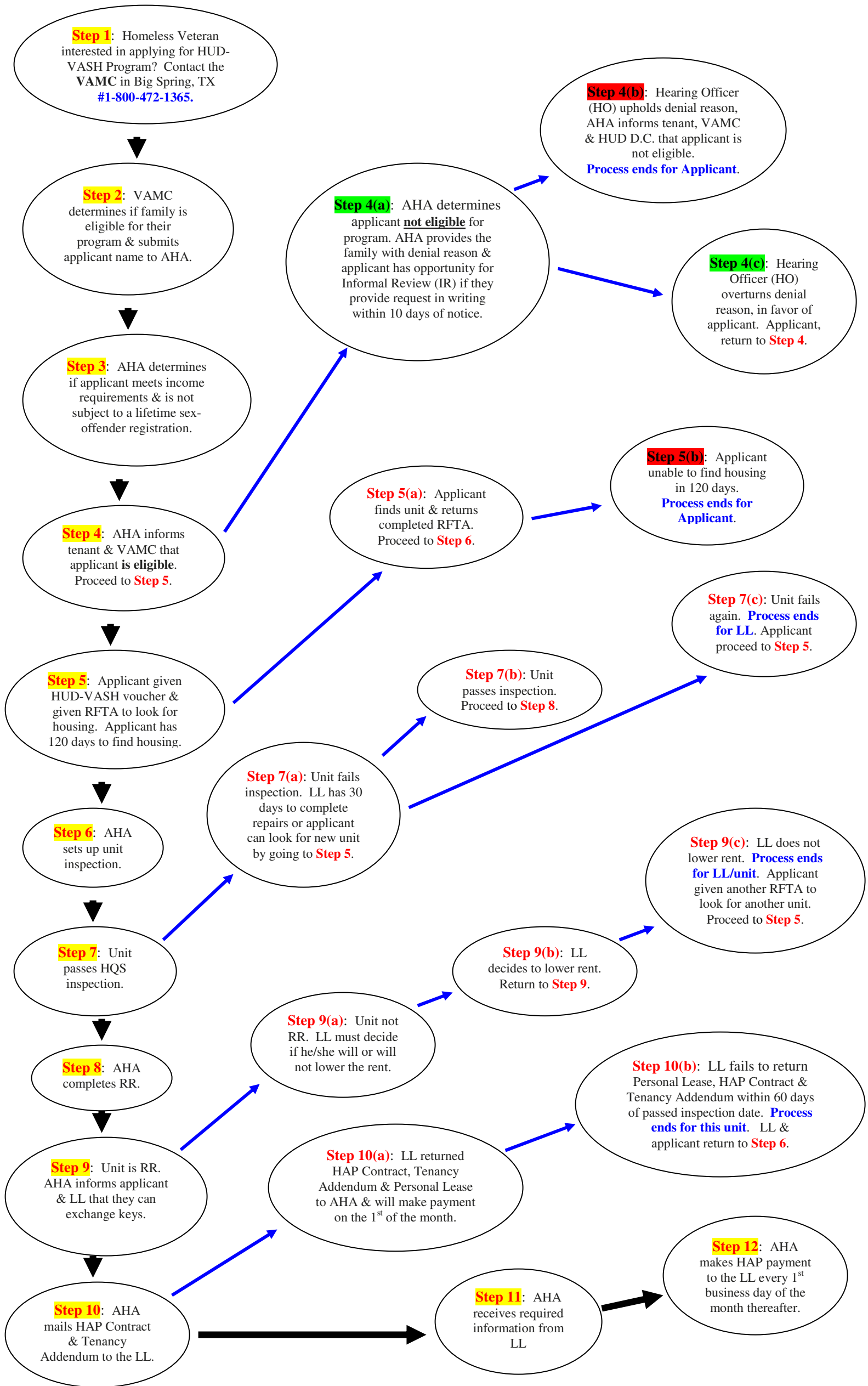# HUD-VASH PROGRAM - FLOW CHART

Step 1: Homeless Veteran interested in applying for HUD-VASH Program? Contact the **VAMC** in Big Spring, TX **#1-800-472-1365.**

Step 2: VAMC determines if family is eligible for their program & submits applicant name to AHA.

Step 3: AHA determines if applicant meets income requirements & is not subject to a lifetime sex-offender registration.

Step 4: AHA informs tenant & VAMC that applicant **is eligible**. Proceed to **Step 5**.

Step 4(a): AHA determines applicant **not eligible** for program. AHA provides the family with denial reason & applicant has opportunity for Informal Review (IR) if they provide request in writing within 10 days of notice.

Step 4(b): Hearing Officer (HO) upholds denial reason, AHA informs tenant, VAMC & HUD D.C. that applicant is not eligible. **Process ends for Applicant**.

Step 4(c): Hearing Officer (HO) overturns denial reason, in favor of applicant. Applicant, return to **Step 4**.

Step 5: Applicant given HUD-VASH voucher & given RFTA to look for housing. Applicant has 120 days to find housing.

Step 5(a): Applicant finds unit & returns completed RFTA. Proceed to **Step 6**.

Step 5(b): Applicant unable to find housing in 120 days. **Process ends for Applicant**.

Step 6: AHA sets up unit inspection.

Step 7: Unit passes HQS inspection.

Step 7(a): Unit fails inspection. LL has 30 days to complete repairs or applicant can look for new unit by going to **Step 5**.

Step 7(b): Unit passes inspection. Proceed to **Step 8**.

Step 7(c): Unit fails again. **Process ends for LL**. Applicant proceed to **Step 5**.

Step 8: AHA completes RR.

Step 9: Unit is RR. AHA informs applicant & LL that they can exchange keys.

Step 9(a): Unit not RR. LL must decide if he/she will or will not lower the rent.

Step 9(b): LL decides to lower rent. Return to **Step 9**.

Step 9(c): LL does not lower rent. **Process ends for LL/unit**. Applicant given another RFTA to look for another unit. Proceed to **Step 5**.

Step 10: AHA mails HAP Contract & Tenancy Addendum to the LL.

Step 10(a): LL returned HAP Contract, Tenancy Addendum & Personal Lease to AHA & will make payment on the 1st of the month.

Step 10(b): LL fails to return Personal Lease, HAP Contract & Tenancy Addendum within 60 days of passed inspection date. **Process ends for this unit**. LL & applicant return to **Step 6**.

Step 11: AHA receives required information from LL

Step 12: AHA makes HAP payment to the LL every 1st business day of the month thereafter.