

# TRANSITIONS to COMMUNITY LIVING VOUCHER

Landlords and Property Managers



# What is Transitions to Community Living Initiative?

The Transitions to Community Living Initiative (TCLI) provides integrated housing opportunities, supportive services, and supportive employment for people identified by North Carolina Health and Human Services (NC DHHS) who are transitioning from:

- Adult Care Homes
- State Hospitals (Broughton, Central Regional, Cherry) or
- Diverted from Adult Care Homes



# What is Transitions to Community Living?

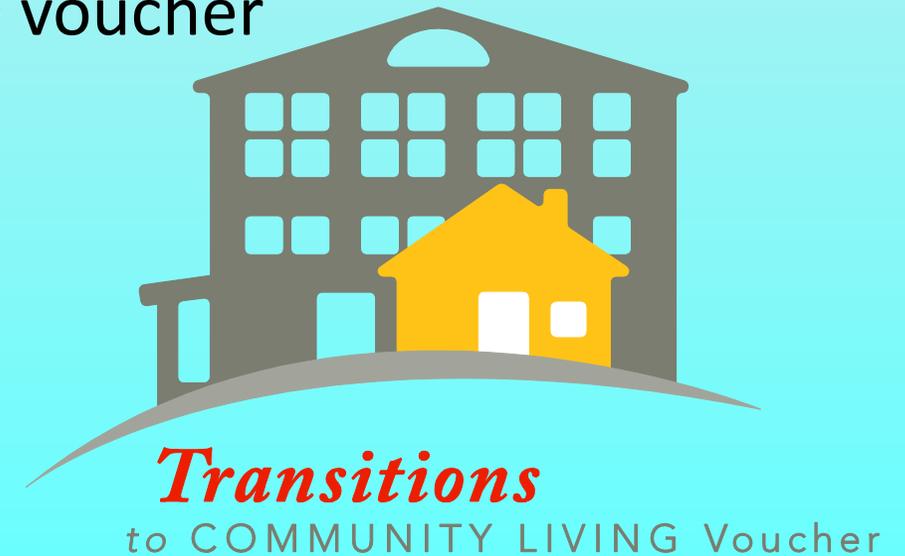
The Transitions to Community Living Initiative has six primary components:

- In-Reach and Transition
- Diversion
- Housing (*the Transition to Community Living Voucher (TCLV) is part of this component*)
- Supported Employment
- Assertive Community Treatment
- Quality Management



# What is the Transitions to Community Living Voucher?

- The state's Local Management Entities/Managed Care Organizations (LME/MCOs) operate the TCLV program as rental assistance for TCLI participants
- **TCLV** is a tenant-based voucher program: the tenant can use the voucher with any landlord who accepts the voucher



# TCLV

- The TCLV covers a substantial portion of a program participant's rent: tenants pay 25% of their total monthly gross income toward rent
- If a tenant's income declines during tenancy, the subsidy amount is increased
- Landlords receive the subsidy payment from the LME/MCO



# TCLV

- Subsidy calculation is straightforward:
  - Tenants pay 25% of income toward rent regardless of unit size
- A 1BR is required for a one-person household, unless NCDHHS approves a waiver for a larger unit



# Required Documentation for Rent Subsidy

- The LME/MCO submits the following to the Subsidy Administrator:
  - Participant's TCLV program application
  - DHHS Economic Assessment Worksheet
  - Request for Lease
  - Lease



# Security Deposits

- The TCLV Program pays the security deposit on behalf of individuals with a TCLV
- Tenants are given an incentive to comply with their lease because the security deposit is refunded to them upon move-out



# Required Documentation for Security Deposits

- The LME/MCO submits the following to the Subsidy Administrator:
  - Request for Lease Form
  - Lease



# Hold Fees

- A hold fee buys time for the participant
- The TCLV Program can make a payment of up to two months' rent to a landlord to take the unit off the market while the participant is working to fix whatever problem is preventing the participant from being able to sign a lease



# Hold Fees

- The scenario where a Hold Fee is appropriate:
  - The applicant is ready to sign the lease but is unable at that time
  - Participant eligibility is not in question
  - The landlord has approved the participant



# Required Documentation for Hold Fees

- It is anticipated that LME/MCOs pay hold fees directly, then submit for reimbursement from the Subsidy Administrator. The LME/MCO submits the following to the Subsidy Administrator:
  - Hold Fee Request form
  - Request for Lease
  - Housing Assistance Payment Agreement
  - Completed but unsigned lease



# RISK MITIGATION TOOLS



# Supporting Tenants by Reducing Risk to Landlords

- One way the Transitions to Community Living Voucher program supports tenants is by reducing (or mitigating) the risk taken on by landlords
- Satisfied landlords are likely to remain engaged with the TCLV Program, helping assure housing options for future tenants



# Reimbursement of Unpaid Damages after Tenant Move-Out

- The TCLV Program will pay 75% of the cost of repairing damages caused by a participant when the cost of repair exceeds the security deposit
- To be eligible for reimbursement, a landlord must:
  - Have a policy of inspecting units at least annually
  - Have notified the Subsidy Administrator of damages found during an inspection while the tenant was still in the unit, to provide an opportunity for remediation. So, landlords are given an incentive to report tenancy concerns, and tenancy support providers benefit from being made aware of a tenant who needs additional support.

## Reimbursement of Unpaid Damages after Tenant Move-Out

- The TCLV Program also will help a landlord if a tenant causes damage to a unit and the landlord files an insurance claim while the tenant continues to live in the unit
- Landlords are encouraged to set up a payment plan with the tenant, but the TCLV Program can reimburse what the tenant's payments didn't cover



# Required Documentation for Reimbursement of Unpaid Damages after Tenant Move-Out

The LME/MCO submits the following to the Subsidy Administrator:

- A completed TCLV Special Claims Requisition form, which the landlord completes and submits to the LME/MCO and the LME/MCO reviews before submitting to the Subsidy Administrator



## Reimbursement of Unpaid Tenant Portion of Rent and Late Fees

- The TCLV Program can reimburse uncollected tenant portion of rent and late fees minus the security deposit, not to exceed three months' of the tenant portion of rent plus late fees
- To be eligible for reimbursement, the landlord must have notified the Subsidy Administrator within a week of issuing a delinquency notice to the tenant. So, landlords are given an incentive to report late-rent situations, and tenancy support providers benefit from being made aware of a tenant who needs additional support

# Required Documentation for Reimbursement of Unpaid Tenant Portion of Rent and Late Fees

The LME/MCO submits the following to the Subsidy Administrator:

- A completed TCLV Special Claims Requisition form, which the landlord completes and submits to the LME/MCO and the LME/MCO reviews before submitting to the Subsidy Administrator



## Reimbursement for Vacancy Due to Tenant Abandonment of Unit

- The TCLV Program can help a landlord who has had a participant abandon their unit by reimbursing for the full unit rent for the rent obligation for up to two months of the lease period, or until the unit is re-rented, whichever is sooner
- If the participant has a roommate and the roommate abandons the unit, the remaining TCLV participant will have their subsidy recalculated as a single person household

# Required Documentation for Reimbursement for Vacancy Due to Tenant Abandonment of Unit

The LME/MCO submits the following to the Subsidy Administrator:

- A completed TCLV Special Claims Requisition form, which the landlord completes and submits to the LME/MCO and the LME/MCO reviews before submitting to the Subsidy Administrator



# Reimbursement for Successful Eviction Costs

- The TCLV Program can help cover eviction costs for a landlord if the landlord prevails in the eviction action
- Tenancy support providers benefit from being made aware of a tenant who needs additional support
- Landlords are given an incentive to report tenancy concerns
- To be eligible for reimbursement, a landlord must:
  - Have timely notified the LME/MCO and the Subsidy Administrator of tenant property rules infractions and/or lease violations
  - Have provided three opportunities for intervention to correct any infractions/violations, prior to eviction proceedings

# Required Documentation for Reimbursement for Vacancy Due to Tenant Abandonment of Unit

The LME/MCO submits the following to the Subsidy Administrator:

- A completed TCLV Special Claims Requisition form, which the landlord completes and submits to the LME/MCO and the LME/MCO reviews before submitting to the Subsidy Administrator



# Questions and Comments

## Contact Information:

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