

The Life of the Vacancy and Referral System

Things to know before you begin

- RCRS **Management** Company Account Administrator must provide their staff with “RCRS Vacancy Reporter” access to the property.
 - **Management** always works on the Vacancy Detail page **until** the **Housing Assessor** provides a referral. From that point forward, all updates are entered on the Referral Detail page.
 - The **Housing Assessor** always works on the Referral Detail page UNTIL management has updated the referral with the move-in date, etc. From that point forward, the Housing Assessor would then release the vacancy on the Vacancy Detail page. ** Housing Assessor should **NEVER** release a vacancy when status is “Pending Move-In”. Move-in information must be entered PRIOR to release by Housing Assessor. If the household changes their mind, etc. management should “Withdraw Application” and Housing Assessor will proceed accordingly.
1. **Management** must enter a vacancy in RCRS to begin the process (All vacant units must be entered – even if property targeting requirement has been met).
 - a. Management completes the information requested in RCRS (bedroom size, smoking, affordability, etc.
 - b. Management immediately has the option to request vacancy release if targeting requirement has been met. If targeting requirement has not been met, they will not have the drop-down option until 15 days after vacancy entered. Housing Assessor will review vacancy notification in the system within 5 business days of receipt.
 - c. NOTE: Regardless of when unit is available for occupancy, the thirty (30) day clock starts the day the vacancy is entered.
 - d. The vacant unit is assigned the status of “New” and can be edited until the Housing Assessor reviews the vacancy.
 2. **Housing Assessor** – Awaiting Vacancy Review
 - a. Housing Assessor acknowledges they have received the vacancy (Complete Vacancy Review or Release Vacancy) **Housing Assessor should monitor this worklist throughout the day
 - b. Once Housing Assessor completes vacancy review, status changes to “Open” and Management can no longer edit the vacancy. Housing Assessor should ask Management to resolve any obvious issues with the unit prior to completing this step.
 - c. Housing Assessor now has the option to Add Referral
 - i. Housing Assessor enters information about the referral, assigns priority, etc. Management unable to see name of referring agency entered and is not told how priority level is determined.
 - ii. Targeting Referral Letter is uploaded by Housing Assessor.
 - iii. Housing Assessor has the option to enter multiple referrals for same vacancy.
 - iv. Housing Assessor can withdraw referral at any time, but this does not remove the requirement to hold unit for thirty (30) days.
 - d. Housing Assessor immediately has the option to Release Vacancy. Unit status of released unit is “Released”.
 - i. If Vacancy is released, Housing Assessor provides reason for release. If Vacancy released is denied, no reason is required.

- ii. No vacancy should be released until targeting requirement is met unless DHHS determines no viable referrals available
 - iii. Housing Assessor is no longer able to release a unit that has been 'reserved' for a referral.
- 3. **Management** receives Referral Notification in V&R system (red flag and email notification)
 - a. Housing Assessor anticipates referral will contact/visit/apply within five (5) business days.
 - b. Management provides Housing Assessor an update on referral no later than five (5) business days of referral receipt.
 - i. If referral does not show up or contact property, Management Requests Follow Up from Housing Assessor via V&R system. This notifies Housing Assessor the referral has not made contact. Housing Assessor will reach out to referral agency for an update. **Management does not receive a reminder to do this and must continue to check V&R to ensure timely reporting to Housing Assessor. Property is required to continue to hold the unit for the original thirty (30) day period.
 - ii. If referral submits application, management indicates via V&R system and provides date. If reasonable accommodation is provided at time of application, this is also noted in V&R.
 - iii. Management has the option to Approve, Deny, or Withdraw Application in V&R once application has been submitted and is being processed.
 - 1. Withdraw Application – Applicant/ Housing Assessor has notified site they wish to withdraw application. Site enters this in V&R and Housing Assessor receives Awaiting Withdrawal Review and either “closes” or “revives” the application.
 - 2. Deny Application – Management enters reason for denial and uploads a copy of the denial letter provided to applicant. **Management continues to hold unit if within original thirty (30) days from date of vacancy notification. If thirty (30) days has passed, management must provide minimum of eight (8) business days from date of denial letter for appeal, during which time the unit is held. Denial letter must be uploaded in RCRS on same day denial issued. Housing Assessor can notify management, via V&R system, of intent to appeal if applicable. Housing Assessor notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation. If applicant requests a reasonable accommodation, management must update V&R system of reasonable accommodation request on the date received and must hold unit until decision is made on the reasonable accommodation request. Hold fees will not be paid during periods of appeal and/or request for reasonable accommodation.
 - 3. Housing Assessor receives Awaiting Application Denial Review. Housing Assessor reaches out to referral agency and determines if appeal/reasonable accommodation request will be requested. If so, Housing Assessor sends “appeal notice” to site via RCRS. Housing Assessor notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation request. Applicant should

make request directly to management. If applicant decides not to appeal, Housing Assessor closes the referral and it is removed from the list.

4. When **management** receives Notice of Appeal or Reasonable Accommodation Request Housing Assessor, they wait to hear from applicant or their representative for actual basis of appeal. Housing Assessor notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation. Applicant should make request directly to management. Management will “Revive” application in V&R. Process outlined in TSP is followed and appeal/RA decision is noted in V&R.
5. **Management** will then “Approve” or “Deny” the application. If denied, applicant has no less than eight (8) business days to appeal. If the applicant appeals within the eight (8) day timeframe management must continue to hold the unit until management renders a decision for the appeal even if unit hold extends beyond the 30-day hold period. After the eight business (8) days, Housing Assessor must close out the referral.
6. If **management** “Approves” the application (under the actual referral and not the vacancy), V&R is updated with date approved. Once approved, Housing Assessor has no action to take – only sees as “Pending Vacancy Reservation”.
7. **Management** completes Vacancy Reservation. Once they have notified applicant of approval and they are still interested, they enter the expected move-in date and choose unit based on discussion with applicant. Housing Assessor still has no action to take. Once the unit is reserved, unit status changes to “Reserved”. Note: Housing Assessor indicates which unit size the person is eligible for when sending the referral to the property. If the applicant wishes to rent a different unit size, they will not be eligible for subsidy unless Housing Assessor agrees to change the unit size the applicant can rent. The system will not allow you to reserve the wrong unit size.
8. Referral is at “Pending Move-In” step. **Management** will Confirm Move-In date or Undo the Vacancy Reservation.
 - a. Vacancy Reservation can be “Undone” if another unit needs to be chosen because they change their mind, etc.
 - b. Management still has the option to “Withdraw Application”.
9. Once applicant has signed the documents and moves in the unit, **management** will enter move-in date. Management cannot enter future date. When confirming the move-in, the system will bring up the units from RCRS instead of the vacancy reserved in V&R. Management can ‘filter’ to find the appropriate unit by entering data in the appropriate column, such as the unit number or building address.

Reminder: Completing the move-in in V&R does not complete the process in RCRS. Likewise, completing the move-in in RCRS, does not complete the process in V&R. If the person completing this step in V&R also has access to RCRS, they will be able to click on the Unit link to go to RCRS and enter the move-in there. If the person does not have access to RCRS, no link will be available.

Action status in V&R continues to be “Pending Move-In Review” until move-in date has been entered. However, the unit status changes to “Filled”.

10. **Housing Assessor** has Awaiting Acknowledge Move-in worklist and will “acknowledge move-in”. This changes the unit status to “Closed” and takes both referral and unit out of the active lists.