## MARKETING - OUTREACH - REFERRAL

## Solicitation Letter to Owner/ WHEDA solicits for units by contacting LIHTC awardees When letter of intent is received, to TSP & AFHMP) WHEDA orders the Environmental Review, along with reviewing the TSP and AFHMP that was submitted by the Owner. (This includes revised submissions of TSP & NO YES AFHMP) **OWNER Not Approved** reviews and signs RAC. TSP & AFHMP sent back to Owner for revisions. Owner/Management Agent **Approved** units on TSP, AFHMP,& WIHousingSearch.org Environmental which is part of Review - RAC Social Serve PAIR issued to Owner. WHEDA will use Social Serve PAIR to view all the available units per the RAC, and will confer with DHS regarding applicant match. third party verifications. **Applicant** Rejected **OWNER** must notify Applicant, DHS and WHEDA of rejected application

DEPT. OF HEALTH & HUMAN SERVICES Management Agent, and request (DHS) reaches out to their client base to submit TSP & AFHMP with for eligible applicants. letter of intent. (This includes request to Owner for revisions DHS determines applicant eligibility - verifying home and community-based waiver eligibility. DHS will use Social Serve PAIR to complete prescreening through an initial questionnaire. Prescreening criteria includes: Total household income at or below 30% of AMI, Medicaid recipient, Disabled as defined by HUD 811, Age 18 or over and below 62 years of age, and not convicted of methamphetamine production. will list Section 811 PRA Program DHS enters eligible applicants into Social Serve PAIR, and maintains the waiting list. Applicants are prioritized once the application is complete. DHS will notify eligible applicants: 2 months in advance for new units, and within 1 week of notice of turn-over for existing units. DHS will inform the Owner/Management Agent of applicant / unit match within 5 days. Owner/Management Agent conducts their own applicant screening, as well as final verification of income and assets per HUD Guidelines to determine the tenant portion of monthly rent using Enterprise Income Verification (EIV), and **Applicant Approved** OWNER must notify Applicant, DHS and WHEDA of approval Applicant has the right to appeal the "rejected application" decision in writing or request a meeting Owner/Management Agent schedule a Briefing session within 14 days, and the right to request reasonable and Lease signing with applicant, and review house rules. accommodations to participate in the informal hearing Owner meets with Applicant(s) to discuss rejection Applicant/Tenant moves into the Section 811 PRA unit notice, and meeting must be conducted by a member of the Owner's staff who was not involved in the initial decision to reject admission or assistance. Within 5 business days of the owner response or **OWNER** must submit monthly HAP request and required meeting, the Owner must advise the applicant in writing **HUD Forms/Documents to WHEDA for HAP payment** of the final decision on eligibility.

> WHEDA reviews and processes the HAP submission and disburses monthly HAP payments

Rejection **Owner notifies WHEDA** & DHS of Appeal decision ending in rejection. STOP

process

Application **Approved** 

## **UNIT TURN OVER PROCESS**

DHS WHEDA **OWNER - MANAGER TENANT** DHS receives notice of Tenant notifies property Owner lists available unit intent to vacate from manager & case manager on WIHousingSearch.org tenant, and begins process of intent to vacate in at least 6 months in to fill upcoming vacant accordance with lease advance for new units, unit. agreement (30 - 60 days) and for occupied units (at or for unexpected least 2 months) vacancy DHS will filter eligible applicants for matches with available units, and notify Owner/Management of applicant/unit match within 5 days. Owner/Management Agent conducts their own applicant screening, as well as final verification of income and assets per HUD Guidelines to determine the tenant portion of monthly rent using Enterprise Income Verification (EIV), and third party verifications. **OWNER** must notify Applicant, DHS OWNER must notify Applicant, DHS and WHEDA of and WHEDA of rejected application approved application Applicant has the right to appeal the "rejected Owner/Management Agent schedule a Briefing session application" decision in writing or request a meeting within 14 days, and the right to request reasonable and Lease signing with applicant, and review house rules. accommodations to participate in the informal hearing process Applicant/Tenant moves into the Section 811 PRA unit Owner meets with Applicant(s) to discuss rejection notice, and meeting must be conducted by a member of the Owner's staff who was not involved in the initial decision to reject admission or assistance. **OWNER** must submit monthly HAP request and required Within 5 business days of the owner response or **HUD Forms/Documents to WHEDA for HAP payment** meeting, the Owner must advise the applicant in writing of the final decision on eligibility. WHEDA reviews and processes the HAP submission and

Rejection stands
Owner notifies WHEDA

& DHS of Appeal decision

ending in rejection.

END

**Application** 

**Approved** 

disburses monthly HAP payments

