bring someone to the meeting to help you.

We would like to meet on ___/___/___.

If you cannot come at that time, please call us at ___ a.m./p.m. ___/___/___ on to arrange another time.

At this meeting, we will talk about the following matter related to the reasonable accommodation request:

Please come ready to talk about the above matter. Please bring copies of any information you think might help us understand what you need.

We look forward to meeting with you. Thank you.

PHCD Employee (Print Name)

Title (Print)

PHCD Employee's Signature

(_____)_____
Phone number

PHCD Return Address

If you require a sign language interpreter, materials in an accessible format, a meeting place that is wheelchair accessible or other special features, please call the PHCD at least five days in advance.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REQUEST FOR MORE INFORMATION OR VERIFICATION
REGARDING A REASONABLE ACCOMMODATION**

Date: ___/___/___

To (Head of Household/Verification Source): _____

Client No: _____

Re: Reasonable Accommodation Request

For: _____
(PRINT NAME)

We have received a request for a reasonable accommodation. We need to know more about the following matter related to the reasonable accommodation request before we can make a final determination:

We need to know more because:

Here are some ways you could give us more information:

If these ways are a problem for you, there may be some other ways to provide the information we need. We will be happy to talk to you about other ideas you may have.

If you think that you have already given us this information or if you think we should not ask for this kind of information, please call us at _____. Also, please call if you have any other questions.

Thank you.

PHCD Employee (Print Name)

Title (Print)

PHCD Employee's Signature

PHCD Return Address

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
LETTER TO VERIFICATION
SOURCE FOR A REASONABLE ACCOMMODATION REQUEST**

Date: ___/___/___

Head of Household: _____ Client No: _____
(PRINT NAME)

Re: Reasonable Accommodation Request

For: _____
(PRINT NAME OF THE PERSON FOR WHOM THE REQUEST IS BEING MADE)

Name of Verification Source: _____
(PRINT NAME)

Address of Verification Source: _____

To Whom It May Concern:

Enclosed with this correspondence is an Authorization for Release of Information signed by the above-listed disabled head of household, disabled member of household or an authorized representative of the disabled head of household or disabled member of household and either a Reasonable Accommodation Request or Live-in Aide Agreement form. The head of household or other party as indicated above asked that you verify that they, for whom the reasonable accommodation is requested, is disabled. The head of household or other party as indicated above also indicated that they require a reasonable accommodation related to their housing, a PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) building or property, or a PHCD program or service.

State, federal and local laws require housing providers to make reasonable accommodations or changes to either the dwelling, common areas, or to rules, policies and procedures (not essential terms of the lease) if such changes are necessary to enable a person with a disability to have equal access to, and enjoyment of, the dwelling and other facilities or programs at the site. Please note that such changes must be necessary as a result of the person's disability.

The head of household, or other party as indicated above, has requested the accommodation described on either the enclosed Reasonable Accommodation Request or Live-in Aide Agreement form. Please indicate on either the enclosed Reasonable Accommodation Verification form or Live-in Aide Verification form (as applicable) whether you believe the individual requesting the accommodation has a disability within the definition provided, and whether the accommodation is necessary and will achieve its stated purpose. You may also add any other information that would be helpful in making the right accommodation for this person. If part of the reasonable accommodation plan includes services to be provided by your organization, please indicate whether your organization will provide those services.

This form should not be used to divulge the person's diagnosis or any other information that is not directly relevant to the request for an accommodation.

You can call the employee indicated below at (____) _____ if you have any questions.

Please return the completed forms to the following address: _____

PHCD Employee Name and Title (Print)

Employee Signature

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
APPROVAL/DENIAL OF REASONABLE ACCOMMODATION**

Date: ___/___/___

Head of Household: _____ Client No: _____
(PRINT NAME)

Re: Reasonable Accommodation Request

For: _____
(PRINT NAME OF THE HOUSEHOLD MEMBER FOR WHOM THE REQUEST IS BEING MADE)

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) has reviewed your request for a reasonable accommodation, the verification from your verification source and all other documents related to your request. Based on all the information you have provided, PHCD has made the following determination in response to your request:

- Your request has been approved.

The projected date for providing your requested accommodation is ___/___/___
If no projected date was indicated above, PHCD will inform you of the date as soon as we have that information.

- Your request has been denied, but PHCD will provide the following, alternate accommodation for the following reason(s):

- Your request has been denied.

Your request has been denied for the following reason(s):

If you have questions about this decision, you may call (786) 469-2155 (phone), or Florida Relay Service (800) 955-8771 (TDD/TTY) and ask to speak to the ADA Coordinator.

If you disagree with the above decision, you may request a Reasonable Accommodation Grievance and Appeal Hearing by submitting a request, which may be written, oral or by any other means of communication accessible to you. The address and phone number of the contact person for scheduling a Reasonable Accommodation Grievance and Appeal Hearing is:

**ADA Coordinator
701 NW 1 Court, 16th Floor
Miami, Florida 33136
(786) 469-2155 (office)
(800) 955-8771 (TDD/TTY)**

PHCD's Reasonable Accommodation Grievance and Appeal Hearing Committee shall convene the settlement conference within thirty (30) working days of the receipt date of the request. The Reasonable Accommodation Grievance and Appeal Hearing Committee is composed of the members of the Section 504/ADA Policy Committee appointed by the PHCD Director. The Section 504/ADA Policy Committee members are PHCD Division

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT APPROVAL/DENIAL OF REASONABLE ACCOMMODATION

Directors and other applicable staff whose responsibilities include matters related to Section 504/ADA. Although the ADA Coordinator is a standing member of this committee, during Reasonable Accommodation Grievance and Appeal Hearings, the ADA Coordinator's role is only to provide information regarding the contested decision. During these hearings, the ADA Coordinator cannot cast a vote regarding the contested decision.

You may bring documents, witnesses and/or representatives to the Reasonable Accommodation Grievance and Appeal Hearing in order to contest the manner in which a reasonable accommodation is proposed to be (or was) implemented, the denial of a reasonable accommodation request, or any other appropriate disability-related decision made by the ADA Coordinator.

The determination of the Reasonable Accommodation Grievance and Appeal Hearing Committee is final.

If you wish to contest an adverse action pursuant to the Reasonable Accommodation Grievances and Appeals section, but do not want to do so by requesting a Hearing, you may follow the *Miami-Dade Grievance Process, Americans with Disabilities Act of 1990* outlined in Attachment Three of Miami-Dade County Administrative Order Number 10-10. The Miami-Dade County grievance process serves "...as the County's mechanism to respond to complaints of discrimination on the basis of a disability in County programs and services under the Americans with Disabilities Act of 1990 (ADA)." For additional information on that process, you may contact the ADA Coordinator as indicated above.

You may also contact the local office of the United States Department of Housing and Urban Development concerning any complaints regarding your reasonable accommodation request:

United States Department of Housing and Urban Development

Office of Fair Housing and Equal Opportunity

909 S.E. 1st Avenue

Miami, FL 33131

(305) 536-4479

TDD/TTY: (305) 536-4743

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
RELEASE OF DISABILITY-RELATED SPECIAL NEEDS
IN CASE OF EMERGENCY EVACUATION**

Head of Household: _____ Phone: (____) _____
(PRINT NAME)

Address: _____ Client #: _____

1. The following is the name of the household member with a disability who will need assistance in the event of an emergency:

Name: _____

2. The person listed above requires the following assistance (due to disability) in case of an emergency (please be sure to include any assistance you may need because of special equipment you use due to your disability):

3. The person listed above has asked that assistance or medical care be provided in the event of an emergency.
4. The person indicated below authorizes PHCD to provide the information above to the appropriate police and/or fire department(s) that identifies the special needs that the disabled household member requires (due to disability) in case of an emergency. The person indicated below also indicates that they have authority to release this information.

Name: _____
(PRINT NAME)

Relationship to the person listed in item 1: _____

Signed: _____ Date: _____

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION SCRIPT

This is to advise you, in simple terms, what a disability is, what a reasonable accommodation is, and the fact that people with disabilities have a right to ask for reasonable accommodations.

A disability is a physical or mental impairment that makes it difficult or impossible for you to do things like taking care of yourself, using your hands, walking, seeing, hearing, speaking, breathing or learning.

A reasonable accommodation is something PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) is required to give you or let you do to make it easier for you to get to and live in our housing, and participate in our programs.

Some things that must happen for you to get a reasonable accommodation, are for you to give PHCD enough information, if we need it, about whether you are a person with a disability and to give PHCD proof, if we need it, that you really need the reasonable accommodation you ask for.

Even if you don't have proof yet that you are a person with a disability, you have a right to ask for a reasonable accommodation.

Some things that might be a reasonable accommodation include:

- Being allowed to mail your rent to PHCD instead of going to the site or management office.
- Having someone from PHCD go to your house, instead of you having to go to a PHCD office, to get a service.
- Getting a ramp installed leading to your front or back door, having grab bars put in your bathroom, or having some other repair or change done to your home.
- Having a repair or change done to a laundry room, community center, management office or other building owned by PHCD so that you can go there and use the programs and services there.
- Having a sign language interpreter available upon request.
- Getting important PHCD papers in Braille or large print or on tape.

To get a reasonable accommodation, you must ask for it. If you can't write your request on the papers we have or need help filling them out, you can ask a PHCD employee for assistance.

PHCD will give you an answer as soon as possible.

PHCD will let you know if we need more information, or if there are other ways to meet your needs.

If PHCD turns down your request, PHCD will explain why, and you can provide more information if you think that will help. PHCD will also advise you of your appeal rights if your request is denied.

It is the policy of PHCD to protect all of your health information. This means that we cannot release your information without your written consent nor will we share this information with anyone who does not need to know your health information.

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
ACKNOWLEDGMENT OF RECEIPT OF REASONABLE ACCOMMODATION DOCUMENTS**

By signing my name below and writing my initials in front of the names of the forms and documents I have received, I indicate that I have received the following documents:

Name (print): _____ Date: ____/____/____

Signature: _____

____ Notice of Non-Discrimination

____ Reasonable Accommodation Information

____ Notice of Right to a Reasonable Accommodation

____ Reasonable Accommodation Request and Examples of Reasonable Accommodation

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT REASONABLE ACCOMMODATION INFORMATION

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT (PHCD) is committed to making sure that its applicants, residents and program participants have information for making reasonable accommodation requests. PHCD has posted a copy of its Reasonable Accommodation Policy and Procedures in conspicuous locations at the applicant, resident and program participant waiting areas of the PHCD Applicant Leasing Center, Section 8 Offices, Regional Offices of the PHCD; the offices of PHCD's private management companies; and, the management office in each public housing development. In addition, individuals may obtain a copy of this Reasonable Accommodation Policy and Procedures, upon request, from PHCD's ADA Coordinator.

A reasonable accommodation is a change, modification, alteration or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual with a disability the opportunity to participate in, or benefit from, a program (housing or non-housing) or activity.

Some examples of reasonable accommodations include (but are not limited to): grab bars installed in bathrooms, ramps installed at entrance doors of dwellings, using an assistive animal (also called a service, therapeutic, or support animal) such as a seeing-eye dog, visual and audible alarms for individuals who are deaf or hard of hearing, widening doorways, lever-type door hardware, live-in aids, transfers to another dwelling (with proof that this is needed because of disability), and being given PHCD documents in an accessible format like Braille or large print.

Use the following forms to request a reasonable accommodation and make sure you complete the forms to the best of your ability. By completing these forms you will help us understand how we can best assist you. If you are unable to do so, then please ask PHCD for assistance to complete the forms. Please be advised that in order for PHCD to assist you, we also need you to complete the *Authorization for Release of Information* form:

18. *Reasonable Accommodation Request*. This is used to make any request other than a request for a live-in aide.
19. *Live-in Aide Agreement*. This is used if you need a live-in aide. A live-in aide is someone who only lives in the unit to assist the resident or program participant who is elderly or is a person with a disability.

If you are a Public Housing or Section 8 Housing Choice Voucher program participant, and have not yet been determined eligible, you may request a *Reasonable Accommodation Request* form by writing to the Applicant Leasing Center Chief or calling the Applicant and Leasing Center:

Attention: Manager, Applicant and Leasing Center (ALC)
PUBLIC HOUSING AND COMMUNITY DEVELOPMENT ALC
1401 NW 7th Street
Miami, FL 33125
(786) 469-4300
Florida Relay Service: (305) 643-3377 (TDD/TTY)

**PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
REASONABLE ACCOMMODATION INFORMATION**

If you are a Public Housing resident, you may request a *Reasonable Accommodation Request*, *Live-in Aide Agreement*, or *Release of Disability-Related Special Needs in Case of Emergency Evacuation* form from your AMP administrator.

If you are a Section 8 Housing Moderate Rehabilitation or Family Unification Program applicant, but you have not yet been determined eligible, or if you are a Section 8 Housing Choice Voucher, Section 8 Housing Moderate Rehabilitation, or Family Unification Program participant, you may request a *Reasonable Accommodation Request*, or *Live-in Aide Agreement* form from a Leasing and Contract Specialist by contacting the Section 8 team to which you have been assigned. You can find out which team that is by calling (305) 403-3222.

If you are a participant in any other PHCD program and want to request a reasonable accommodation, you may ask for a *Reasonable Accommodation Request* form from the PHCD employee who assists you.

Return all completed forms to the same person who gave them to you.

Individuals may obtain a copy of the PHCD Reasonable Accommodation Policies and Procedures, upon request, from Applicant Leasing Center Eligibility Interviewers, Public Housing AMP administrators, Section 8 Leasing and Contract Specialists, and the ADA Coordinator.

ADA Coordinator

701 NW 1 Court, 16th Floor
Miami, Florida 33136
(786) 469-2155 phone
(786) 469-4151 fax

Florida Relay Service: (800) 955-8771 (TDD/TTY)

This material is available in an accessible format upon request. Please call the ADA Coordinator at (786) 469-2155 (phone) or Florida Relay Service at (800) 955-8771 (TDD/TTY).

**MIAMI-DADE ADA GRIEVANCE PROCESS
AMERICANS WITH DISABILITIES ACT OF 1990**

Creation

This grievance procedure shall serve as the County's mechanism to respond to complaints of discrimination on the basis of a disability in County programs and services under the Americans with Disabilities Act of 1990 (ADA). This procedure shall not apply to complaints of discrimination in employment. Employment discrimination complaints are handled by the Affirmative Action Office.

Opportunity for Complaint

Any individual who feels that they have been discriminated against in the provision of a program or service operated by Miami-Dade County shall have the ability to file a formal grievance, have the grievance responded to, and have the right to request an appeal if they are dissatisfied with the resolution of their grievance. The procedures to be followed in filing a formal grievance shall be available and accessible to the general public.

Coordination of Procedure

The Miami-Dade County Office of ADA Coordination, 111 N.W. 1st Street, 12th Floor #348, shall be the agency responsible for coordinating the County's grievance procedure and will serve as the conduit between the grievant and the department against whom the complaint is made. The Office will provide the department with the necessary technical assistance needed in reaching resolution of the complaint. The Office will make all attempts to assist the department in reaching an amicable resolution to the complaint; however, the office of ADA Coordination shall have no authority to direct the department in the manner in which the department ultimately decides to respond to the complaint.

Employment discrimination complains should be sent to the Office of Fair Employment Practices, 111 N.W. 1st Street, Suite 2720.

Filing a Complaint

Any individual who feels they have been discriminated against in any program or service provided by Miami-Dade County, under provisions of the ADA, shall submit a complaint, in writing to the Office of ADA Coordination. This written complaint shall contain the following information:

1. Name, address and telephone number (if available) of the grievant.
2. The date of the occurrence.
3. The name and location of the County program and service involved in

- the alleged occurrence.
4. The name (if known) of the County employee with whom the grievant came in contact, if appropriate.
 5. Why the individual thinks that he has been discriminated against on the basis of a disability.

Complaint Resolution

Within five (5) days of receipt of the complaint, the Office of ADA Coordination shall:

1. Inform the department of the complaint; transmit a copy of the complaint to the department with general instructions as to the format which the department should follow in their response, and a date by which the department shall return a response to the Office. The Office of ADA Coordination will review the decisions with the department before final preparation of the response.
2. The department shall have thirty (30) days from receipt of complaint from the Office of ADA Coordination to respond to the complainant. Attempts will be made by the department to clarify the facts of the grievance. The actions taken by the department shall be conveyed to the grievant in writing. This letter, addressed to the grievant and signed by the Department, shall be transmitted to the Office of ADA Coordination within the specified time period. The response shall be mailed to the grievant by the Office of ADA Coordination with a cover letter informing the grievant of their ability to appeal the decision enclosed and the procedure which the grievant must follow in requesting an appeal. In no instance shall the Department mail their response directly to the grievant.
3. In the event that a complainant submits a written complaint to the operating department, the department shall send a copy of the complaint to the Office of ADA Coordination within five (5) days. That action will constitute a filing by the complainant with the Office of ADA Coordination as required in Section IV of this document. The Department will have thirty (30) days from receipt of written complaint to respond to complainant.
4. Where a department can solve a written complaint informally, the department will provide the Office of ADA Coordination a written statement explaining the mutually agreeable solution. It should be signed by the complainant and the department representative.

All reasonable attempts should be made by the department with the assistance of the Office of ADA Coordination to mediate and resolve the grievance.

Filing an Appeal

Any individual who is dissatisfied with the recommended resolution of their complaint may request an appeal. In requesting an appeal the individual shall,

within fifteen (15) days from the date of the written recommended resolution offered by the County, submit in writing to the Office of ADA Coordination their request to appeal the decision and express their willingness to appear before an impartial panel to present their grievance.

Appeal Process

Upon receipt of a written request for an appeal, the Office of ADA Coordination shall:

1. Notify the County Manager and request that within thirty (30) days he appoint a panel of three (3) senior members of unaffected County departments to hear the complaint. The Manager shall designate one of the three panel members to serve as chairperson.
2. Set a time and place for the hearing that is convenient to the grievant, the affected department and the panel members, within twenty (20) days after the panel is appointed, if possible.
3. Instruct the department, against whom the complaint has been made, to prepare a package with all necessary information pertinent to the complaint for each panel member to review prior to hearing.
4. Monitor and tape the hearing.

At the time of the hearing both the grievant and the affected department shall have the opportunity to present their positions to the panel. The panel members will also have the opportunity to pose questions to both parties. After the affected parties have presented the facts, and after all questions posed by the panel have been answered, the hearing shall be closed and the panel shall meet privately to deliberate.

Within fourteen (14) days from the date of the hearing the panel shall issue its decision. The Chairperson shall prepare the decision of the panel. The Chairperson shall send the written decision to each panel member for review and signature prior to its submission to the affected parties. The decision of the panel is final and no further appeal shall be available within the administrative branch of County government.

Recordkeeping

The Office of ADA Coordination shall maintain files on complaints received along with all communications, recommendations, and other records pertinent to the complaints for a period of at least three (3) years.

Alternative Remedies

The establishment of this grievance procedure shall not preclude nor waive the grievant's right to seek redress under any alternative remedy available.

**PUBLIC HOUSING and COMMUNITY
DEVELOPMENT**

**EMERGENCY TRANSFER PLAN FOR
VICTIMS OF DOMESTIC VIOLENCE, DATING
VIOLENCE, SEXUAL ASSAULT, OR
STALKING FOR SECTION 8 PROGRAMS**

**ATTACHMENT D
OF THE
SECTION 8 ADMINISTRATIVE PLAN**

Effective: 06/14/2017

**EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING FOR SECTION 8 PROGRAMS
Attachment D of the Section 8 Administrative Plan**

Effective: 06/14/2017

**Emergency Transfer Plan for Victims of Domestic Violence,
Dating Violence, Sexual Assault, or Stalking for Section 8 Programs**

- 1) PHCD is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault or stalking. In accordance with the Violence Against Women Act (VAWA), PHCD allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit.
- 2) Victims of domestic violence, dating violence, sexual assault, or stalking are eligible for protections regardless of sex, gender identity, gender expression, or actual or perceived sexual orientation. The ability of PHCD to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking.
- 3) A victim of domestic violence, dating violence, sexual assault, or stalking may move in violation of their lease if the move is required to protect their safety. PHCD may not terminate assistance if the family moves out of the unit with or without prior notification as required by 24 CFR §982.354, in violation of the lease in order to protect the health or safety of the victim, as the victim reasonably believed they were imminently threatened by harm from further violence if they remained in the dwelling unit and has otherwise complied with all other obligations under the program.
- 4) This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that PHCD is in compliance with VAWA.
- 5) Eligibility for Emergency Transfers
 - a) A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking is eligible for an emergency transfer under the following conditions:
 - i. If the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit that the tenant is occupying; or
 - ii. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.
 - b) A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.
 - c) Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.
- 6) Emergency Transfer Request Documentation
 - a) To request an emergency transfer, the tenants shall notify and submit a written request for a transfer to the corresponding office as listed below:

**EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING FOR SECTION 8 PROGRAMS
Attachment D of the Section 8 Administrative Plan**

Effective: 06/14/2017

Program: Housing Choice Voucher Program
Office Address: Miami-Dade Housing Choice Voucher
7400 NW 19th Street, Bay H
Miami, FL 33126

Programs: Moderate Rehabilitation Rental Program, Project-Based Vouchers,
and HUD-Veterans Affairs Supporting Housing
Office Address: Section 8 Housing Choice Voucher
701 NW 1st Court
Miami, FL 33136

- b) The tenant's written request for an emergency transfer should include either:
- i. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under PHCD's program; or
 - ii. If applicable, a statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.
 - iii. For required documentation that a tenant is a victim of domestic violence, dating violence, sexual assault, and stalking, please refer to Section 2.14 of this Administrative Plan.

7) Confidentiality

- a) The information under the Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking and Alternate Documentation form will remain confidential and will be used by PHCD only to provide the victims with the exceptions and protections under VAWA.
- b) PHCD must ensure that private information of victims of domestic violence, dating violence, sexual assault or stalking is protected in accordance with VAWA requirements.
- c) PHCD and/or its designee will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives PHCD written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act form for more information about PHCD's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

8) Emergency Transfer Timing and Availability

- a) PHCD and/or its designee cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. PHCD and/or its designee will, however, act as quickly as possible to approve the move for a tenant who is a victim of domestic violence to another unit, subject to availability and safety of a unit. Below are specific details per program.

**EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING FOR SECTION 8 PROGRAMS
Attachment D of the Section 8 Administrative Plan**

Effective: 06/14/2017

- i. The Housing Choice Voucher (HCV) and HUD-Veterans Affairs Supporting Housing (VASH) Programs (tenant-based vouchers) provide the victim with the option to move to another unit either within or beyond PHCD's jurisdiction. PHCD and/or its designee will expedite the administrative processes for participants who wish to exercise either option, including when the victim and perpetrator are members of the same household.
- ii. The Project-Based Voucher (PBV) and Moderate Rehabilitation Programs (project-based assistance) are dependent on the availability of dwelling units for a tenant to receive a housing offer. If a unit is not readily available, PHCD will collaborate with owners and managers to review the existing inventory of units to determine when the next vacant unit may be available and will expedite the administrative process.

Note: Under the PBV program, if the victim has been living in a unit for at least 12 months, PHCD may offer the next available voucher, subject to funding availability.

- b) If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. PHCD may be unable to approve the transfer of a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.
- c) If PHCD has no safe and available units for which a tenant who needs an emergency is eligible, or in the case of Section 8 Housing Choice Voucher, if the tenant cannot find a suitable unit, PHCD will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, PHCD and/or its designee will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence that are provided with HUD form 5380.

9) Safety and Security of Tenants

- a) Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.
- b) Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).
- c) Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.
- d) Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.
- e) Tenants who are or have been a victim of domestic violence, dating violence, sexual assault or stalking will be provided with HUD form 5380 that includes a list of local organizations offering assistance to victims of domestic violence.