



# LENNOX CHASE APARTMENTS

2534 Lake Wheeler Road, Raleigh, NC 27603

## Application Processing Procedures and Resident Selection Criteria

Lennox Chase is a 37-unit studio apartment community developed by DHIC, Inc. to serve individuals with very low income. Lennox Chase will offer on-site supportive services to residents and coordinate follow-up services offered by local agencies that refer residents to the apartment community. Individuals who live at Lennox Chase will often come with barriers that have kept them out of permanent housing in the past, but they will also bring the resilience and resourcefulness necessary to overcome those barriers.

DHIC has worked with Wake County Human Services (WCHS) and representatives from referral agencies to plan a community that will help individuals make the successful transition from homelessness, transitional housing programs, and overcrowded, costly, or substandard housing. DHIC has hired Community Management Corporation (CMC) as the property manager responsible for processing applications and managing Lennox Chase on a day-to-day basis. WCHS will provide a Housing Specialist to coordinate referrals from agencies and follow-up services. Applicants with Section 8 vouchers, Shelter + Care vouchers, or transitional rental assistance are welcome if the applicant meets other tenant selection criteria.

DHIC, Community Management Corporation, and their respective employees are committed to Equal Housing Opportunities for all eligible persons regardless of race, color, sex, religion, handicap, national origin, familial status, sexual orientation, gender identity, or marital status and to compliance with the Fair Housing Act, Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Violence Against Women Act (VAWA), and any legislation protecting the individual rights of residents, applicants, or staff which may subsequently be enacted. The following application procedures are the result of deliberate planning to serve the needs of residents and ensure their success in a supportive apartment community.

### Application Processing at Lennox Chase

**Overview:** Applications for Lennox Chase will be taken by CMC on a first-come, first-served basis. Applicants will either be referred by a Sponsor Agency or contact Lennox Chase directly to apply. An application must be completed in full, dated, and signed by the applicant. CMC will note on the application the date and time the completed application is received. The application may be delivered in person or received via mail, fax, or email. An application processing fee of \$20.00 will be charged to each applicant. Initial leases cover a period of 12 months and automatically convert to a month-to-month lease after initial term expiration. **Note:** Application fees will not be charged to applicants from the Transition to Community Living Initiative Program.

**Outreach and Sponsorship:** Lennox Chase is intended to serve as a key component in the housing continuum providing permanent supportive housing to those who have had a history of homelessness or living in inadequate living environments. Lennox Chase will maintain a waiting list with preference given to homeless individuals. Accordingly, outreach concerning available apartments at Lennox Chase will include notification to Sponsor Agencies. It is expected that many residents will be sponsored by social services programs located in Wake County.

The Sponsor Agency will play a key role in:

- Providing information necessary to determine that prospective resident is prepared to meet the responsibilities and obligations of tenancy.
- Assisting in transition from structured social services program to independent living at Lennox Chase.
- Providing follow-up services during period of transition and when tenant is at risk.

The primary responsibility for coordination with Sponsor Agencies will belong to the Housing Specialist with DHIC's support.

- Briefings and tours will be provided for Program Directors and Case Managers.
- Information on eligibility criteria and follow-up requirements for referring organizations will be provided.

Service providers sponsoring residents will be informed of their responsibility to transition clients to Lennox Chase.

- Sponsor Agencies will have responsibility for assuring that clients have furnishings, etc. to set up housekeeping.
- Case Managers will agree to keep referred consumers in their active caseload for a minimum term of 3-6 months after consumer has become a resident at Lennox Chase.
- Sponsor Agencies will agree to provide follow-up services to their consumers who require them.

Sponsor Agencies must provide evidence of applicant's ability to succeed in permanent supportive housing. This should include a sound reference that verifies the applicant's consistency in participating in Sponsor Agency's programming, adherence to program rules, and ability to manage finances. If the applicant is sponsored by a Sponsor Agency, the Sponsor Agency must verify satisfactory housekeeping ability and adherence to any savings plan required by the Sponsor Agency for the period that the applicant received the Sponsor Agency's services.

Sponsor Agencies must agree to provide follow-up services to clients they sponsor to ease the transition into permanent housing and help when difficulties arise. The purpose of Lennox Chase is to help individuals maintain permanent housing. Residents will not be required to receive services, but Sponsor Agencies will be required to offer them.

**Role of Management Company:** Initial contact will be with CMC who will:

- Answer inquiries about Lennox Chase accommodations.
- Collect application fees (\$20 per applicant) and take applications from potential residents.
- Secure release forms from applicants for verifications and information sharing.
- Secure criminal and credit background checks and past rental histories.
- Secure documentation regarding income, assets, and other program eligibility requirements.
- Manage waiting list.
- Determine whether applicant meets selection criteria.
- Advise applicants in writing of determination of eligibility for residency at Lennox Chase.
- Refer applicants to Housing Specialist if applicant does not meet criteria.

**Waiting List:** One waiting list is maintained. Once an applicant is nearing 120 days, a phone call will be made to update the verifications. If applicable, the applicant will sign the application stating that no changes have occurred.

The waiting list will be updated at least every six months. Applicants will be notified by mail to determine if they wish to remain on the waiting list.

The waiting list may be closed for one or more unit sizes if the number of eligible applicants has reached a sufficient number to fill vacancies that are anticipated in a one-year period. Closing and opening of the waiting list is announced via media and/or community contacts.

An applicant's name may be removed from the waiting list for the following reason(s):

- The applicant no longer meets the eligibility requirements for the property or program.
- The applicant fails to respond to a written notice for an eligibility interview.
- The applicant is offered and rejects two (2) units at the property.
- Mail sent to the applicant's address is returned as undeliverable.
- There is a change in the unit size needed and the property does not have the appropriate size unit.



**Preferences:** Lennox Chase has a preference to serve homeless individuals or those coming from housing or treatment programs. Approved applicants will be placed on a waiting list with a preference given to homeless individuals. The term "homeless" includes persons without a fixed nighttime residence, persons living in a shelter or in a transient residence that provides temporary quarters, and persons staying in a place not designed or ordinarily used for sleeping.

**Units Designed for Special Needs of the Mobility-impaired:** Lennox Chase has three (3) units that have been specifically designed to accommodate persons with mobility impairments requiring special features for wheelchair accessibility and use. Preference for occupancy of these units will be given to disabled individuals who require the accessibility features provided in the units.

No non-disabled applicants or disabled applicants who do not require the accessibility features provided will be offered these units until all eligible disabled applicants or current residents have been considered. Existing residents approved for transfer to an accessible unit will be given preference over qualified applicants.

Accessible units will be offered to and accepted by non-disabled applicants only with the understanding that such applicants must agree to transfer to a non-accessible unit at a later date if a person with a disability requiring the unit applies for housing and is determined eligible.

**Step 1: Preliminary Approval/Waiting List:** Upon receipt of an application, the On-site Manager will review the information provided by the applicant in his/her application to confirm eligibility based on the program guidelines as established by the NC Housing Finance Agency, i.e., age, income limitation, and student eligibility. Upon completion of such review, the applicant will be notified of his/her status. **If preliminarily eligible**, the applicant is notified that "based on the information provided", the applicant appears to be eligible for housing subject to verification of the information provided on the application. This notification also advises that the applicant is being placed on the waiting list. **If determined ineligible**, the applicant is notified of the reason(s) for such ineligibility and is referred to the Housing Specialist to determine eligibility for a Reasonable Accommodation or Second Chance. There is no Reasonable Accommodation or Second Chance for income limitations.

**Step 2: Tenant Verifications/Selection Criteria:** Prior to anticipated occupancy, CMC will begin screening the application to determine if the applicant meets basic eligibility requirements and other tenant selection criteria. **If favorable**, the applicant will be contacted and a personal interview will be arranged. During this interview, the On-site Manager and applicant will review the application to update any changes in circumstances and complete third-party verification forms consistent with the application processing procedure. Upon receipt of the verifications from all third parties, a determination for approval will be made.

**Step 3: Final Approval:** Applicants who have met all criteria listed above will be notified by the On-site Manager who will conduct an orientation to familiarize the applicant with Lennox Chase. Prior to move-in, the applicant will meet with Lennox Chase's Housing Specialist to have the opportunity to develop a Supportive Housing Plan and learn about available services and activities.

Decisions on offering an applicant residency will be made by the management company, CMC. The decisions will be based on objective criteria.

- Does the applicant meet eligibility criteria?
- Are the prior landlord check, credit history, and criminal background check satisfactory?
- If not, is there a recommendation and plan provided by the Housing Specialist?
- Is the information provided on the application consistent with background checks?

The following selection criteria will be used for Lennox Chase:

**Pet Policy:** The Owner has adopted a no pet policy for this community. Residents may not keep pets in or around their apartments. This policy does not apply to an animal that has been verified as needed to accommodate a resident's disability.

**Household Size:** Occupancy is limited to households consisting of one person. Units are studio apartments with no separate bedroom.

**Income Restrictions:** Applicant(s) for occupancy must have a gross annual income of less than the following percentages of median income, adjusted for family size, as published annually by the U. S. Department of Housing and Urban Development and/or the North Carolina Housing Finance Agency in accordance with the Section 42 Low Income Housing Tax Credit Program.

- Fifteen (15) units are reserved for households at or below 35% of median income;
- Twenty-one (21) units are reserved for households at or below 50% of median income.

Income limits at 50% of median income are available at <https://www.huduser.gov/portal/datasets/il.html>, and State-mandated limits at 35% are available at <http://www.nchfa.com/rental-housing-partners/rental-owners-managers/income-limits>.

Residents will enter Lennox Chase at the 35% or 50% income level and pay different rents based on these income levels. A resident initially approved at the 35% income level will continue to pay the applicable rent at the 35% income level until his/her income exceeds 50% of the median income. At this point, rent will be increased to the amount that corresponds to 50% of median income.

Applicants are selected for various rent levels at the property based on income and the date and time their application was received. When a lower rent level becomes available, it will be assigned to the current household who is paying the highest percentage of income towards rent. This determination will be based on the most recent completed certification.

**Security Deposit:** A security deposit in the amount of one-month's rent will be due when a unit becomes available and is accepted by the applicant. **Note:** Water, sewer, and electricity are included in rent and will not require an additional deposit.

**Income Stability:** Prospective tenant must have sufficient income to afford rent. For the purposes of minimum income qualification, rental vouchers will be considered in the calculation of the applicant's income. To be eligible for occupancy, the following minimum income requirements apply:

- Section 8 voucher holders must have a minimum income of 2 ½ times the monthly rent (tenant portion of rent + utility allowance) or \$300 per month, whichever is greater.
- Non-subsidized renters must have a minimum income of 2 times the monthly rent (rent + utility allowance).

Prospective tenants must have verifiable employment and must have been employed at least 3 months prior to application. If the applicant does not work due to a disability, applicant must have a stable source of income such as SSI/SSDI. If the applicant is sponsored by a Sponsor Agency, the Sponsor Agency must verify adherence to any savings plan required by the Sponsor Agency for the period that the applicant received the Sponsor Agency's services.

**Student Status:** Households where all members are full-time students must meet certain conditions for eligibility in accordance with the Section 42 Low Income Housing Tax Credit Program. In general, households made up of full-time students of any age do not qualify. The five exceptions to this general rule follow:

- All members are married and entitled to file a joint tax return.
- The household is comprised of a single parent(s) with minor children where neither the parent nor at least one child is claimed as dependents on someone else's tax return other than the absent parent of the children.
- The household receives Temporary Assistance to Needy Families (TANF).
- The student is enrolled in a job training program similar to the Job Training Partnership Act, the Workforce Investment Act, or under other similar Federal, State, or local laws.
- The student was previously in Foster Care.

In addition to meeting the screening criteria listed above, a part-time or full-time student attending an institution of higher learning for the purpose of obtaining a degree, certificate, or other program leading to a recognized educational credential who resides in a HOME-assisted unit must meet at least one of the following definitions:

- Is 24 years of age or older
- Is a veteran

- Is married
- Has a dependent child
- Is living with or applying for Section 8 assistance with parents
- Can prove independence from parents, i.e., he or she had established a household separate from parents or legal guardians for at least one year prior to application for occupancy and the parents did not claim the student on the most recent tax return
- Has parents who are income eligible for Section 8 assistance
- Is disabled and was receiving assistance as of November 30, 2005.

**Criminal Background:** All criminal histories will be considered on a case-by-case basis. Factors considered will include but not be limited to:

- Time between application and offense(s);
- Pattern of charges and convictions, as well as open cases;
- Weapons;
- More than one felony;
- Time after confinement;
- Successful completion of treatment, probation, etc. and/or compliance with post-release programming;
- Offenses related to property/tenant/staff safety;
- Whether applicant was convicted of a registerable offense and whether applicant has been registering.

Management will not consider an arrest or charge that was resolved without a guilty plea, a plea of no contest, or a conviction.

**Landlord Reference:** Applicants may not be rejected for lack of rental history but may be rejected for unsatisfactory rental history. Any applicant who has been evicted for material noncompliance will not be accepted for 3 years from the application date. Any applicant who has been evicted for non-payment of rent, damages, or other amounts due will be rejected until all past due funds have been paid in full to Landlord.

The Landlord will waive a rejection based solely on unpaid rent or money owed to a prior Landlord if the negative information can be mitigated to the satisfaction of the Landlord by substantially reducing the financial risk to the Landlord.

**Credit History:** Credit check must not reveal rent owed to past landlords, unless applicant can verify participation in a payment plan with the landlord. An applicant who has declared bankruptcy in the last four years must have re-established credit and remained current for a least one year. If applicant has no credit, non-traditional credit histories such as utility or cell phone payments will be reviewed to assess fiscal responsibility. Sponsor agencies must verify demonstrated ability to manage funds and meet obligations as required during the period that the applicant received the Sponsor Agency's services, if applicable.

Should the applicant be rejected based on credit, the Landlord will provide the applicant with the name and contact information of the credit reporting agency. All applicants may appeal the rejection and if disabled, may request a reasonable accommodation. The Landlord will waive a rejection based solely on credit if the negative information can be mitigated to the satisfaction of the Landlord by substantially reducing the financial risk to the Landlord. Disabled applicants who are provided substantial services, rental, and other financial assistance by such programs as the Targeting and Key Assistance Program administered by DHHS will not be rejected based solely on credit history. Such programs provide risk mitigation tools which substantially reduce the likelihood that the Landlord will be financially damaged as a result of waiving the credit requirement.

#### **Reasons for Rejection of Application:**

- Failure to provide verifications of social security numbers or certifications for all family members.
- Applicant does not meet the property's program requirements.
- Applicant does not meet screening guidelines such as criminal, credit, and rental history.
- Intentional or material falsification of information supplied on the application by the applicant.
- Applicant does not respond to the waiting list updates within ten days of mailing update letters.

**Note:** Reliance on state or federal housing vouchers will not be grounds to deny an application.



Rejection of an applicant will be based solely on written criteria specified in this Tenant Selection Plan.

**Grievance Process:** If screening reveals unfavorable rental history, income instability, unfavorable credit history, or criminal convictions that do not comply with the criteria listed above, the applicant will be notified in writing of the reason(s) for such ineligibility promptly. The applicant will have 14 calendar days to contact either 1) CMC regarding any suspected errors in processing the application or to apply for a Reasonable Accommodation, or 2) the Housing Specialist to determine eligibility for a Second Chance. The written notification will advise the applicant of the right to request a reasonable accommodation in order to participate in the informal hearing process.

### **Reasonable Accommodation and Second Chance Policy**

Although the Fair Housing Amendments Act generally requires applicants to be given equal treatment and prohibits discrimination against anyone with respect to the protected classes, there are certain limited circumstances when the Act requires a housing provider to treat persons with disabilities differently to enable them to have equal access to, or enjoyment of, housing and other housing-related programs. Specifically, the Fair Housing Amendments Act requires housing providers to provide "reasonable accommodations" to persons with disabilities. This means an owner may have to modify rules, policies, practices, procedures, and/or services to afford a person with a disability an equal opportunity to use and enjoy the housing.

**Eligibility for Reasonable Accommodation** is based on the Federal Fair Housing definition of disabled. Under Federal law, a person with a disability is any person who:

1. has a physical or mental impairment that substantially limits one or more major life activities;
2. has a record of such an impairment; or
3. is regarded as having such impairment.

The definition does not include any individual whose current use of illegal drugs prevents the individual from participating in the housing program or activities, or whose participation, by reason of such drug abuse, would constitute a direct threat to property or the safety of others.

The term physical or mental impairment includes, but is not limited to such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, Human Immunodeficiency Virus infection, mental retardation, emotional illness, drug addiction, and alcoholism. For purposes of qualifying for low-income housing, this does not include a person whose disability is based solely on any drug or alcohol dependence [24 CFR Part 8.3, and HUD Handbook 4350.3, (Exhibit 2-2)].

Reasonable accommodations/modifications will be made when necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing community of choice. Upon request for a reasonable accommodation, the On-site Manager will provide to the applicant a Request for Accommodation form. Management will respond to the request within 30 days of receipt. The available unit will be held for the applicant requesting the accommodation until the 504 Committee decides whether to approve or deny the request. If the request is denied, the applicant will be notified in writing and given 14 calendar days to appeal the Committee's decision, during which time the available unit will not be rented to another qualified applicant.

**Eligibility for Second Chance** is reserved for those who do not meet Reasonable Accommodation criteria, but have worked on issues that have interfered with maintaining permanent housing in the past. Many prospective residents will not meet the Selection Criteria for tenancy. They may have unacceptable credit or criminal convictions or histories of evictions. However, it is understood that a primary purpose of Lennox Chase is to afford a "Second Chance" to individuals that have experienced troubling circumstances and have made concerted efforts to address and resolve former problems.

Individuals who do not meet the Selection Criteria for tenancy will be referred by CMC to the WCHS Housing Specialist. The decision to meet with the Housing Specialist is completely the option of the prospective tenant; however, those who do not wish to will not be able to take advantage of the Second Chance policy.

In an interview(s) with the prospective tenant, the Housing Specialist will:

- Identify the past history that led to the problem.
- Identify the steps that the individual has taken to resolve the problem and its underlying causes.
- Obtain evidence that the individual has made a clear commitment to change.
- Work with the individual to develop a plan that will remain in force during the individual's residency at Lennox Chase and that will minimize the possibility of a recurrence of the problem.

Based on the above information, the Housing Specialist may issue a recommendation to CMC that it waive the criteria that prevented tenancy from being offered. No individual will be offered tenancy at Lennox Chase without being interviewed and screened by CMC. As appropriate, prospective residents will be encouraged by Sponsoring Agencies and CMC to meet first with the WCHS Housing Specialist, and with the support of the Housing Specialist, develop a Supportive Housing Plan.

**If the applicant does not qualify for a Reasonable Accommodation or Second Chance, CMC will notify the applicant in writing.**

**Violence Against Women Act (VAWA):** A housing provider cannot refuse to admit you or rent to you based on acts or threats of violence committed against you. Also, criminal acts directly related to the domestic violence, dating violence, sexual assault, or stalking that are caused by a member of your household or a guest cannot be the reason for evicting you or terminating assistance if you were a victim of the abuse.

For purposes of determining whether a tenant may be covered by VAWA, the following list of definitions applies:

VAWA defines "domestic violence" as felony or misdemeanor crimes of violence committed by:

- A current or former spouse or intimate partner of the victim;
- A person with whom the victim shares a child;
- A person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner;
- A person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies; or
- Any other person who committed a crime against an adult or youth victim who is protected under the domestic or family violence laws of the jurisdiction.

VAWA defines "dating violence" as violence committed by a person:

- Who is or has been in a social relationship of a romantic or intimate nature with the victim; and
- The existence of such relationship is determined based on the following factors:
  - Length of the relationship;
  - Type of relationship; and
  - Frequency of interaction between the persons involved in the relationship.

VAWA defines "sexual assault" as any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

VAWA defines "stalking" as engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- Fear for his or her safety or others; or
- Suffer substantial emotional distress.

The housing provider can ask you in writing to prove or "certify" that you are a victim of domestic violence, dating violence, sexual assault, or stalking. The housing provider must request certification in writing and give you at least 14 business days to provide this proof. The housing provider may – but is not required to – extend this deadline. The housing unless:

- You give written permission to the housing provider to release the information;
- Your housing provider needs to use the information in an eviction proceeding, such as to evict your abuser; or
- A law requires the housing provider to release the information.

**Limited English Proficiency:** Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 require that recipients of federal funds take responsible steps to ensure meaningful access by persons with limited English proficiency (LEP persons). Lennox Chase Development LLC and Community Management Corporation, Agent for Owner, are both obligated and committed to the reduction of language barriers that could potentially preclude housing LEP persons at Lennox Chase Apartments. The On-site Manager utilizes the Language Identification Flashcard developed by the U.S. Department of Commerce as needed. Upon request, the Owner/Agent will make arrangements to provide oral interpretation in other languages.

### **504 Non-discrimination Notice**

In accordance with Section 504 of the Rehabilitation Act of 1973, Lennox Chase Development LLC and Community Management Corporation, Agent for Owner, hereby notify the general public that:

- (1) No qualified individual with handicaps shall, solely on the basis of handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any Federally assisted program or activity administered under the direction of Lennox Chase Development LLC and Community Management Corporation, Agent;
- (2) Lennox Chase Development LLC and Community Management Corporation, Agent will provide employment opportunities, benefits, access to housing, and other appropriate services in a manner that will not, directly or through contractual or other arrangements, subject qualified individuals with handicaps to discrimination solely on the basis of handicap; and,
- (3) Lennox Chase Development LLC and Community Management Corporation, Agent will not participate in any contractual or other relationship that has the effect of subjecting qualified individuals with handicaps to discrimination solely on the basis of handicap.

It is the intention of Lennox Chase Development LLC and Community Management Corporation, Agent to take reasonable, affirmative steps to increase access and opportunities for handicapped individuals in all programs, services, and administrative operations. A 504 Committee has been established. The Committee can be reached by calling 336-765-0424.

If you have a visual, hearing, physical, or other impairment that does not permit you to read this Notice, the On-site Manager will provide appropriate assistance.

To schedule assistance, please call the rental office at 919-828-7400. If you have a hearing impairment, you may utilize the NC Relay System by dialing 1-800-735-2962. Assistance to ensure equal access to this Notice will be provided in a confidential manner and setting.

### **Supportive Housing Plan**

- It is expected that many residents at Lennox Chase will develop an individualized Supportive Housing Plan with help from their Sponsor Agency and the Housing Specialist.
- The purpose of the Supportive Housing Plan is to 1) continue the resident's work of addressing any issues that are barriers to maintaining permanent housing, 2) ensure that the resident is successful in maintaining his/her apartment at Lennox Chase, and 3) support the resident's preparation for any future housing scenarios.
- The resident will be the primary force in the development and implementation of his/her Plan, which will both build his/her individual strengths, such as leadership development or computer skills, and provide support in meeting needs such as recovery and legal issues.
- The Housing Specialist and the Sponsor Agency, with the resident's help, will identify suitable sources of services and opportunities that will build on strengths and meet the needs of the resident. To the extent that the Sponsor Agency can provide services and opportunities directly to the resident, it will do so.
- Once services and opportunities are identified in the community, the Sponsor Agency and Housing Specialist will help the resident to facilitate and maintain links to providers.
- The Housing Specialist will develop a schedule for meeting with resident and his/her Sponsor Agency to review and update the Supportive Housing Plan.

The interview with the Housing Specialist will review (as applicable):

- The individual's history of homelessness, the causes, the number of times he/she was homeless, and resources drawn upon while homeless.
- The medical, psychiatric, and substance use history of the individual.
- History of violence, criminal activity, and incarceration.
- The support network and leisure activities of the individual.
- Prior financial problems.
- Education and employment.
- Daily living skills and community living skills.

The interview will seek to identify the individual's goals in each of the above areas, the actions that have been taken to achieve these goals, and actions that the individual is willing to commit to. After the final determination regarding residency has been made, the Housing Specialist will work with the resident to develop his/her Supportive Housing Plan and provide support in carrying out the plan.