

COC VOUCHER PROCESS GUIDE

BACKGROUND

This purpose of this document is to provide detailed information to stakeholders on how to determine if a household is eligible for a voucher referral, how to submit a household for voucher consideration and approval as well as to document the steps and information to support a successful move in with the voucher subsidy.

I. Eligibility Criteria

a. IHA Eligibility Criteria:

- i. No household member is on the sex offender registry for a lifetime
- ii. Household makes under 50% of the Area Median Income
- iii. No household member has been convicted of manufacturing methamphetamine while staying in a public housing authority's unit
- iv. No household member has an open warrant,
- v. No household member has public housing agency debt (Flexible funds may be available to resolve debt. Please discuss with Pathway Lead.)

b. CoC Recommended Criteria:

- i. Household has no utility arrears (Flexible funds may be available to resolve debt. Please discuss with Pathway Lead.)
- ii. If applicable, household is in good standing with current landlord
- iii. Household can pay minimum rent on time
- iv. Household can maintain utilities
- v. Household can communicate needs and advocate for themselves
- vi. Household can comply with IHA recertification and other IHA paperwork processes
- vii. Household has no need for ongoing case management or is connected well to other non-CoC community providers for ongoing support

II. Referral Process Steps

- a. Household identified for voucher: Case Manager (CM) identifies client/household for voucher (based on eligibility criteria)
 - i. Diversion Pathway: CoC-based Diversion teams meet monthly, nominate and prioritize 3 referrals per month. Referred clients are added to AirTable for referral process tracking.
 - ii. RRH/PSH Move-On Pathway: Clients should be referred at least 4 months prior to subsidy end. Eligible households are in a CoC RRH, ESG RRH, or PSH program, or in a SSVF program



- (Cat 1 or Cat 2/3). PSH and RRH case managers should staff clients within their agencies to identify good fits for vouchers.
- iii. **Family Shelter Rapid Exit Pathway:** Clients are referred by shelter staff monthly after being staffed internally. The Julian Center, Holy Family Shelter, Dayspring Center, Wheeler Mission Center for Women and Children, The Salvation Army Women and Children’s Center, and Family Promise of Greater Indianapolis are the participating family shelters.
- b. **Essential Referral Documents:** These documents help the CM to identify whether the client is a good fit for a voucher and identifies possible barriers to receiving a voucher. CM and client must fill out these documents, as applicable:
- i. **Voucher Pre-Referral Assessment:**
 - a. The Voucher Pre-Referral Assessment includes basic eligibility questions, the Landlord Verification (if the household is currently housed in a CoC PSH/RRH program), and a Client Self-Attestation.
 - b. If CM, landlord, or client answers “NO” or negatively to any questions, this might prevent the household from being referred. Exceptions can be made if a plan is in place.
 - c. Pathway Leads will review the Pre-Referral Assessment and address any issues with CM or in CoC/YVA/Veteran Case Conferencing. Outstanding questions regarding appropriateness of referral can be brought to CoC Case Conferencing, Diversion Voucher Meetings, or Family Shelter Group.
 - ii. **IHA Open Verification Authorization (IHA Auth):** All household members 18+ must sign this document.
 - iii. **Vital Documents:** All household members must have State IDs or Driver’s Licenses (if over 18 years old), Birth Certificates, and Social Security Cards.
- c. **Upload Documents to HMIS:** CM uploads all Essential Referral Documents to Client Track>Document Check>Coordinated Entry>Moving On or IHA Forms
- i. If CM does not have access to HMIS, please ask Pathway Lead for help.
- d. **Confirm CES Assessment is Complete:** CM must ensure CES Assessment is completed for Diversion and Rapid Exit clients. If help is needed to check status or to complete CES, please contact Pathway Lead.
- e. **AirTable Voucher Referral Form:** CM fills out AirTable Voucher Referral Staffing Form
- i. RRH/PSH Moving On clients are staffed during CoC Tuesday Noon Case Conferencing and approved by vote
 - ii. Diversion and Family Shelter Rapid Exit referrals are auto-approved



- iii. If AirTable access is needed, email CES@chipindy.org
- f. **Official Referral Submitted:** CES staff sends official referral email to IHA and copies the CM. This referral includes the official pre-briefing and briefing invite with the specific instructions regarding dates and location.

III. Essential Steps Prior to IHA briefing

- a. Income Documentation: Case Manager must ensure household has updated income documents for all household members. Acceptable proof of income documents:
 - i. Awards Letters less than 30 days old
 - ii. The most recent 4 paycheck stubs
 - iii. Most recent bank statement or an ATM print out of balance no more than 2 days prior to briefing (if client only has pay card)
- b. Necessary Paperwork: Complete IHA packet, including required signature forms for all members of the household. For questions, review **Addendum A - IHA Interview Packet**.
- c. Vital Documents: Have copies ready of all IDs (for 18+ household members), Social Security Cards, and Birth Certificates. For questions, review **Addendum B - Essential IHA Documents and Forms**.
- d. Utility Arrears: Ensure the client has a plan to pay utility arrears. If possible, connect to eligible flexible funding. For questions, contact the Pathway Lead.
- e. Pre-Briefing: The sessions cover the IHA voucher regulations, policies, reviewing the IHA Intake Packet (to ensure all pages are complete and documents are included), and the steps between briefing and lease signing

IV. Briefing Day Reminders and Steps:

- a. Be On Time: Ensure client (and all 18+ household members) has a plan to arrive on time for the briefing. **Clients must arrive BEFORE 9:00 AM to sign in.** All household members 18+ must come in person with their IDs.
- b. IHA Checks Paperwork: IHA will check paperwork for completion and issue voucher and RTA.
- c. Once RTA and Voucher is Received: Case Manager is encouraged to have client sign Rental Tenancy Agreement (RTA) so their signatures are completed in advance. **Review Addendum C - RTA Instruction Document.** Case Manager should hold RTA and voucher until a landlord is identified.
- d. Voucher Expiration Date: Case Manager should note the listed voucher expiration date. Case Manager is responsible for keeping household on track and requesting an extension if necessary. (Note, the voucher expiration date on the voucher trumps the date in HMIS on the Voucher Status Tracker.)



V. Housing Search, IHA RTA Submission

a. Unit Identification:

- i. If client is staying in their unit, give client-signed RTA to landlord.
- ii. If client is searching for a new unit, provide housing search and placement support. Please be mindful of the expiration date on the client's voucher. For support, consult Padmission and any other internal or system resources for unit leads. **Addendum D - Housing Search Tips.**
 1. When unit is identified: Give client-signed RTA to landlord. Proceed with RTA Submission steps below.
- iii. If unit is not identified by the voucher expiration date, an extension may be requested by submitting an Extension Request Form.

b. RTA Submission:

- i. Questions about RTA content: If you are unsure what should be included with the RTA, review **Addendum C - RTA Instruction Document**. For further questions, contact your Pathway Lead.
- ii. Ensure IHA staff member Teonna Gould's name is on the top page of the RTA.
- iii. Confirm whether Landlord or Case Manager will be submitting the RTA.
 1. If the Landlord is responsible for submission:
 - a. Confirm with landlord if RTA will be submitted via email or hand delivered.
 - i. If emailed, request that Case Manager and CoC Liaison are copied on the email submission. (Recommended)
 - ii. If hand-delivered, request the Landlord email Case Manager confirmation of when it was delivered.
 2. If Case Manager is responsible for submission:
 - a. Review RTA to ensure all signature lines are complete and required documentation is included. If you are unsure, contact your Pathway Lead.
 - b. Make a copy of the RTA
 - c. Submit RTA to IHA in one of the following ways. Check landlord's preference for submission:
 - i. Case Manager emails RTA to web email for IHA and copies CoC Liaison. (Recommended)
 - ii. Case Manager hand-delivers RTA to IHA. The submitted RTA receipt will have a date/time stamp recorded.
 - d. Track the date the RTA was submitted on the **Voucher Status Tracker in HMIS**. Access the training [here](#).



VI. IHA steps after RTA Submission:

- a. RTA Reviewed: IHA reviews RTA to make sure all documents are received, signatures are in place, and rent is affordable.
 - i. *If a document or signature is missing:* IHA will inform Case Manager and Landlord about what documents must be submitted to proceed.
 - ii. *If rent is not affordable:* IHA will provide information to Landlord about what rent would be affordable. Landlord can accept revised rent and proceed or reject it.
 1. If the Landlord rejects the revised rent, the RTA must be canceled, and the unit identification process must start over.
- b. IHA Inspection Process: When IHA confirms the RTA is complete and approved, RTA is given to the IHA Inspections Department. The length of time it takes for an inspection to be scheduled varies.
 - i. Delay in Inspection Scheduling: If an inspection does not get scheduled within 3 weeks from the date of submission, contact the Pathway Lead and CES@CHIPIndy.org via email to request inquiry at the bi-weekly IHA/CoC meeting.
 - ii. Inspection Scheduled by IHA
 1. *If inspection fails:* once all repairs are completed, IHA will schedule re-inspection
 2. *If inspection passes:* Inspection department sends RTA/passbook to IHA Case Manager.
- c. Move-In Steps: Once IHA Case Manager receives the passbook from the inspections department, IHA CM sends request for move in date to client's CoC Case Manager.
 - i. Collaborate with landlord to identify a move in date. Send the specific agreed upon date to IHA Case Manager via email in response to IHA Case Manager's move in date request.
 - a. The agreed upon move in date must set at least 2-3 business days after IHA's request.
 - b. Be sure to list an actual date, do NOT request move-in date as "ASAP" or "whenever is good for you".
 - c. Once the move in date is set, IHA CM sends the move-in authorization (lease generated from this information) to Landlord and CoC CM
 - ii. Confirm Move-In Authorization is accurate with regard to:
 - i. Correct client portion of rent and deposit amount
 - ii. Correct address and Landlord information
 - iii. Correct lease term dates (should match lease)





- iv. Upload into Document Check in HMIS
- b. Lease Signing
 - i. Case Manager is encouraged to attend the lease signing
 - ii. Note: For further guidance regarding recertification, income changes, requests to move, etc., review **Addendum E - How To Forms**.





ADDENDUMS

Addendum A - IHA Interview Packet



2024 IHA Interview
Packet.pdf

Addendum B - Essential IHA Documents and Forms



Essential IHA
Documents and Form:

Addendum F – IHA Document with VAWA Packet



IHA Document with
VAWA packet.pdf

Addendum G – VAWA Packet



VAWA Packet.pdf

