

2015

**Falmouth Housing Authority
Flynn House
Outreach and Tenant Selection Plan**

I. Summary

The Flynn House is comprised of seven single room occupancy (SRO) units located on Palmer Avenue in Falmouth, Massachusetts. The housing provides private individual rooms with shared baths and common kitchen and living areas. Flynn House provides permanent supportive housing for seven homeless individuals. The goal of Flynn House is to provide permanent supportive housing to homeless individuals designed to lead to greater levels of self sufficiency and independence. The Falmouth Housing Authority through HUD's Section 8 Moderate Rehabilitation Single Room Occupancy Program for Homeless Individuals provides Section 8 rental assistance to Flynn House. This program is governed under HUD Regulation 24 CFR 882, subpart H. The Falmouth Housing Trust owns and operates Flynn House as well as coordinates the provision of supportive services for the residents.

The purpose of the Outreach Tenant and Selection Plan is to establish fair and equitable guidelines for selecting applicants to occupy housing units at Flynn House on 170 Palmer Avenue in Falmouth, MA in accordance with the Section 8 Moderate Rehabilitation SRO Program as well as all other lender requirements.

II. Outreach Activities

The Falmouth Housing Authority will publicize the availability and nature of the Flynn House supported by the Section 8 Moderate Rehabilitation SRO Program for homeless individuals in newspapers of general circulation and by other suitable means. Newspapers of general circulation include the Falmouth Enterprise, the Cape Cod Times, and the Mashpee Enterprise. All print advertisements will bear the Equal Opportunity logo.

To reach persons who cannot or do not read newspapers the Falmouth Housing Authority will distribute fact sheets to the broadcasting media and initiate personal contacts with members of the news media and community service personnel. The Falmouth Housing Authority may also try to utilize public service announcements. All advertisements and announcements will indicate where (i.e. the Falmouth Housing Authority) and when people can pick up applications and will provide information on what type of information is needed for an application.

The Falmouth Housing Authority will communicate the status of program availability to other service providers in the community and advise them of housing eligibility factors and guidelines so that they can make proper referral of their clients to the program. The Falmouth Housing Authority will regularly maintain outreach contact with the Cape area's homeless and human service providers to include:

- Falmouth Human Services,
- Gosnold,

- Falmouth Service Center
- Housing Assistance Corporation,
- Salvation Army,
- NOAH Shelter,
- The Cape Cod Continuum of Care,
- Cape Cod Council of Churches,
- Cape area Shelters,
- Cape Area Soup Kitchens and Food Pantries,
- The MA Department of Transitional Assistance's local office,
- Cape area Community Mental Health Centers,
- Two area Hospitals,
- The Community Action Committee's homeless advocate, and
- Other Agencies as deemed necessary.

In order to reach out to homeless veterans in need of permanent supportive housing, the Falmouth Housing Authority will maintain periodic contact with a variety of area veteran organizations to include the Falmouth Veterans Agent, the NAM Vets Association in Hyannis, the US Department of Veterans Affairs' Outpatient Clinic and the Veterans Transitions House in New Bedford.

The Falmouth Housing Authority will also maintain periodic contact with the Cape Cod NAACP, the Martin Luther King Society, the Cape Verdean Association, and South Coast Counties Legal Services, Inc. The Falmouth Housing Authority will make available both Non-English marketing materials as well as application to ensure fair and equal access to Flynn House. In addition, the Falmouth Housing Authority will provide translation services to assist Non-English speaking individuals to apply for Flynn House.

The Falmouth Housing Authority will continue to consult its current Section 8 one bedroom waiting list for individuals who can be identified as homeless. Each of these individuals who meet the eligibility requirements will be contacted and allowed the opportunity to be placed on the Section 8 SRO waiting list.

The objective of these outreach efforts is to develop a waiting list of homeless individuals which is representative of our low-income community. A particular emphasis will be placed on attracting eligible homeless individuals least likely to apply for the Housing Choice Voucher Program. The Falmouth Housing Authority will keep records of its activities in implementing the affirmative marketing plan, including records of advertisements and other community outreach efforts.

III. Description of the Eligibility Requirements

1. Homeless

In order to qualify for Flynn House, the applicant must meet HUD's definition of homelessness according to one of the following categories.

1. On the streets or places not meant for human habitation (i.e. park, abandoned car, homeless encampment);
2. Emergency Shelter;
3. Transitional Housing but having come from the streets or emergency shelter; or
4. Short-term stay (up to 30 consecutive days) in an institution but having come from the streets or emergency shelter.

The Falmouth Housing Authority in coordination with a Falmouth Housing Trust's representative will gather and maintain required homeless documentation from applicants to Flynn House. As a general rule, the Falmouth Housing Authority will require third party documentation (i.e. letter from outreach worker, shelter or transitional housing program) to verify homelessness.

The Falmouth Housing Authority will utilize the following template to guide the homeless verification process.

Homeless Situation	Documentation Required
<p>On the streets or places not meant for human habitation (i.e. park, abandoned car, homeless encampment)</p>	<ul style="list-style-type: none"> • Certification from an outreach worker or organization on agency letterhead stating current location and length of time in that location; • If unable to verify in this manner, the applicant or staff member may prepare a short written statement about the applicant's previous living place and have the applicant sign and date the statement
<p>Emergency Shelter</p>	<p>Written, signed and dated verification from the shelter on their letterhead stating the applicant has been a resident</p>
<p>Transitional Housing but having come from the streets or emergency shelter</p>	<ol style="list-style-type: none"> 1. Signed statement from the transitional housing staff indicating that the applicant is a resident; and 2. Referring agency's signed and dated verification (from the applicant's file) stating the applicant's homeless status when he/she entered the program
<p>Short-term stay (up to 30 consecutive days) in an institution but having come from the streets or emergency shelter</p>	<ol style="list-style-type: none"> 1. Written verification, on letterhead, from institution's staff that the applicant has been residing in the institution for less than 31 days; and 2. Information on the previous living situation. Preferably, this will be the institution's written, signed and

	dated verification (on letterhead) of the individual's homeless status when he/she entered the institution
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2. Income Requirements

In order to be eligible for a unit in Flynn House, the applicant's income must meet the Section 8 Very Low-Income eligibility requirements.

IV. Application Procedure

During the period of which Flynn House's waiting list is open, applications will be available for applicants to pick up, fill out and drop off at the Falmouth Housing Authority's office located at 115 Scranton Avenue. The Falmouth Housing Authority will make available non-english applications and translation services to assist non-english speaking individuals in applying for Flynn House.

The Falmouth Housing Authority will manage the opening and closing of the waiting list for Flynn House notifying the community and its service provider partners of any change in the status of the waiting list.

All applications must be complete (i.e. include name, income, assets, and a signature) and eligible. Applications not filled out completely and/or legibly will not be considered for the waiting list until all information is confirmed. Reasonable accommodation, such as alternative means of receiving and submitting applications, will be made for persons with disabilities.

As stated earlier, the Falmouth Housing Authority will determine homeless and income eligibility. Once homeless and income eligibility is determined, the applicant will be placed on the waiting list. The Falmouth Housing Authority will place the applicant on the waiting list based upon the number of cumulative preference points received by the applicant. An applicant's position on the waiting list does not assure the applicant housing at Flynn House.

The Falmouth Housing Authority has determined the following preferences to guide the selection of homeless individuals at Flynn House:

Priority	Points
Veteran	14
Town of Falmouth Resident	11
Bourne, Sandwich, Mashpee Resident	8
Barnstable, Dennis, Yarmouth, Brewster, Harwich, Chatham, Orleans, Eastham, Wellfleet, Truro, Provincetown Resident	5
Nantucket or Dukes County Resident	2
Elderly	1
Disabled	1

Applicants must report all application information changes (income, assets, etc.), as this may have an impact on eligibility or cumulative preferences points.

Applicants will be contacted periodically in order to update Flynn House's waiting list. The Falmouth Housing Authority will mail a notice to each applicant on the waiting list at the time of the update. Failure to respond to these updates will cause the applicant's name to be removed from the waiting list.

The applicant is responsible to reconfirm their continuing interest in Flynn House by visiting the Falmouth Housing Authority office or by notifying the Falmouth Housing Authority of any changes to their contact information.

V. Utilizing the Waiting List

The Falmouth Housing Authority will follow the following procedures outlined below in managing the Flynn House Waiting List:

1. The Falmouth Housing Trust or its representative will promptly notify the Falmouth Housing Authority of a vacancy at Flynn House.
2. The Falmouth Housing Authority will verify all information on the application to include verifying homeless eligibility, income eligibility and other Section 8 eligibility criteria.
3. The Falmouth Housing Authority will also ask the applicant to provide all needed third party backup documentation to complete the application prior to any offer of a unit.
4. If the applicant does not respond within ten (10) working days to the first offer to be interviewed, the applicant will be notified in writing of his/her removal from the waiting list. If the applicant replies to the notification but declines the interview and/or the unit, the applicant will be removed from the waiting list. The Falmouth Housing Authority will grant exceptions to this policy as reasonable accommodation for applicants with a disability.
5. The Falmouth Housing Trust will contact the applicant in writing or by phone to coordinate an interview appointment with the Falmouth Housing Trust.

VI. Interview and Final Selection Process

No applicant will be admitted without a personal interview by the Flynn House resident manager and a representative from the Falmouth Housing Trust. Intentionally providing false information is considered fraud and can result in severe penalties, including, but not limited to, loss of the housing unit. The Flynn House resident manager will assess the applicant's ability to live independently with or without assistance and maintain housing in accordance with local health standards.

The Flynn House resident manager may contact previous landlords for information regarding the applicant's history of complying with lease requirements, payment records, destruction of

property or interference with the rights of others, physical hazards, unhealthy sanitary conditions, or illegal activities. In the case where applicants do not have any previous landlord, or if a previous landlord is unavailable, the Flynn House resident manager may request personal references from someone not related to the applicant, such as a counselor or case manager.

Once the interview is complete, Flynn's House's Tenant Selection Committee will review all approved applicants with their supporting information and make final selection of tenancy to Flynn House. The Tenant Selection Committee is comprised of the Flynn House Resident Manager and representatives from the Falmouth Housing Trust. A Falmouth Housing Authority representative will attend meetings of the Tenant Selection Committee providing staff and technical support. The Tenant Selection Committee will meet periodically responding to any vacancies at Flynn House.

VII. Program Briefings and Move-In

The Falmouth Housing Authority and the Falmouth Housing Trust will follow the following procedures outlined below to assist a new tenant in moving into Flynn House.

1. After the applicant has been accepted, the Falmouth Housing Authority will hold a briefing with the prospective Flynn House tenant to provide all necessary information regarding the Section 8 Program.
2. The Flynn House Resident Manager will also conduct a briefing in order to review Flynn House Residency Guidelines and execute the Occupancy Agreement.
3. The Flynn House Resident Manager will then coordinate a move-in date with the tenant and assist with the integration of the tenant into the Flynn House community.

VIII. Rejection and Appeal Process

1. Falmouth Housing Authority's Appeal Policy

In accordance with the requirements of 24 CFR Section 882.216, applicants for participation and participant families are, in some cases, entitled to either an informal review or an informal hearing relative to certain Housing Authority decisions. The Falmouth Housing Authority has adopted hearing procedures as required under Section 882.209 (b) (4) (vii) and 882.216:

"The Authority shall, as required by HUD regulations, provide information on its procedures for conducting informal hearings for participants. This information shall contain a general description of the procedures for conducting informal hearings for participants in the Authority's Section 8 Program, including a description of the circumstances in which the Authority is required to provide the opportunity for an informal hearing pursuant to 24 CFR 882.216 (b) (1) and (b) (2), and of the procedures for requesting a hearing."

The Falmouth Housing Authority's Hearing Procedure is described in detail within its Section 8 Administrative Plan. The following description is meant to summarize the process for an applicant to appeal the initial decision by the Falmouth Housing Authority regarding tenancy to Flynn House.

1. Request for Appeal

An applicant may be denied at any time if they have not met the homeless eligibility requirement, the income requirement or any of the other Section 8 program requirements. If an applicant is denied, the Falmouth Housing Authority will notify the applicant in writing stating the reason for denial.

In the denial letter, the Falmouth Housing Authority will offer the applicant the following two options:

Option One: If you believe there is additional and relevant information not previously considered by the Housing Authority, you may request reconsideration of its decision. To do this, you must make a written request to the Housing Authority and we must receive it within ten (10) days of your receipt of this notice. You must state what the additional information is and include any additional documentation that you may have.

Option Two: If you want the Housing Authority to review its decision, you may request an informal hearing with the Assistant Director. To do this, you must make a written request to the Housing Authority within ten (10) days of your receipt of this notice. You may be represented at the hearing/review by counsel or any person of your choice. South Coast Counties Legal Services, Inc. may be able to assist you; they can be reached at (800) 742-4107.

The applicant has ten (10) days after receipt of the denial letter by the applicant to submit a written appeal to the Falmouth Housing Authority requesting either Option 1 or 2 stating the reasons for the request. If a denial letter is sent to an applicant, and no response is received within 10 days, the Falmouth Housing Authority will close the file permanently.

If an informal appeal is requested, the Falmouth Housing Authority will consider any mitigating circumstances that the applicant feels would have an effect on their application and that would overcome or outweigh information gathered in the screening process. Mitigating circumstances must be documented during the informal appeal, and must support the reason(s) given by the applicant for being rejected.

The Falmouth Housing Authority will notify the applicant of their final decision within ten (10) days of receiving the applicant's written request, unless further information or research is required to give full consideration to the appeal.

If the applicant is not satisfied with the decision, the applicant may then submit a complaint to the HUD Office of Fair Housing and Equal Opportunity in Boston.

IX. Discrimination

The Falmouth Housing Authority provides assistance to Section 8 SRO Moderate Rehabilitation applicants who believe they may have encountered discrimination in seeking a unit. The issuance of Section 8 assistance and the establishment of a waiting list is in conformance with

the Title VI of the Civil Rights Act of 1968, and Executive Order 11063. Any person who believes they have been victims of unlawful discrimination is referred to the MA Commission Against Discrimination. The Falmouth Housing Authority conducts investigations on all federal and state housing discrimination complaints. Complaints can also be filed with HUD.

X. Privacy Policy

It is the policy of the Falmouth Housing Authority and the Falmouth Housing Trust to guard the privacy of the applicants as conferred by the Federal Privacy Act of 1974 and to ensure the protection of such applicants' records maintained by both the Falmouth Housing Authority and the Falmouth Housing Trust.

Therefore, neither the Falmouth Housing Authority, the Falmouth Housing Trust or its representatives or employees shall disclose any personal information contained in its records to any person or agency unless the individual about whom information in requested shall give written consent to such disclosure.

This Privacy Policy in no way limits the Falmouth Housing Authority or Falmouth Housing Trust's ability to collect such information as it may need to determine eligibility, compute rent, or determine suitability of tenancy. Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained regarding the disability status will be treated in a confidential manner.

XI. General Guidelines

An applicant must complete and sign the application in order to be considered for tenancy at Flynn House. An applicant will be processed and considered conditionally eligible for housing based solely on statements given in the application form.

The completion of an application and or contact by the Falmouth Housing Authority or Falmouth Housing Trust does not constitute the offering of a unit or acceptance of the applicant for housing. The Falmouth Housing Authority shall review and approve all eligibility criteria before an offer of tenancy is made.

As a condition of admission to a unit, the applicant shall execute any releases and consents authorizing any federal, state, or local agency, to furnish or release to the Falmouth Housing Authority such information as the Falmouth Housing Authority and the Section 8 regulations determine to be necessary.

XII. Application Materials

1. Sample Advertisement
2. Application Form¹

¹ A statement regarding the housing provider's obligation not to discriminate in the selection of applicants, and such a statement must also be included in the application materials.

3. Authorization for Consent to Release Information
4. Occupancy Agreement
5. Flynn House - Informational materials for applicants including a general description of the overall project that provides key information such as the number of market/affordable units, amenities, number of parking/garage spaces per unit, distribution of bedrooms by market and affordable units, accessibility, etc.

Information indicating that disabled persons are entitled to request a reasonable accommodation of rules, policies, practices, or services, or to request a reasonable modification of the housing, when such accommodations or modifications are necessary to afford the disabled person equal opportunity to use and enjoy the housing.