

# Housing 101 for Supports Planners

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# MFP Housing Staff

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## Housing & Compliance Director

- Represents MFP/MDH in Maryland Partnership for Affordable Housing
- Training and Outreach
- Contact for tenant issues process



## Housing Specialist

- Provides technical assistance to Supports Planners on applying for and accessing housing; coordinating transitions; and sustaining tenancy

# Training Objectives

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- Learn how to conduct a housing assessment to identify a person's housing related goals, preferences, needs, and barriers
- Learn what documentation is needed to obtain housing and which forms to use
- Understand affordable housing terms and programs
- Learn about keys to successful transitions from nursing facilities
- Learn how to support successful tenancy
- Learn about Maryland's housing initiatives for people with disabilities, the Supports Planner's Role, and how to apply

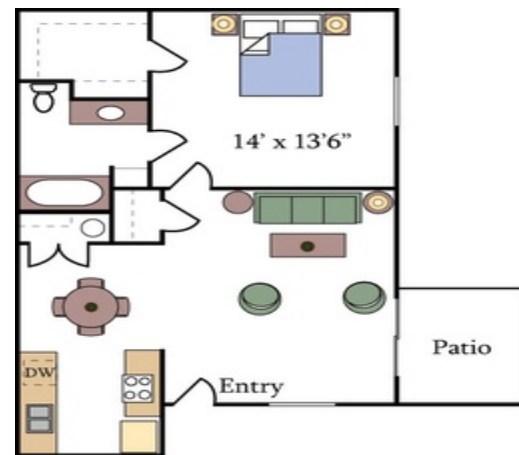


# Housing Assessment: “Where do you plan to live in the community?”

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## A Housing Assessment...

- Is a series of questions that helps you understand what a person’s planned or desired living situation is
- Should be part of your initial contact
- Is a conversation that continues over time



# A Housing Assessment ...

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- Includes:
  - Where a person wants to move and type of housing desired
  - What their ideal living situation is
  - What can they afford
  - What was their last community living situation, including successes and obstacles
  - What accessibility features are needed
  - What documentation needs to be obtained and what barriers need to be resolved
  - Are they currently on any housing lists



# What is important in a Community?



## Accessibility

- Unit
- Property
- Transportation
- Sidewalks



## Healthcare Services

- Primary care and specialists
- Hospitals
- Pharmacies
- Behavioral health services
- Support or wellness groups
- Local Health Department



## Safety

- Response times for police station, fire department, ambulance services, etc.
- Crime reports ([www.crimereports.com](http://www.crimereports.com))
- Security features of property
- Neighborhood watch groups



## Community Services and Resources

- Schools
- Parks, playgrounds, public spaces
- Grocery and retail stores
- Community organizations
- Access to recreational and social venues



# Housing Assessment: Identifying & Addressing Barriers

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**Barrier:** Anything that would prevent a person from being approved for housing or moving in

## Common Barriers:

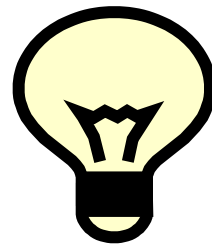
- Past Electricity Bills
- Credit Issues
- Criminal History
- Poor Rental History
- Lack of Family Support



# Barriers: Electric Bills

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- **Past Due Electricity Bills- Address Immediately!**
    - Contact the utility company to find out amount owed
    - Inform utility company of participant's current situation
    - Request a letter stating the participant is on a payment plan
    - Connect with community resources for assistance
      - Local organizations, charities, faith-based organizations
      - Energy Assistance: Arrearage Retirement Assistance
- <http://dhr.maryland.gov/office-of-home-energy-programs/>





# Barriers: Lack of Family Support

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- **Working with family**

- Not everyone will be supportive of the transition
- Encourage open dialog with the family members involved
  - What are the concerns?
  - What would a “safe” living situation look like?
- The participant has the right to make their own decision
- Don’t allow family to discourage the participant
- Always advocate for the participant
- Connect with peer support
  - Centers for Independent Living (<http://www.ilru.org/projects/cil-net/cil-center-and-association-directory-results/MD>)



# Barriers: Credit History

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- Assess what type of credit issues exist and how it may impact housing
- Assist with obtaining their credit report (can request a free copy every 12 months)

<https://www.annualcreditreport.com>

- Go through report with participant to make sure information is accurate and identify potential issues
- Get Help:
  - Guidewell Financial Solutions, <https://www.guidewellfs.org/>, 1-800-642-2227
  - Maryland Money Helpline: 1-877-254-1097
  - Your Money, Your Goals Toolkit: <https://www.consumerfinance.gov/practitioner-resources/your-money-your-goals/toolkit/> & “Focus on People with Disabilities” companion guide:  
[https://s3.amazonaws.com/files.consumerfinance.gov/f/documents/cfpb\\_ymyg\\_focus-on-people-with-disabilities.pdf](https://s3.amazonaws.com/files.consumerfinance.gov/f/documents/cfpb_ymyg_focus-on-people-with-disabilities.pdf)



# Barriers: Criminal Background

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- Ask the participant if they have a history of arrests, criminal charges, or convictions (misdemeanor and/or felony)
- Look up criminal background on Maryland Judiciary Case Search (Maryland charges only)  
<http://casesearch.courts.state.md.us/inquiry/inquiry-index.jsp>
- Look into what charges could be expunged or shielded from record
  - Understanding expungement in MD:  
<http://www.mdcourts.gov/courtforms/joint/ccdccr072br.pdf>
  - Guide to expungement of nuisance crimes  
<http://www.courts.state.md.us/district/forms/criminal/dccr072a.pdf>
  - Do not give legal advice (see legal resource slide)



# Barriers: Rental History

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- Has the participant ever been evicted or owe another housing community money?
  - Help them set up a payment plan if possible
  - Any HUD assisted housing will not accept an individual for housing if money is due to another housing agency
- Ask previous landlords to provide a reference letter (on time rental payments and good tenancy)
- Always advocate for the participant



# Addressing Barriers

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- Know the type of housing and the rules (affordable housing, market-rate housing)
  - Ask for the administrative plan or tenant selection plan
    - What is the screening process?
    - What are the appeal rules?
- Appeal denial or submit a reasonable accommodation
  - For each barrier have one mitigating document
    - What circumstances have changed so that current behavior will be different from past behavior?
      - Reference letter, proof of payment plans or rent/bill payment, proof of treatment or services
- For serious barriers consider other possible options
  - Roommate situations, private landlords, or co-signed leases.



# Reasonable Accommodations

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- **Ask: Are any of these barriers to housing related to the person's disability?**
- Reasonable Accommodations:
  - A change in rules, policies, practices, or services so that a person with a disability will have an equal opportunity to use and enjoy a dwelling unit or common space.
  - Examples:
    - Credit issues related to hospitalizations or medical bills related to the persons disability
    - Criminal background related to mental health disability, now receiving treatment and has supports in place



# Sample Reasonable Accommodation Letter

## My Sample Letter for Requesting a Reasonable Accommodation

[Date]

Mr./Ms. Property Manager or Owner

Name of Housing Authority or Management Company

Address

Dear \_\_\_\_\_:

I am writing to request a reasonable accommodation with regard to my disability and my housing. Specifically, I am writing to request:

*(Example: that any future notices be sent to me in large print – at least 16 point font)*

I need this accommodation because:

*(Example: I have a visual impairment and find small print to be difficult to read).*

I have enclosed a letter from my health care provider stating that this request is necessary. As you probably are aware, because I have a disability, fair housing laws entitle me to a reasonable accommodation. Thank you for your consideration. I look forward to speaking to you about this request. Please contact me at *(your phone number \_\_\_\_\_)*.

Sincerely,

*(Your name)*



\*From “My Own Front Door” handbook

# Housing Assessment: Documentation

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To obtain housing in the community, individuals need to have the following:

- Current ID (Driver's license or State ID)- Check the expiration date
- Social Security Card
- Birth Certificate (In State or Out of State)
- Income documentation (*\*Obtain when housing located*)
  - Social Security Award Letter
  - Bank statements, W-2, paystubs- if applicable





# How Do I Obtain Those Documents?

Social Security Card	Benefit Letter ( Income Statement)
Where: Social Security Administration	Where: Social Security Administration
Forms Needed: Social Security Card Application	Forms Needed: SSA-3288
Items Needed: <ol style="list-style-type: none"> <li>1. Birth Certificate,</li> <li>2. U.S. ID or driver's license or</li> <li>3. Passport</li> <li>4. Letter of Residency</li> </ol>	Items Needed: <ol style="list-style-type: none"> <li>1. Provide Your Social Security Number and ID</li> <li>2. Participant's U.S. ID or driver's license or</li> <li>3. Medicaid Card</li> </ol>
Social Security Application only use BLUE or BLACK INK	All fields must be complete or SSA will not honor form
Cost: Free	Cost: Free
Website: <a href="http://www.ssa.gov">www.ssa.gov</a>	Website: <a href="http://www.ssa.gov">www.ssa.gov</a>



# How Do I Obtain Those Documents?

Birth Certificate	State ID
<p>Where: Local Health Dept. or Division of Vital Records (Reisterstown Rd.)</p>	<p>Where: Maryland Motor Vehicle Administration (MVA)</p>
<p>Forms Needed: Birth Certificate Application</p>	<p>Forms Needed: Application provided by MVA</p>
<p>Items Needed:</p> <ol style="list-style-type: none"> <li>1. U.S. ID or driver's license</li> <li>2. Letter of Residency from facility</li> <li>2. Notarized letter *</li> <li>3. Case Manager's ID*</li> </ol>	<p>Items Needed:</p> <ol style="list-style-type: none"> <li>1. Birth Certificate (actual)*</li> <li>2. Social Security Card (actual)*</li> <li>3. Letter of Residency from facility</li> <li>4. Letter from Physician</li> </ol>
<p>If individual is not born in MD, please contact the state in which they were born</p>	<p>Letter of Residency, Birth Certificate, and Social Security card have to be taken to local MVA to be verified</p>
<p>Cost: \$10 (check or money order)</p>	<p>Cost: Free (if disabled)</p>
<p>Website: <a href="https://health.maryland.gov/vsa/Pages/birth.aspx">https://health.maryland.gov/vsa/Pages/birth.aspx</a></p>	<p>Website: <a href="http://www.mva.maryland.gov/">http://www.mva.maryland.gov/</a></p>



# The Search Is On: Understanding Affordable Housing Options

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- **Affordable Housing Defined:** A tenant pays no more than 30% of income to rent and utilities
- **Area Median Income (AMI):** The median income of a particular Region/County, eligibility for affordable housing is based on a certain % of AMI (i.e. 30% of AMI)
- **US Department of Housing and Urban Development (HUD):** Federal housing agency, finances affordable housing programs
- **Public Housing Authorities (PHA):** Manages and administers affordable federal housing programs for low-income families
  - Housing Choice Vouchers (HCV)
  - Public Housing (PH)
- **Homework: Find the Public Housing Authorities for the areas that serve your participants. What programs are available? What does the participant qualify for?**



# Affordable Housing Programs

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- Housing Choice Vouchers (aka Section 8 Vouchers)
  - Tenant gets a voucher from the PHA
  - Tenant locates rental housing, pays 30% of income for rent
  - Can port voucher to other jurisdictions
- Public Housing
  - Housing owned by the PHA (apartments or houses)
  - Tenant is referred to PH property from PHA wait list, lives in that unit/property
- Project-Based Rental Assistance
  - Rental Assistance is tied to “brick and mortar” of the unit
  - Can be scattered in an apartment community
  - Apply at the specific property



# Non-Elderly Disabled Category 2 Vouchers

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- Special Purpose Housing Choice Vouchers (HCV) for Non-Elderly Persons with Disabilities, 61 years or younger, and transitioning from a nursing facility or other type of institution
- Eligibility
  - Between ages of 18-61
  - Person with a disability
  - Identified and referred by Money Follows the Person as someone who is transitioning from a nursing facility or other institutional setting
  - Otherwise eligible for HCV program
  - Selected from the Public Housing Authority's HCV waiting list.



# Non-Elderly Disabled Category 2 Vouchers

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- Public Housing Authorities in MD with NED Cat. 2 Vouchers:
  - Baltimore County Office of Housing
  - Housing Authority of Baltimore City
  - Howard County Housing Commission
  - Maryland Department of Housing and Community Development (serving Allegany, Caroline, Dorchester, Garrett, Frederick, Kent, Somerset, Talbot, Wicomico, Worcester)
- How to Apply
  - E-mail MFP Project Director, Jennifer Miles ([Jennifer.Miles@maryland.gov](mailto:Jennifer.Miles@maryland.gov))
    - Include LTSS ID number to identify the individual and the City/County they are applying for
    - MFP Project Director will send a NED Category 2 referral letter for the housing authority and the HCV application to the Support Planner
    - Support Planner will assist the individual will completing the HCV application
    - Support Planner will sent the completed HCV application with the NED Category 2 referral letter to the housing authority



# Housing Search and Completing Applications

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- Get on HCV and/or PH list at local Public Housing Authority
  - <http://resources.hud.gov/>
- Search MD Affordable Housing Registry:  
[www.mdhousingsearch.org](http://www.mdhousingsearch.org)
- Check out Housing Resource Registry located in SPA Resource Guide > Housing > Housing Resource Registry
- Get on Section 811 Project Rental Assistance, Weinberg Initiative, and MFP Bridge Subsidy Registries (if eligible)

[www.socialserve.com/Enter/MD](http://www.socialserve.com/Enter/MD)



# The Application Process and Preparing for the Big Move!

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- Could a reasonable accommodation make this process easier?
  - Example: Property owner or housing authority meets with tenant in the nursing facility to complete applications and conduct interviews
- Who can help coordinate the transition?
  - Participant, NF Social Worker, Friends, Family, Supports Planner, Service Providers
- Schedule a discharge meeting to discuss what needs to be set up prior to transition, assign roles & responsibilities to the team





# Pre-Move: Discharge Meeting

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- What is the date and time of the transition?
- How will the participant get to their new residence?
- Who will pack and transport the participant's belongings
- Does the participant have a local pharmacy and will their medication be ordered prior to transition?
- Has the participant scheduled medical appointments with a primary care physician in the community?
- Has a checking/savings account been set up for the participant?
  - If not- set up a Direct Express Card: <https://www.ssa.gov/pubs/EN-05-10073.pdf>



Does the participant have their security deposit?

# Pre-Move: Leasing up!

- Go over the lease together and help the participant understand the terms of the lease
- Assist with a walk-through (take pictures, document repairs, get in writing from property manager that repairs will be made)
- Plan for move-in expenses
- Consider renter's insurance
- Set up utilities, do change of address at post office, change address for benefits

Moving Expenses Worksheet			
Standard Expenses		Extra Expenses	
Security Deposit	\$	Renting specialized equipment cost	\$
First Month's Rent	\$	Purchase of household items	\$
Utility deposits	\$	Purchase of furniture	\$
Installation fees for cable, telephone	\$	Other:	\$
Moving company or moving van costs	\$	Other:	\$
Subtotal	\$	Subtotal	\$
<b>TOTAL</b>			\$



# Supporting Successful Tenancy

- The work isn't done after move in!
- Maintaining tenancy
  - Safety
    - Fire extinguisher, test smoke alarms bi-annually
  - What to do in emergencies
    - Have a lock out plan (i.e. spare key)
    - Make an emergency kit
    - What to do if...
  - Being a good neighbor/tenant
    - Keep noise down, be responsible for visitors
  - Tenant rights
    - Know what responsibilities are of tenant and landlord
  - Maintenance issues
    - How to maintain unit- cleaning, taking out trash
    - What property is responsible for maintaining and how to report maintenance issues



# Maryland Partnership for Affordable Housing: Housing Initiatives

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- Administered through partnership between Department of Health (MDH), Department of Housing and Community Development (DHCD), and Maryland Department of Disabilities (MDOD)
  - HUD Section 811 Project Rental Assistance Demonstration (811 PRA)
  - Harry and Jeannette Weinberg Foundation’s Affordable Housing Opportunities Initiative for People with Disabilities (Weinberg)
  - Money Follows the Person Bridge Subsidy Program



# Section 811 Project Rental Assistance

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*Riverwoods at Tollgate in Abingdon, MD*



# HUD Section 811 PRA

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## HUD Section 811 PRA

### Project based rental assistance

- Units located within affordable multi-family housing developments
- Integrated setting: no more than 25% designated for individuals with disabilities
- Tenant pays 30% of income for rent and utilities
- Properties receive rental assistance payments up to the fair market rent of the unit

### MD awarded 2 grants from HUD

- Goal to create 300 units
- First award for Baltimore and Washington Metropolitan Statistical Areas only
- Second award statewide
- 1 & 2 bedrooms



# Eligibility: Section 811 PRA

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- Individuals with disabilities ages 18-61 at least up
- Medicaid recipients, eligible for voluntary supportive services:
  - Waivers: Community Pathways, Community Options, Medical Day, Brain Injury
  - State Plan: Community First Choice, Behavioral Health Services, Community Personal Assistance Services
  - State funded DDA services
  - MDOD's Attendant Care Program
  - Centers for Independent Living (Only if do not have services)
- Household income between 0-30% of Area Median Income (AMI)
- Cannot be lifetime registered sex offender
- Cannot be convicted of methamphetamine production on federally assisted property



# 2017 Income Thresholds

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<u>Jurisdiction</u>	<u>Area Median Income</u>	<u>1 Person Household 30% of AMI</u>	<u>2 Person Household 30 % of AMI</u>
<b>Baltimore MSA</b> (Anne Arundel, Baltimore City/County, Carroll Harford, Howard, Queen Anne's)	\$91,100	\$19,150	\$21,900
<b>Washington MSA</b> (Calvert, Charles, Frederick, Montgomery, Prince George's)	\$110,300	\$23,200	\$26,500
<b>Statewide Non-Metro</b>	\$63,000	\$14,400	\$16,450

2017 Income Limits available online:

[http://dhcd.maryland.gov/HousingDevelopment/Documents/prhp/2017 MD Income Limits.pdf](http://dhcd.maryland.gov/HousingDevelopment/Documents/prhp/2017_MD_Income_Limits.pdf)





# 811 PRA Waitlist Priority Categories

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- **Prioritized in this order:**

1. **Institutionalized:** nursing facility, ICF/ID, state psychiatric hospital or hospital where assistance is available under Medicaid
  2. **At risk of institutionalization due to current housing situation:** i.e. deplorable housing conditions, inaccessible
  3. **Moving to independent renting:** DDA Community Pathways waiver GH & ALU, Brain Injury waiver ALU, BHA Residential Rehabilitation Program, Community Options waiver living in OHCQ licensed Assisted Living Facilities
  4. **Homeless (as defined by HEARTH Act) in this order:**
    - Actually homeless
    - Imminent risk of homelessness
    - Homeless under other Federal statutes (i.e. unaccompanied youth/families w/ youth)
    - Fleeing domestic violence
- Generally eligible population (not given priority status, time and date stamped)
    - As of 3/1/17 no new applications for “generally eligible” will be accepted



# Affirmatively Furthering Fair Housing

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- HUD grantees are required to have an Affirmatively Furthering Fair Housing Marketing Plan to identify special outreach to populations who are ***least likely to apply***
- **Supports Planners are responsible for informing all potentially eligible applicants of these opportunities, with special outreach to these groups:**
  - Individuals with disabilities that impact ability to communicate (includes deaf and hard of hearing)
  - Individuals with disabilities that impact vision (blind or low vision)
  - Limited English Proficiency
- Utilize tools that ensure effective communication between you and the applicant.
  - Use assistive technology as needed (MDOD's TAP AT Loan Program)
  - Provide additional support as needed with application and access
  - Get support from family, friends, providers
  - Translated brochures available, contact MDOD to request other languages: 410-767-3660

Alquiler de  
vivienda bajo  
la Sección 811



# Units Identified

County	Property	Location	Total 811 Units	1 BR	2 BR	Expected Lease Date
Anne Arundel	Berger Square	Odenton	8	0	8	Fully leased
Anne Arundel	Towne Courts	Annapolis	6	4	2	TBD
Baltimore City	Riviera	Baltimore City	5	4	1	May 2018- Outreach in process
Baltimore City	Warwick	Baltimore City	12	8	4	Fall 2018
Baltimore City	Greenmount & Chase	Baltimore City	9	9	0	TBD
Baltimore City	Walbrook Mill	Baltimore City	10	10	0	Aug. 2019
Baltimore	Merritt Station	Dundalk	11	0	11	June 2018

# Units Identified

County	Property	Location	Total Units	1 BR	2 BR	Expected Lease Date
Baltimore	Preserve at Red Run	Owings Mills	11	11		Fall 2018
Baltimore	Red Run Station	Owings Mills	11	7	4	TBD
Calvert	Calvert Hills East	Prince Frederick	12	9	3	Winter 2019
Frederick	Sinclair Way	Frederick City	11	8	3	Fully leased
Frederick	520 Market St	Frederick City	5	4	1	Fall 2018
Harford	Riverwoods at Tollgate	Abingdon	13	0	13	Fully leased
Harford	Rock Spring Station	Forest Hill	9	8	1	TBD

# Units Identified

County	Property	Location	Total Units	1 BR	2 BR	Expected Lease Date
Montgomery	Scotland Townhomes	Potomac	5	0	5	Fall 2018
Montgomery	Woodfield Commons	Damascus	13	13	0	Fall 2018
Montgomery	Momentum at Shady Grove	Derwood	10			TBD
Prince George's	Bladensburg Commons	Bladensburg	15	15	0	Fully leased
Prince George's	Brinkley Hill	Ft. Washington	5	0	5	Fully leased
Prince George's	Parkview Manor	Hyattsville	6	3	3	TBD

# Units Identified

County	Property	Location	Total Units	1 BR	2 BR	Lease Date
Queen Anne's	Village at Slippery Hill	Grasonville	5	5	0	TBD
Queen Anne's	Willows at Centreville	Centreville	5	5	0	TBD
St. Mary's	Patuxent Crossing	Lexington Park	5	5	0	TBD
Talbot	Galloway Meadows	Easton	4	3	1	Fall 2018
Washington	Hopewell Station	Hagerstown	4	3	1	Fall 2018
Wicomico	Homes at Johnson's Pond	Salisbury	4	4	0	March 2018- Referrals in process

# Weinberg Apartments

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*Rivers Edge in Salisbury, MD*



# Weinberg Video

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- <https://www.youtube.com/watch?a=&feature=youtu.be&v=IJypeKp19Q4&app=desktop>





# Program Structure: Weinberg

## Weinberg Apartments

- MD received 2 grants from the Harry and Jeannette Weinberg Foundation to create deeply affordable housing for people with disabilities
- Project based affordable apartments (no rental assistance payments)
- Tenant pays 30% of income for rent and utilities

## Eligibility:

- Individuals with disabilities between 18-61
- Applying or receiving SSI or SSDI
- Income between 15-30% of AMI for properties funded through first grant
- Income between 10-30% of AMI for properties funded through second grant
- Cannot be lifetime registered sex offender
- Cannot be convicted of methamphetamine production on federally assisted property



# Units Identified

County	Property	Location	Total Units	1 BR	2 BR	3 BR	Lease Date
Anne Arundel	Heritage Overlook	Glen Burnie	3	3	0	0	February/ March 2018- referrals in process
Anne Arundel	Towne Courts	Annapolis	2	0	0	2	TBD
Baltimore	Preserve at Red Run	Owings Mills	2	0	2	0	Fall 2018
Dorchester	Hudson Townhomes	Cambridge	2	0	2	0	Fully leased
Harford	Winston's Choice	Aberdeen	2	0	0	2	Fully leased

County	Property	Location	Total Units	1 BR	2 BR	3 BR	Lease Date
Montgomery	Parkview Towers	Takoma Park	5	3	2	0	Fully leased
Montgomery	Woodfield Commons	Damascus	2	2	0	0	Fall 2018
Montgomery	Momentum at Shady Grove	Derwood	3	3	0	0	TBD
Prince George's	Brinkley Hill	Ft. Washington	3	0	3	0	Fully leased
Somerset	Reserves at Somerset	Princess Anne	2	0	2	0	Fully leased
Wicomico	River's Edge	Salisbury	3	1	2	0	Fully leased

# MFP Bridge Subsidy

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- \$2.5 million from MFP rebalancing funds
- Eligibility:
  - Must be MFP eligible (signed consent form) **or** Brain Injury Waiver participant transitioning from an ALU
  - Ages 18+
  - Household income of \$19,000 or less (effective 3/1/17)
  - Transitioning from institutional settings to independent renting
  - Must meet requirements of local PHA and HCV program
- Tenant based rental assistance (similar to Housing Choice Voucher)
- Tenant pays 30% of income to rent and utilities, rental subsidy up to fair market rent is paid to landlord via the local public housing authority
- Rental assistance paid by Bridge Subsidy funds for up to 3 years, will transition to housing choice voucher or project based housing in participating jurisdiction
- Supports Planners assist with applying for program, searching for housing, and supplying documentation to PHA and landlord



# Participating Jurisdictions

Jurisdiction	# of Commitments
Anne Arundel	7
Baltimore City	15
Baltimore County	10
Carroll	5
<b>Easton</b>	5
<b>Hagerstown</b>	5
<b>Harford</b>	5
<b>Howard</b>	5
Montgomery	10 HOC units
Prince George's	5
<b>St. Mary's</b>	5

DHCD- 18 total
<b>Allegany</b>
<b>Caroline</b>
<b>Dorchester</b>
<b>Garrett</b>
<b>Frederick</b>
<b>Kent</b>
<b>Somerset</b>
<b>Talbot</b>
<b>Wicomico</b>
<b>Worcester</b>



# How To Apply

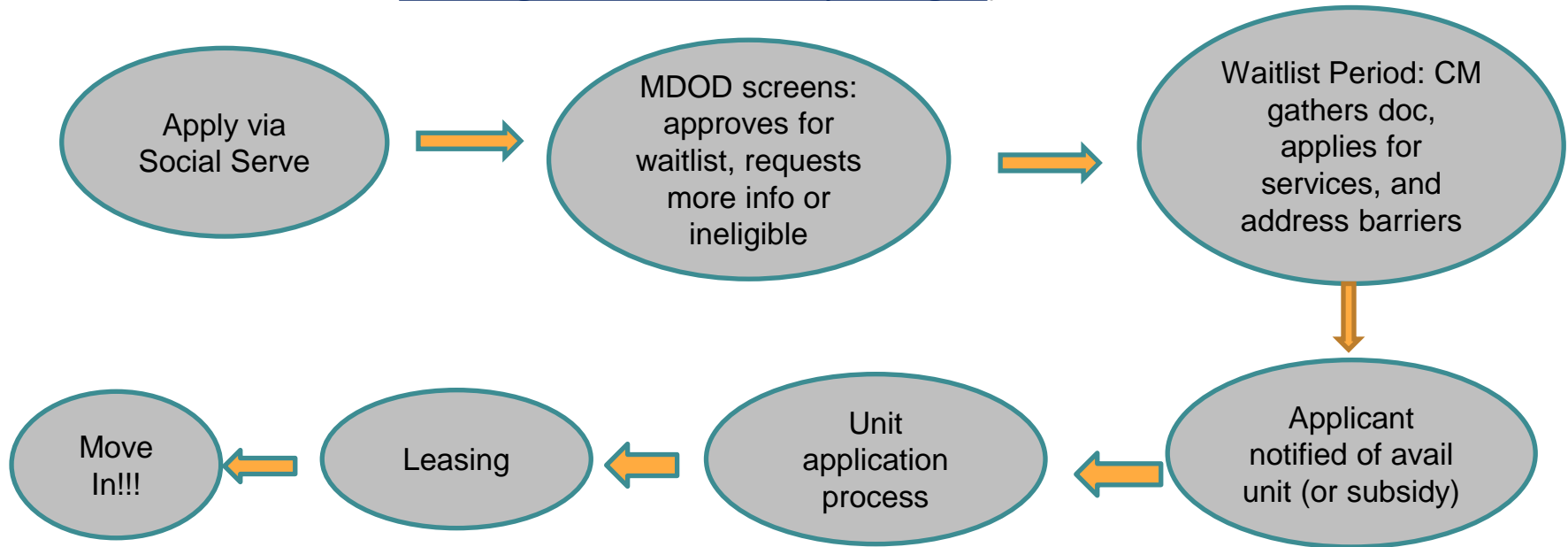
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- Register for a user name for the online registry (hosted by Social Serve)
  - [www.socialserve.com/Enter/MD](http://www.socialserve.com/Enter/MD)
- Pre-screen applicant for eligibility and complete applications for eligible programs
- Indicate unit size need, accessibility features, reasonable accommodations, location preferences



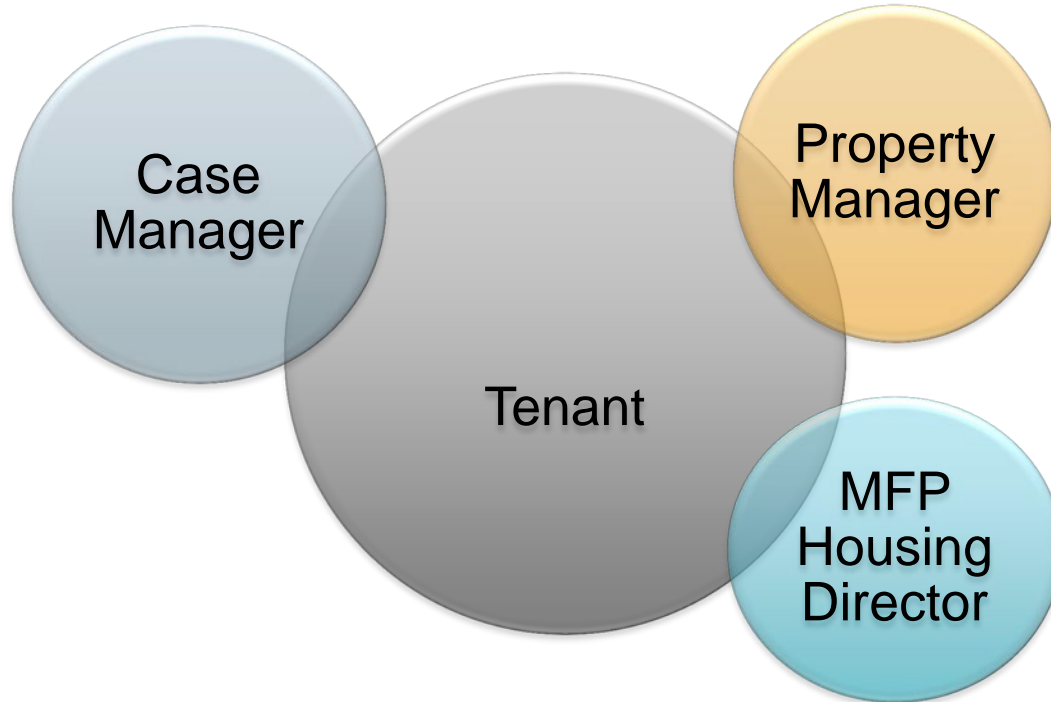
# Application Process

- MDOD manages the waitlists for these programs: (Contact: Christina Bolyard, 410.767.3647, [housinginfo.mdod@maryland.gov](mailto:housinginfo.mdod@maryland.gov))



# Tenant Issue Process

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# TENANT ISSUE PROCESS

**Property Manager Identifies Potential Lease Violation And Contacts Tenant To Resolve Issue**

If this fails to resolve the issue, property manager contacts case manager to assist

## **Case Manager Assists Tenant To Resolve Issue**

- Discusses issue with tenant, including severity of lease violation and impact on housing
- Assists tenant with getting additional/ different services to support tenancy
- Updates property manager and MFP Housing Dir. every week at minimum
- Assists tenant with housing back-up plan if unable to continue leasing

If property manager cannot reach case manager, contacts Khadija Ali, MFP Housing Director for assistance  
410-767-6660  
kali@maryland.gov  
(no identifying tenant information please)

## **MFP Housing Director Ensures Response And Provides Resources**

- Contacts the case manager within 24 hours to discuss issue and provide coaching and support
- Assists property manager and case manager with resolving issue

If property manager cannot reach MFP Housing Director, contacts MDOD Waitlist Manager  
410-767-3660  
Housinginfo.mdod@maryland.gov

## **MDOD Waitlist Manager Ensures Response**

- MDOD Waitlist Manager contacts case manager to discuss issue and provide coaching and support
- Contacts MFP Housing Director to inform and obtain support and resources

# Housing Resources

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Tool	Website
MD Housing Search	<a href="http://www.mdhousingsearch.org">www.mdhousingsearch.org</a>
Social Serve	<a href="http://www.socialserve.com">www.socialserve.com</a>
HUD Resource Locator	<a href="http://resources.hud.gov/">http://resources.hud.gov/</a>
HUD's Low-rent Apartment Search	<a href="http://www.hud.gov/apps/section8/index.cfm">http://www.hud.gov/apps/section8/index.cfm</a>
Go Section 8	<a href="http://www.gosection8.com">www.gosection8.com</a>
Public Housing Authority Locator	<a href="http://www.hud.gov/offices/pih/pha/contacts/states/md.cfm">http://www.hud.gov/offices/pih/pha/contacts/states/md.cfm</a>
Housing Choice Voucher Guidebook	<a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/forms/guidebook">http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/forms/guidebook</a>
US Department of Housing and Urban Development	<a href="http://www.hud.gov">www.hud.gov</a>



# Housing Resources Con't.

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Tool	Website
“My Own Front Door: A Handbook for People with Disabilities on becoming a Tenant and Staying Housed”	<a href="http://mdod.maryland.gov/housing/Documents/My%20Own%20Front%20Door%20finalPWP.pdf">http://mdod.maryland.gov/housing/Documents/My%20Own%20Front%20Door%20finalPWP.pdf</a>
Section 811 Project Rental Assistance Case Management Manual	<a href="http://mdod.maryland.gov/housing/Documents/Case%20Manager%20ManualPWP.pdf">http://mdod.maryland.gov/housing/Documents/Case%20Manager%20ManualPWP.pdf</a>
Craigslist (Furniture, Apartment, Roommates)	<a href="http://www.craigslist.com">www.craigslist.com</a>
A Wider Circle (furniture bank)	<a href="http://awidercircle.org/">http://awidercircle.org/</a>



# Financial Resources

Tool	Website / Phone
Guidewell Financial Solutions	<a href="https://www.guidewellfs.org/">https://www.guidewellfs.org/</a> or 1.800.642.2227
Maryland Money Helpline	1.877.254.1097
Annual Credit Report	<a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a> or 1.877.322.8228
SNAP Program/Food Stamps	<a href="http://dhs.maryland.gov/food-supplement-program/">http://dhs.maryland.gov/food-supplement-program/</a>
Office of Energy Assistance	<a href="http://dhr.maryland.gov/office-of-home-energy-programs/">http://dhr.maryland.gov/office-of-home-energy-programs/</a>
Your Money, Your Goals Toolkit (Consumer Financial Protection Bureau)	<a href="https://www.consumerfinance.gov/practitioner-resources/your-money-your-goals/toolkit/">https://www.consumerfinance.gov/practitioner-resources/your-money-your-goals/toolkit/</a>
<b>SSI/SSDI Outreach Access and Recovery (SOAR)</b> increase access to SSI/SSDI for <i>eligible</i> adults who are <i>homeless</i> or who are at <i>risk of homelessness</i> and have a <i>mental illness</i> and/or a <i>co-occurring substance use disorder</i>	<a href="http://www.soarworks.prainc.com">www.soarworks.prainc.com</a>



# Documentation Resources

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Tool	Website
Social Security Administration	<a href="http://www.ssa.gov">www.ssa.gov</a>
Maryland Vehicle Administration- Renee Spencer	410.768.7442 or <a href="http://www.mva.maryland.gov">www.mva.maryland.gov</a>
Maryland Division of Vital Records	<a href="https://health.maryland.gov/vsa/Pages/birth.aspx">https://health.maryland.gov/vsa/Pages/birth.aspx</a>
Maryland Birth Certificate Application	<a href="https://health.maryland.gov/vsa/FormServerTemplates/birth%20cert%20appl_20170627.pdf">https://health.maryland.gov/vsa/FormServerTemplates/birth%20cert%20appl_20170627.pdf</a>
Social Security Benefit Award Letter: Consent for Release of Information (SSA-3288)	<a href="https://www.socialsecurity.gov/forms/ssa-3288.pdf">https://www.socialsecurity.gov/forms/ssa-3288.pdf</a>
Social Security Card Application	<a href="http://www.ssa.gov/forms/ss-5.pdf">http://www.ssa.gov/forms/ss-5.pdf</a>



# Legal Resources

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Tool	Website
Maryland Judiciary Case Search	<a href="http://casesearch.courts.state.md.us/inquiry/inquiry-index.jsp">http://casesearch.courts.state.md.us/inquiry/inquiry-index.jsp</a>
Guide to Expungement in Maryland	<a href="http://www.mdcourts.gov/courtforms/joint/ccdccb072br.pdf">http://www.mdcourts.gov/courtforms/joint/ccdccb072br.pdf</a>
Maryland Volunteer Lawyer Service (assists with record expungement)	<a href="http://mvlslaw.org/">http://mvlslaw.org/</a>
Maryland Legal Aid	<a href="http://www.mdlab.org/">www.mdlab.org/</a>
Disability Rights Maryland	<a href="https://disabilityrightsmd.org/">https://disabilityrightsmd.org/</a>
National Housing Law Project (Legal Resources: Help for Tenants, Home Owners, and Homeless)	<a href="http://www.nhlp.org">www.nhlp.org</a>
BNI Maryland (Fair Housing & Tenant Landlord Issues)	<a href="http://www.bni-maryland.org/">http://www.bni-maryland.org/</a>
Fair Housing Act	<a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opportunity/FHLaws/yourrights">http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opportunity/FHLaws/yourrights</a>
Reasonable Accommodations	<a href="http://www.hud.gov/offices/fheo/library/huddojstatement.pdf">http://www.hud.gov/offices/fheo/library/huddojstatement.pdf</a>



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