

Aging and Long-Term Support Administration

Home and Community Services

ALTSA Subsidy Provider Procedures Manual



The ALTSA Subsidy is interim support between institutionalization and permanent affordable/subsidized housing. ALTSA contracts with Spokane Housing Authority (SHA) to administer the subsidy throughout the state. It is modeled on HUD's Section 8 Housing Choice vouchers.

Community Choice Guides (CCG) or Supportive Housing Providers (SHP) assist the client in housing searches, leasing an apartment, move in process. SHP's also support the client in accessing and maintaining eligibility for permanent affordable options, such as Housing Choice vouchers (aka Section 8); subsidized units at apartment properties, and tax credit units within the person's budget.

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<u>Acronyms</u>	
CCG = Community Choice Guide	AAA = Area Agency on Aging
HPM = Housing Program Manager	CM = Case Manager (HCS/AAA)
SHP = Supportive Housing Provider	SHA = Spokane Housing Authority
HCS = Home & Community Services	

Start the subsidy application process early in the housing search process– do not wait until there is a rental unit available.

1. Completing the Application

In order to transition an ALTSA client into a community setting using the ALTSA Subsidy, the HCS/AAA Case Manager (CM) or CCG/ SHP requests an ALTSA subsidy application packet from an ALTSA Housing Program Manager.

The ALTSA Rental Subsidy Application packet includes:

- Referral Form (For Bridge-usually completed by HCS CM)
- Application
- Participant Agreement
- SHA Authorization for the Release of Information
- “How to Keep Your ALTSA Subsidy” document



The HCS/AAA Case Manager or CCG/ SHP will:

- Complete ALTSA Rental Subsidy application packet with client.
- Carefully review Participant Agreement with the client prior to client signature, including full review of “How to Keep Your ALTSA Subsidy”
- Assist client to obtain copies of current photo ID and SS card.
- Assist the client to complete the ALTSA Housing Needs Assessment form.
- Complete a tenant background screening (i.e. ORCA, Acranet, myscreeningreport.com, etc.).
HCS/AAA Case Manager may authorize a CCG/SHP to assist the client for this transaction.



Clients must use the same name and signature on documents from subsidy application to lease signing. Best practice would be to use the name on the SS card and Photo ID, so they can build a history under the name they will be required to use for housing beyond the ALTSA paid subsidy.

The completed application and supporting documents must be emailed to the HPM. After review, the ALTSA HPM will submit the application and supporting documentation to SHA.

The HPM will verify and attach the income verification if client receives benefits from the Social Security Administration. If the applicant has other sources of income (private pension, alimony, etc.) or deductible expenses such as child support, the CCG/SHP must assist in getting that documentation.



What do I do if I can't get the application completed or obtain all the documents?

If you submit an incomplete application, it will not be processed. Photo ID and SS card are not required to submit the application. However, ID is required to apply for an apartment, so this task should be completed with clients ASAP.

If there is an unusual reason the application cannot be completed or documents obtained, communicate with the HPM to strategize next steps.

2. Issuance of Search Packet

SHA will process the application and calculate the client's rent portion based on client's income and housing search zip code. SHA will email the Housing Search Packet to the CCG/SHP and HPM. The packet includes:

ALTSA Subsidy Cover Sheet: Gives the CCG/SHP directions for each form/document included in the packet.

ALTSA Rent Subsidy Voucher: The voucher must be signed and dated by the client. It is proof that the client is eligible for the subsidy. A copy of the signed voucher must be returned to SHA.

Subsidy policies are on listed on the voucher. The client must utilize the voucher (lease up) within 180 days of issuance. The issuance and expiration dates are both listed on the voucher. If housing cannot be obtained within the initial 180 days, request an extension through the ALTSA Housing Program Manager.

Voucher Calculation Form: SHA completes the top section of this form, which will provide the Maximum Monthly Rent and Utilities the client is able to afford with the subsidy. The goal is to ensure clients pay approximately 30% of their income toward rent, leaving enough to pay for utilities and other living expenses. The remainder of this document is left blank so that when a



Am I required to complete the bottom portion of the Voucher Calculation Form?

There is no requirement to complete the remainder of this form, it is simply a tool to use if you wish. The ALTSA HPM can provide training if requested. It can be quite confusing and if information is not entered properly, the final numbers will be inaccurate.

unit is found, the appropriate information can be entered which will help determine if the unit rent is within the maximum allowed. The very bottom of the form provides directions on how to figure how much of the total rent the client will pay.

Utility Allowance Form: The Utility Allowance Form indicates the average monthly cost for utilities in the zip code area listed on the Referral Form. Use it to help ensure the client has budgeted for monthly utility expenses.

Letter to Landlord: This document informs the potential landlord what must be submitted to SHA to set up a Housing Assistance Payment (HAP) Contract. The HAP Contract makes it possible to receive subsidy payments. Subsidy payments cannot be made without a signed HAP Contract!!

Request for Tenancy Approval (RFTA): Notifies SHA that a landlord has agreed to rent an apartment to the voucher holder. The landlord completes entire form with CCG/SHP and client.

Additional Landlord documents: Additional Unit Information; Addendum Acknowledgement; Lead-Based Paint Disclosure; Landlord Information (lead-based paint).



[3. Subsidy Briefing](#)

CCG/SHP will complete a briefing appointment with client. This includes:

- Review the Participant Agreement signed by the client.
- Client signs and dates the voucher. A copy of the signed voucher must be submitted to the HPM
- Review the rent calculation form
- Review the Utility Allowance Form
- Explain Request for Tenancy Approval (RFTA) document and procedures – The RFTA is completed by the landlord once the client is approved for a unit.



I've never completed a subsidy briefing, is there assistance available for the first few?

ALTSA HPMs are available to assist with these briefing appointments if the CCG/SHP is unfamiliar with subsidized housing requirements.

4. Housing Search

The CCG/SHP will assist the client in locating housing that fits the client's preferences. The search must balance client preference with housing market availability. Landlords must agree to accept the ALTSA subsidy and accept payment from SHA. The CCG/SHP must ensure the unit meets fair market rental rates and utilities amounts as defined in the voucher payment standard and is included in the search packet.



Do not allow a lease to be signed UNTIL the rental unit has passed a Housing Quality Standards (HQS) inspection. Signing a lease prior to inspection can result in denial of the subsidy and obligates the signer for all lease requirements.

5. RFTA Completion

Once a client is approved for an apartment, the landlord must complete the RFTA and other landlord documents in the Housing Search Packet. This form provides the information needed for SHA to determine if the unit meets the rent requirements the client needs to remain below the maximum rent and utilities allowed. The RFTA must be submitted in order for the Housing Quality Standards (HQS) Inspection to be scheduled.

- The CCG/SHP provides the RFTA to the landlord to complete. The entire form must be filled out – there should be no blank spaces or the form may be rejected. An example is included.
NOTE: Landlord = Lessor; Tenant = Lessee)
- The CCG/SHP submits the RFTA to the ALTSA HPM for review.
- The ALTSA HPM will submit the completed RFTA to Spokane Housing Authority. SHA will ensure the unit rent amount is appropriate and fits within the calculation.
- If the unit rent exceeds the payment standard, SHA will inform the ALTSA Housing Program Manager. The HPM has authority to approve or deny a higher Voucher Payment Standard in order to allow a higher rent amount. The ALTSA Housing Program Manager may ask for additional information from the CCG/SHP to make this determination.



DO NOT COPY THE RFTA FOR FUTURE USE!



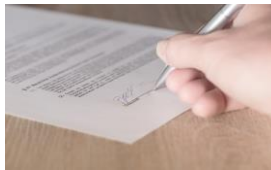
6. HQS (Housing Quality Standards) Inspection

Once SHA has reviewed the RFTA and approved the rent/utility calculation, they will arrange for an HQS Inspection directly with a local housing authority. **The CCG/SHP (or any other outside parties) must not contact the local housing authority scheduling the inspection.** If there are questions/concerns in regards to the HQS Inspection, direct those to the HPM. The local housing authority will contact the landlord to schedule the inspection. The unit **must** pass the HQS Inspection prior to a lease being signed.



If a unit does not pass inspection, the landlord has the option to correct the failing items and a re-inspection will be scheduled. If the landlord is unwilling to make the necessary correction to the unit, the client is unable to lease the unit using the ALTSA Rental Subsidy. The CCG/SHP and client will need to resume housing search efforts and a new RFTA will be issued from SHA. The CCG/SHP can suggest the landlord connect to the [Landlord Mitigation Program](#) to assist with financial support in repairs/upgrades needed to get the unit to pass inspection.

7. Leasing up upon Passing HQS Inspection



Client is able to sign lease agreement with landlord and arrange a move in date once the HQS Inspection has passed. Leases should be **1-year in length**.

CCG/SHP can pay move-in costs with CM/HPM authorization, and may be able to provide other ALTSA Community Transition Services upon CM/HPM

authorization.



What do I do if a landlord is unwilling to sign a 1-year lease?

If the landlord is unwilling to sign a 1-year lease, the CCG/SHP must receive approval from the ALTSA Housing Program Manager for a different lease term.

8. Move-in Date – Copy of Lease

CCG/SHP will provide a copy of the lease and communicate move-in date to ALTSA HPM. The HPM will review and submit to SHA. SHA must also receive all the documents requested on the “Letter to the Landlord”.

[9. HAP Contract Execution / Subsidy Payments](#)

After SHA has received a copy of the signed lease and the other supporting documents requested they will send the HAP (Housing Assistance Payment) Contract to the landlord. The landlord must sign the HAP Contract and return it to SHA in order for subsidy payments to begin. Once the signed HAP Contract is received, it could take up to **60 days for the first subsidy payment** to be issued. The CCG/SHP must inform the landlord of this information. The initial payment will include any subsidy owed to date.



Subsidy payments will begin in the first full month of tenancy. The CCG/SHP must ask the authorizing case manager for approval to pay prorated rent for the first month if the lease is signed after the 1st day, and required deposits or fees.



The HAP Contract **prohibits** landlords from charging a late rent fee to the client if the subsidy payment has not been received. If this occurs, the CCG/SHP should inform the landlord this is not permitted. If there are additional questions/concerns, the landlord should contact the ALTSA HPM or SHA.

[10. Change of Circumstances](#)

If a client has a change in income or other circumstances, the CCG/SHP should send an email to the HPM updating them on the client's situation.

[11. Termination of a Lease](#)

For SHP's, when a lease is terminated, they must notify the HPM of the termination date ASAP, requesting that subsidy payments stop on that date.

[12. New Housing Search](#)

In order for a client to sign a new lease using this subsidy, contact the HPM. It may be necessary to submit a new application packet. A new voucher will be issued.

Communication with SHA **must always** include the ALTSA Housing Program Manager. No other outside parties should be communicating with Spokane Housing Authority in regards to the ALTSA Rental Subsidy. All communication regarding ALTSA Subsidies must occur with the ALTSA Housing Program Manager and SHA.