

ACTION STEP	Participant	Landlord/ Property Owner	Case Manager	Voucher Administrator	Division of Housing (DOH)
Tenant Selection	- Completes assessment as part of the Coordinated Entry process.	- Shares vacancies with Coordinated Entry. - Sets score range for available vacancies.	- Organization participates in Coordinated Entry Case Conferencing.	N/A	- Approves score range for available vacancies.
Application	- Completes HCV Application including verification of need and works to secure required vital documents.	N/A	- Works with participant to complete HCV Application and secure vital documents. - Provides verification of disabling condition.	- Reviews HCV Applications for completeness and approval.	- Provides a copy of the HCV Application.
Issuance & Briefing	- Attends voucher briefing. - Signs briefing documentation.	N/A	- Helps schedule voucher briefing and attends.	- Works with Case manager and participant to schedule a voucher briefing. - Completes voucher briefing.	- Maintains a copy of the HCV Briefing Packet. - Sort/Draws Waiting List
Pre Lease-Up	N/A	- Screens tenants using Tenant Selection Plan	N/A	- Performs HQS Inspection. - Ensures unit meets rent reasonableness & payment standard.	N/A
Lease-Up	- Signs Lease. - Signs required PBV housing paperwork.	- Ensures unit meets HQS. - Provides copies of the Lease to Voucher Administrator and participant.	- Works with participant to attend lease signing and understand responsibilities. - Identifies Application fee funding if necessary.	- Calculates participant portion of Rent & Utilities. - Submits documentation to DOH for approval and payment.	- Review and approves lease-up information and documentation. - Sends Housing Assistance payments out to landlord on monthly check runs. - If applicable, sends Utility Assistance Payment to participant.

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Long-Term	<ul style="list-style-type: none"> - Maintain unit and lease obligations. - Informs Voucher Administrator of changes in income and household composition. - Informs Voucher administrator and case manager of any changes in tenancy. - Participates in annual HQS and Certification requirements with Voucher Administrator. - Pays 30% of income directly to landlord. - Pays for utilities. - Follows participant responsibilities. 	<ul style="list-style-type: none"> - Comply with the terms of the lease and HAP Contract. - Cooperate with Voucher Administrator in addressing HQS inspections and fixing fails. -Collects rent from participant. 	<ul style="list-style-type: none"> - Works with participant to maintain housing stability. - Provides life-skills focused case management. - Enrolls participant in long-term case management through Community Mental Health Center of other entity. 	<ul style="list-style-type: none"> - Conducts certifications as needed. - Conducts annual recertification and HQS annually. - Conduct annual HQS inspections. - Adjusts tenant portion as necessary. - Conducts tenant conferences when necessary. - Engages with the landlord when needed. 	<ul style="list-style-type: none"> - Approves certifications. - Sends out monthly Housing Assistance Payment to the Landlord. - Sends Utility Assistance Payments to participant via EBT card. - Intervenes in landlord disputes.
Move-Outs	<ul style="list-style-type: none"> - Provides notice of changes in tenancy to landlord and Voucher Administrator. - Provides copies of any and all eviction notices to Voucher Administrator. - Attends walk through inspection before leaving with landlord. - Pursues mutal recission of lease when possible with landlord. 	<ul style="list-style-type: none"> - Works with case management and participant to avoid evictions whenever possible. - Posts a 3-day notice before starting eviction proceedings. - Only pursues terminations/evictions in extreme circumstances. - Secures Mutual recession from participant whenever possible. - Completes walk through inspection with participant of unit. - Conducts Eviction Proceedings. 	<ul style="list-style-type: none"> - Works with participant and landlord/property owner to prevent evictions. 	<ul style="list-style-type: none"> - Creates payment holds and moves participant out of unit. 	<ul style="list-style-type: none"> - Reviews move actions. - Provides Technical Assistance when 3-day notices are posted - Suspends Housing Assistance payments to landlord and Utility Assistance Payments to participant.
Terminations	<ul style="list-style-type: none"> - Participant signs voucher relinquishment form. - Participant commits a major program violation. - Participant is absent from unit for 120+ days. - Participant has an expired certification. - Participant passes away. 	N/A	<ul style="list-style-type: none"> - Works to outreach participant in order to prevent terminations. - If termination does occur works with participant to find another housing resource. 	<ul style="list-style-type: none"> - Completes Termination Checklist and sends termination request to DOH. 	<ul style="list-style-type: none"> - Reviews termination requests. - If termination is appropriate DOH sends termination letter.