



## **PHA Profile: King County Housing Authority Housing Access and Services Program (HASP) Housing Choice Voucher Program**

### **Basic PHA Stats**

Location: Tukwila Washington

Housing Choice Vouchers: 8,152

Public Housing Apartments: 2,724

### **Program Description**

The Housing Access and Services Program (HASP) began in 2000. It combines non-elderly disability vouchers with crisis intervention, housing search, and housing stability services for people with disabilities. With 1750 vouchers in use, it represents one of the largest disability programs of its kind in the country. KCHA receives referrals to the program from a consortium of disability service systems throughout King, which in turn directly provide or fund third-party service providers to provide ongoing supportive services when needed by program participants. KCHA screens the referred households for eligibility for Housing Choice Vouchers (HCV) and issues them vouchers. The program is coordinated by a nonprofit agency, which also provides safety-net services for participants who are no longer connected to their original service provider and who face housing crises.

### **Motivation**

KCHA recognized that individuals with disabilities who receive vouchers often require additional assistance with housing search and housing stability in order to obtain and remain in housing. This program is structured to provide access to vouchers for local disability providers in combination with the necessary services to keep these individuals in housing.

### **Resources Required**

HASP requires few additional staff resources other than a small amount of administrative time to review initial “short applications” and manage contracts with partner agencies. The program does not require Moving to Work (MTW) designation. Each disability system in the consortium agrees to pay a proportionate share of the service costs and to continue to participate in the program from year to year.

### **Challenges**

Consortium members struggled with how to best establish their proportionate costs for the program coordination and safety-net services provided by the nonprofit coordinating agency. A consultant helped to determine these costs. Over time, the benefits to the clients in terms of leasing success and housing stability have demonstrated the value of the program to consortium members.

### **Rewards**

The Housing Access and Services Program has achieved the lowest turnover and highest housing stability rate of any of our voucher programs. Also, the service partners are incredibly grateful to have permanent housing to offer their disabled clients.

## Partners

Partner Name	Type of Organization/ Roll in Program
YWCA	Non-profit agency that coordinates program and provides safety-net housing crisis intervention services
King County Government	County Divisions of Mental Health and Chemical Dependency, Developmental Disabilities, and Veterans fund mainstream services and provide referrals.
Lifelong AIDS Alliance Aging and Disability Services VA State Developmental Disabilities Division	Service providers/referral sources

## Documentation Changes Made

Document	Document Changes
Admin Plan	Sections of the Administrative Plan that relate to the program are attached.
Procedure Documents	Short application for initial referrals attached. Contract with coordinating nonprofit agency attached.

## Words of Wisdom from King County Housing Authority

“HASP voucher holders have the lowest negative exit reasons of any of our Section 8 programs, including our general purpose vouchers. On countless occasions, the YWCA has helped disabled voucher holders find the resources to clean out an apartment so it can pass inspection. The staff also intervenes with landlords to resolve issues and follows up with HASP participants to make sure they submit their annual paperwork packets. Our low failure rates for HASP participants are a testament to the success of the program.”

## Contact Person for PHAs Interested in Implementing a Similar Program

Name	Title	Phone	Email
Kristy Johnson	Director, Homeless Housing Initiatives	206-574-1357	kristyj@kcha.org

## **SECTION 5. PARTICIPANT SELECTION**

Among income eligible applicant families of the size and composition appropriate to available Vouchers, families will be selected without regard to race, color, religion, age, sex, national origin, familial status, marital status, parental status, sensory, mental, or physical disability or the use of a trained guide dog by a visually or hearing impaired person. In addition, no person will be automatically excluded from participation in or denied the benefits of the Housing Voucher Program solely because of membership in a class such as unmarried mothers, recipients of public assistance, persons with a disability, etc.

The HA's Participant Selection system will be administered in a manner that is not incompatible with Title VI of the Civil Rights Act of 1964, the Federal Fair Housing Act, Executive Order 11063, as amended, Executive Order 12259, Executive Order 12892, Title II of the American with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, state or local Fair Housing laws, and any other HUD requirements and regulations issued under the above authorities.

Specific participant selection procedures, definitions and requirements not covered in this Administrative Plan or in the MTW agreement will adhere to the guidelines of 24 CFR Part 882, Part 982 and Part 983.

### **A. INCOME TARGETING REQUIREMENTS**

The HA will adhere to the statutory requirement that 75% of newly admitted families in any fiscal year be families who are extremely low-income (at or below 30% of the area median income). To ensure this goal is met, the HA will twice yearly monitor incomes of newly admitted families and the income of the families on the waiting list. If it appears the requirement is not being met, the HA retains the right to skip higher income families on the waiting list to reach extremely low-income families. If there are not enough extremely low-income families on the waiting list, the HA will conduct outreach on a non-discriminatory basis to attract extremely low-income families to reach the statutory requirement.

### **B. DEFINITIONS OF LOCAL PREFERENCES**

1. **Involuntarily Displaced.** A family is or will be considered involuntarily displaced if the applicant has vacated or will have to vacate the unit where the applicant lives because of one or more of the following:
  - Displacement by disaster;
  - Displacement by government action;
  - Displacement by action of a housing owner (where a signed lease existed);
  - Displacement by domestic violence. Domestic violence is defined as actual or threatened physical violence directed against one or more members of the applicant's family by a spouse or other member of the applicant's household;

- Displacement to avoid reprisals
  - Displacement by hate crimes. Hate crimes are actual or threatened physical violence or intimidation that is directed against a person or his or her property and that is based on the person's race, color, religion, sex, national origin, disability, or familial status;
  - Displacement by inaccessibility of unit;
  - Displacement because of HUD disposition of a multifamily project.
2. **Substandard Housing.** A family is living in "Substandard Housing" if they are "Homeless" as defined in Section 2 of this administrative plan, or if living in housing that:
- Is dilapidated;
  - Does not have operable indoor plumbing;
  - Does not have a usable flush toilet inside the unit for the exclusive use of the family;
  - Does not have electricity, or has inadequate or unsafe electrical service;
  - Does not have a safe or adequate source of heat;
  - Should, but does not have a kitchen;
  - Has been declared unfit for habitation by an agency or unit of government.
3. **Rent Burden.** A rent burdened family is a family who is currently paying more than 50% of total family income for rent and utilities. *(Applicants currently living in public housing or receiving rental assistance will not be eligible to claim this preference.)*

### C. VERIFICATION OF LOCAL PREFERENCE

Prior to be placed on the Section 8 waiting list, all applicants must initially claim qualification for one of the three local preferences on their application for housing. Verification will only be required at this point if the HA has evidence indicating that misrepresentation has occurred or otherwise showing that the declaration is inaccurate. Prior to actually being selected for housing, applicants will be required to document that a preference still exists (See Exhibit E of the Administrative Plan for specific verification requirements). However, an applicant whose verified annual income is at or below 75% of that of an extremely low-income household (i.e., 75% of 30% of AMI) will be allowed to self-certify preference information.<sup>1</sup> *(This certification waiver does not apply to those applicants living in public housing or receiving rental assistance.)*

If a Section 8 applicant is currently receiving tenant-based assistance under the HOME Program, the HA determines whether the applicant qualifies for a Federal Preference based on the situation of the applicant at the time they received assistance from the HOME Program.

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<sup>1</sup> Approved under MTW 4/5/04

## D. ESTABLISHING A LOCAL PREFERENCE

The HA will publicly notify interested parties for comment any time a new local preference is proposed or a current local preference is revised. Interested parties will be invited to comment on the proposed additions and present any concerns they feel should be addressed. Any change in the HA local preference will be made in accordance with the provisions of the MTW agreement and the annual plan.

## E. ORDER OF SELECTION

Only those applicants qualifying for one of the three categories listed below will be selected for receipt of Housing Voucher assistance. All others will be determined to be ineligible for the Section 8 program.

1. **Category 1 - General Non-targeted Housing Voucher Funding.**
  - a. A family who qualifies for one of the three local preferences will be selected in order by a computer generated random number assigned at the time the application was taken.<sup>2</sup>
2. **Category 2 – Targeted Housing Voucher Funding.**

Only eligible applicants who qualify for one of the three local preferences and who document qualification for one of the targeted voucher programs as listed below may be housed ahead of Category 1 applicants for vouchers under specific targeted programs.

All targeted voucher preferences are listed below:

- a. **Scattered-site Permanent Supportive Housing**
  - i. **Housing Access Services Program (HASP) - This program serves people with disabilities, primarily single adults under the age of 62. Referrals are made from one of three sources: 1) current King County Housing Authority residents or applicants described below; 2) a consortium of King County's mainstream human service and behavioral healthcare systems or 3) specific social service provider agencies. These systems directly provide and financially support contracted services such as housing search, crisis intervention, case management and/or clinical services to referred participants.**

Qualifying applicants will be offered HASP vouchers in the following order:

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<sup>2</sup> Approved under MTW 7/21/08

- 1) Current disabled residents in King County Housing Authority mixed population buildings who are under the age of 62, but only during a specified time period designated by the HA.
- 2) Current disabled applicants who are under the age of 62 and who are applying for King County Housing Authority mixed population building, but only during a specified time period designated by the HA.
- 3) Applicants referred by the following outside agencies:
  - A consortium of continuing care facilities, under HASP, working with disabled clientele according to the following criteria:
    - Disabled applicants who are either homeless or have been determined by their service provider agency to be prepared to move to permanent housing from temporary or transitional housing programs such as:
      - ❑ Cluster Housing
      - ❑ Shelters
      - ❑ HOPWA funded transitional programs
    - Disabled applicants who have been determined by an agency to be prepared to transition from a supervised living arrangement to a supported living arrangement, such as clients who are transitioning from:
      - ❑ Group Homes
      - ❑ Hospitals
      - ❑ Living with Family Care Givers
      - ❑ Congregate Care Facilities
      - ❑ Assisted Living Facilities
      - ❑ Physical Rehabilitation Facilities
    - Applicants that are participating in an agency-coordinated and/or sponsored program.

b. **Homeless Family Supportive Housing Programs** - These programs serve families with children who are Homeless, at risk of Homelessness, at risk of separation as a result of poor living conditions, exiting KCHA-recognized emergency and transitional housing, and survivors of domestic violence. Referrals are made from supportive service providers and government child welfare agencies that are operating under a written agreement with KCHA to provide housing search, crisis intervention, housing stabilization, and/or case management services to participants. Examples include Family Unification Program, Domestic Violence and 2163 Homeless programs.

- c. **Terminally Ill Housing Program** – This program serves applicants who have a terminal illness and are likely to die before they could receive and use assistance in the form of a Voucher if they had to wait their chronological turn on the waiting list. Terminally ill applicants are defined as individuals with a medical prognosis that their life expectancy is three years or less. In the case of applicants suffering from the AIDS virus, only individuals classified with an AIDS Indicator Condition of C1, C2, C3, or B3 meet the definition of terminally ill. The condition must be documented by the attending physician and/or a Social Service Agency that has been working with the applicant and can provide the necessary information.
  - d. **Additional Special Needs Programs**
    - i. These programs will serve participants who are either Homeless or at risk of Homelessness where referrals will be made from the supportive service providers that are operating under a written agreement with KCHA to provide housing search, crisis intervention, housing stabilization, and/or case management services to participants. An example of this program would include the Veteran Affairs Supportive Housing Program.
3. **Category 3 – Special Admission Assistance**
- a. When the HA receives funding from HUD targeted for families living in specified units, the family may be admitted to the program without placement on a waiting list. Families qualifying for Category 3 may be selected any time the targeted assistance is made available. Examples include current Public Housing residents who are living in units being demolished as a result of HOPE VI or other community redevelopment programs or families being displaced from other HUD assisted housing where the owner is opting out of the contract.
  - b. Applicants who, as determined by the HA, are in urgent situations where they may or may not be currently on a waiting list. All such situations will be verified as to the urgency of the applicant’s housing needs and will only be approved by the Executive Director.

**EXHIBIT A - SCOPE OF WORK**

**YWCA: HOUSING ACCESS AND SERVICES PROGRAM**

**Contract #: KW-09-001-26**

**OVERVIEW OF CONTRACT:**

**Contract Period:** January 1, 2010 – December 31, 2015

**Provision of Services:** Manage and coordinate housing services. In performing such services, the Agency shall at all times comply with all Federal, State and local statutes, rules and ordinances applicable to the performance of such services and the handling of any funds used in connection herewith. KCHA may, subject to the provisions contained in Section 8, Default and Termination, by written notice of default to the Agency, terminate this Contract for (a) acts by the Agency outside of the scope of described services or (b) failure to perform any of the services or reporting activities specified in this Contract.

**SCOPE OF WORK TO BE PERFORMED BY AGENCY:**

The Agency shall provide HASP program coordination and assistance to Section 8 Special Programs’ participants during lease-up and while housed including, but not limited to, the following:

<b>Services to be performed</b>	<b>Tasks</b>
<b>Serve as coordinator of the HASP Consortium and the primary liaison between KCHA, King County’s Service Systems, and direct service providers.</b>	<ul style="list-style-type: none"><li>• Work with Consortium members and KCHA to ensure compliance with Memorandum of Understanding and collaboration among systems (on-going).</li><li>• Coordinate Consortium meetings. Prepare summary documents of meetings and address issues requiring further action (quarterly).</li><li>• Coordinate training activities for consortium service systems regarding Section 8 policies and procedures, program guidelines and expectations (consortium members case managers’ at least once per year).</li><li>• Represent HASP in other special needs housing forums as appropriate (as needed).</li><li>• All program staff should be directly accessible by phone and email.</li></ul>



**EXHIBIT A - SCOPE OF WORK**

**YWCA: HOUSING ACCESS AND SERVICES PROGRAM**

<p><b>Coordinate the Voucher Referral Process.</b></p>	<ul style="list-style-type: none"> <li>• Coordinate referrals from HASP service systems. Review referrals to see that they are completed properly and meet an initial eligibility screening (on-going).</li> <li>• Attend and participate in client briefings</li> <li>• Facilitate HASP referrals for clients who may not be currently receiving services from countywide service systems (on-going).</li> <li>• Help systems to ensure that clients referred for vouchers actually receive vouchers. Track referral success in monthly client stats report (on-going).</li> <li>• Assist systems in maintaining at least an 85% referral success rate.</li> </ul>
<p><b>Assist with and monitor clients' connections to services.</b></p>	<ul style="list-style-type: none"> <li>• Assist clients who are not connected to services to find appropriate providers when they are referred for a voucher (on-going).</li> <li>• At regular intervals, reach out to clients to determine if they are connected to needed services.</li> <li>• Establish relationships with case managers and call upon them as needed to assist their clients (on-going and as needed).</li> </ul>
<p><b>Assist Section 8 staff in working with special needs clients served by KCHA's Special Programs team.</b></p>	<ul style="list-style-type: none"> <li>• Dedicate staff to be located on-site at the Section 8 office one day per week (ongoing).</li> <li>• Meet with KCHA's Section 8 Senior Housing Specialists regularly to review issues with clients who are housed. Make appropriate outreach to service systems to ensure clients stay housed (monthly).</li> <li>• Assist Section 8 staff in communicating and working with challenging clients and involve service providers as needed (on-going and as needed).</li> </ul>

**EXHIBIT A - SCOPE OF WORK**

**YWCA: HOUSING ACCESS AND SERVICES PROGRAM**

<p><b>Assist Section 8 staff in working with special needs clients served by KCHA’s Special Programs team</b> <i>continued.</i></p>	<ul style="list-style-type: none"> <li>• Assist Section 8 staff in assisting clients in crisis such as eviction by re-connecting clients to services and seeing that they are stabilized in their housing (on-going).</li> <li>• Review noncompliance letters and intervene to prevent terminations of those who need additional assistance with paperwork, inspections, etc.</li> </ul>
<p><b>Develop and maintain county-wide Landlord database for people with disabilities.</b></p>	<ul style="list-style-type: none"> <li>• Conduct outreach efforts to expand list of landlords who are willing to rent to HASP voucher holders, especially the “hardest to house” clients with poor rental and credit histories and criminal backgrounds, and who are good landlords.</li> <li>• Create resources and tools to assist Landlords in communicating with and assisting their disabled clients including the opportunity to request assistance from the YWCA.</li> <li>• Work with disability systems, rental housing associations, the housing finance commission, King County Landlord Liaison Project (LLP) and landlords to establish list of landlords who have accessible units.</li> <li>• Work with disability community and rental housing organizations to increase the availability of housing for low-income people with disabilities.</li> </ul>
<p><b>Assist clients in finding housing and the resources needed to lease-up (including new clients and those who move while on the program).</b></p>	<ul style="list-style-type: none"> <li>• Reach out to all clients individually at briefings to explain the assistance available to them during housing search.</li> <li>• Stay on top of resources available for deposits and make referrals as needed.</li> <li>• Develop search plan with clients and assist in presenting to landlords, establishing references for clients needing a higher-level of service.</li> <li>• Travel with clients to landlord appointments and assist in the coordination of transportation.</li> </ul>

**EXHIBIT A - SCOPE OF WORK**

**YWCA: HOUSING ACCESS AND SERVICES PROGRAM**

<p><b>Assist clients in finding housing and the resources needed to lease-up (including new clients and those who move while on the program) <i>continued</i>.</b></p>	<ul style="list-style-type: none"> <li>• Follow up with clients monthly during housing search to offer assistance.</li> <li>• Identify barriers to lease up and possible resources and programs to assist clients in gaining housing such as home modification grants, security deposits, credibility and certifications.</li> <li>• Assist systems in maintaining a minimum lease-up rate of 85% for clients receiving vouchers.</li> </ul>
<p><b>Implement strategies to ensure that housed clients are successful in their housing.</b></p>	<ul style="list-style-type: none"> <li>• Perform regular outreach directly to housed clients who have been sent a second notice of non-compliance with annual reviews and inspections.</li> <li>• Work with Section 8 to assist clients and case managers with Section 8 paperwork such as Reasonable Accommodations and Annual Reviews.</li> <li>• Work with clients no longer connected to services to re-connect as needed.</li> <li>• Provide referrals to emergency utility and rental assistance programs.</li> <li>• Negotiate with landlords for clients in fragile housing status.</li> </ul>
<p><b>Assist KCHA and the Consortium in identifying and implementing new opportunities to increase supportive housing for people with disabilities in King County.</b></p>	<ul style="list-style-type: none"> <li>• Identify gaps in services, obstacles to clients, and/or needs of program and initiate methods to address challenges and expand resources.</li> <li>• Participate in community planning with the greater disability community to ensure the program is reaching eligible participants and accessing available resources.</li> <li>• Provide KCHA and the consortium with new ideas about how to expand the program to best meet client and consortium member needs.</li> <li>• Assist in the development and review of Project-based Assistance RFQ's and RFP's (as-needed).</li> </ul>

## EXHIBIT A - SCOPE OF WORK

### YWCA: HOUSING ACCESS AND SERVICES PROGRAM

<p><b>Perform administrative and reporting functions necessary for the evaluation and growth of the program.</b></p>	<ul style="list-style-type: none"><li>• Assist in the development of outcome measurements.</li><li>• Use Microsoft Excel client tracking reports to demonstrate at least 50% of staff time as dedicated to specific client needs.</li><li>• Use a KCHA developed web-based data sharing system such as Share Point for program forms, reports and Excel client tracking database.</li><li>• Track all new participants by system and evaluate their success in referral, and lease-up (monthly).</li><li>• Track all housed clients needing assistance to show their needs for intervention and steps taken to prevent them from losing housing. Evaluate data and produce reports to ensure that services are responsive to the needs of the systems clients. Work closely with system reps and case managers during this crisis intervention (as needed).</li><li>• Provide written stories of client success that demonstrate the effectiveness of the HASP Consortium (Minimum 3 per year).</li><li>• Ensure compliance with appropriate Section 8 regulations.</li></ul>
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