



# Entry Form 2017 Annual Awards for Program Excellence

**Entry Deadline: Thursday, June 15, 2017, Midnight ET**

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## Background

In 2008, the State of Indiana was hit by a series of severe floods, resulting in storm and flooding damage in 82 out of 92 counties throughout the State and the displacement of many households. Without any existing formal plan in place, the Indiana Housing and Community Development Authority (“IHCDA”) sprang into action, sending staff out to “one-stop-shop” centers that were established statewide to provide centralized access to critical services. IHCDA assisted displaced households by offering hotel vouchers for temporary shelter. In 2012, the State again experienced a disaster when the small community of Henryville in Southern Indiana was devastated by a tornado. Staff quickly referred back to materials used in the 2008 flooding relief initiative and put together a makeshift policy and forms to again provide assistance, this time both hotel vouchers and short-term rental assistance, to displaced households.

Upon the completion of the Henryville recovery effort, IHCDA realized that it needed to create a formal and standardized procedures manual to codify how the agency will respond when disasters result in the need for housing assistance. As a result, IHCDA worked with the Indiana Department of Homeland Security (“DHS”) to create a series of documents as described below to formalize a disaster housing plan:

- A “Recovery Support Function Housing Annex” document that feeds into DHS’s overall State Recovery Plan. This supplemental plan identifies the role of IHCDA in disaster recovery and designates an IHCDA staff person as assuming the role of the State of Indiana Disaster Housing Manager. (See Exhibit A).
- An internal procedures manual entitled the “IHCDA Disaster Recovery Manual” (first completed in 2013 and revised in 2014) that outlines how IHCDA processes and provides emergency hotel vouchers and disaster rental assistance to displaced households. (See Exhibit B).
- Utilizing CDBG-Disaster Recovery grant funds awarded from IHCDA to DHS, each of the 10 DHS regions of the state created a regional specific Disaster Recovery Plan that identifies the threats to the region and the options/resources available in that region to provide disaster housing and shelter.
- Collectively, these plans will be referred to as the “Disaster Housing Plan” for the rest of this document.

This plan was utilized in response to 3 separate disaster events in calendar year 2016. Below, we will quickly summarize the disaster recovery policy and then describe how that policy was effectively implemented to respond to 3 different disaster events last year.

## The Policy

Per the Disaster Housing Plan, IHCDA serves as the lead entity when a disaster recovery effort requires assisting displaced households with finding new housing options. IHCDA works collaboratively with state and local partners during this process. After a disaster occurs, DHS conducts an initial damage assessment and notifies IHCDA’s State Disaster Housing Manager (a role currently handled by IHCDA’s Deputy Executive Director & Chief Real Estate Development Officer who has overseen agency disaster recovery since 2012 and been involved since the 2008 floods) if there is a need for housing recovery efforts. IHCDA then works with the lead Indiana Volunteer Organizations Active in Disaster (“INVOAD”) organization to receive referrals. The INVOAD organization (a non-profit such as American Red Cross, Catholic Charities, etc.) works in the field to identify households in need of housing assistance and completes a referral form to refer the client to IHCDA for assistance. This referral verifies that the household has been displaced as a result of the disaster and is need of IHCDA assistance. IHCDA does not conduct any further verification, thus relying on the local non-profit active in the field to make these determinations.

Upon receiving a referral, IHCDA provides the household the necessary documentation to either take to a hotel for an emergency hotel voucher and/or to take to a landlord to authorize short-term disaster rental assistance. The household is ultimately able to choose the hotel they want to stay at or apartment they would like to rent. IHCDA will work with any willing hotel or landlord. For rental assistance, IHCDA will pay a security deposit and rent up to the HUD published Fair Market Rent for the area for a period of usually 2 months, depending upon the extent of the disaster, number of households needing assistance, and the availability of funds. Assistance is paid for through IHCDA's general agency funds. An amount is held back in each annual budget to anticipate costs related to disaster assistance.

## **2017 Recovery Initiatives: The Policy is Effective and Adaptable**

The formalized Disaster Recovery Plan was tested 3 separate times in 2016, and in each instance was found to be effective and adaptable to the particular circumstance. A summary of each disaster is described below:

- In May 2016, gas escaped from an abandoned underground coal mine in Princeton, IN displacing 30 households at a USDA Rural Development assisted affordable housing development. IHCDA provided emergency hotel vouchers to 13 of those households to address their immediate housing needs.
- In August 2016, a portion of South Bend, IN experienced severe flooding. IHCDA assisted 5 displaced households whose homes were destroyed by providing short-term disaster rental assistance.
- In August 2016, Kokomo, IN was hit by a tornado that caused serious residential damage. IHCDA assisted 5 displaced households whose homes had major damage by providing emergency hotel vouchers, and also assisted an additional 16 households whose homes were destroyed by providing short-term disaster rental assistance. Most of these assisted households were residents of an affordable housing development that was destroyed by the tornado.

By following its established Disaster Housing Plan and utilizing just over \$50,000 in agency general funds, IHCDA was able to serve 39 households that were displaced by natural disasters and at risk of homelessness during calendar year 2016. Because a formal plan was in place and ready to launch, IHCDA was able to begin serving the households immediately after the disaster (within hours of being notified of the need for assistance) instead of taking days or weeks to establish a response.

## **Why Nominate for an NCSHA Award?**

- **Innovative:** The Disaster Housing Plan is an innovative partnership with DHS and demonstrates a high level of readiness on the part of IHCDA to respond to disasters.
- **Responsive to a Need:** IHCDA is better positioned to respond to the needs of vulnerable households during disasters due to the creation of its Disaster Housing Plan. As evidenced by the 39 households that were able to be efficiently served and housed in 2016, the plan allows IHCDA a flexible but structured approach to disaster recovery.
- **Achieves Intended Results:** Implementation of the plan successfully provided immediate shelter or new housing for 39 households affected by natural disasters in 2016.
- **Benefits Outweigh Costs:** While implementation of the plan (i.e. the authorization of emergency hotel vouchers and disaster rental assistance vouchers) requires the use of IHCDA general funds, we were able to serve displaced households and prevent homelessness for these vulnerable individuals and families at an average cost of \$1300 per household in assistance.



## **Appendix A**

### ***IHCDA Disaster Recovery Manual***

# Appendix A to *RSF Housing Annex* IHCDA Disaster Recovery Manual 2nd Edition: June 2014

## PURPOSE

This manual is an internal guide describing how IHCDA responds when a disaster has occurred in the State of Indiana. The procedures outlined in this manual are based on guidelines established in the *Recovery Support Function (RSF) Housing Annex* and the *Indiana Statewide Disaster Housing and Emergency Services Plan (DHP)* as well as best practices identified during IHCDA's previous disaster response efforts including the 2008 statewide flooding and the 2012 tornados in Southern Indiana.

Per the *RSF Housing Annex* and the *Indiana Statewide Disaster Housing and Emergency Services Plan (DHP)*, each participating agency must develop and implement its own internal standard operating procedures to carry out its respective roles and functions. IHCDA is the coordinating (lead) agency under the *RSF Housing Annex* and this document will serve as its standard operating procedures. This document is considered Appendix A to the *RSF Housing Annex*.

## LIMITATIONS

Each disaster will be different in its severity and impact on the surrounding community. Specific characteristics of a disaster include the location, total population, number of population affected, nature of the disaster, local resources available, impact on infrastructure, etc. Therefore, IHCDA will need to enact different levels of recovery resources depending on the circumstances at hand. This manual provides the fundamental methodology for IHCDA's disaster recovery, but the procedures and forms described herein should be reviewed at the beginning of each disaster recovery initiative and tailored to meet the specific needs of that situation.

The scope of this manual only covers IHCDA's disaster recovery efforts for providing immediate housing assistance (i.e. temporary hotel vouchers or rental assistance to affected individuals and families, referred to as "affected persons" throughout this manual). Post-disaster, IHCDA may use its funding sources to creatively address long-term recovery solutions (e.g. creation of new housing, rehabilitation of affected housing, etc.). Possible long-term recovery programs are not covered in this manual.

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# Section 1- Introduction and Key Concepts

## Part 1.1 | What is a Disaster?

Indiana Code Title 10, Chapter 3 established emergency management and disaster law in Indiana and defines disaster as an “occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural phenomenon or human act.”

Per IC 10-14-3-1(b) the term covers any of the following events:

- Fire
- Flood
- Earthquake
- Windstorm
- Snowstorm
- Ice Storm
- Tornado
- Wave action
- Oil spill
- Other water contamination requiring emergency action to avert danger or damage
- Air contamination
- Drought
- Explosion
- Technological emergency
- Utility failure
- Critical shortages of essential fuels or energy
- Major transportation accident
- Hazardous material or chemical incident
- Radiological incident
- Nuclear incident
- Biological incident
- Epidemic
- Public health emergency
- Animal disease event requiring emergency action
- Blight
- Infestation
- Riot
- Hostile military or paramilitary action
- Act of terrorism
- Any other public calamity requiring emergency action

Many natural and man-made hazards present potential threats for Indiana. A review of Indiana’s previous federally-declared disasters shows that flooding, tornadoes/straight line winds, and winter storms are the most frequent disaster events. Therefore, much of Indiana’s emergency management planning and experience has focused on these disaster scenarios. However, significant planning has occurred at the state-level around the potential for catastrophic earthquakes from the Wabash Valley Seismic Zone or the New Madrid Seismic Zone.

## Part 1.2 | Disaster Declaration

Per Indiana Code Title 10, Public Safety, the Governor can declare a disaster emergency by executive order either after an emergency has occurred or when “the threat of disaster is imminent.”

For a disaster to be declared a presidentially declared disaster, the Stafford Act requires that the Governor of the affected state must make a request for the presidential declaration through the regional FEMA office. Once the request has been made, State and Federal officials conduct a preliminary damage assessment to estimate the extent of the disaster and its impact on individuals and public facilities. The President considers the preliminary damage assessment as one of the factors in making the determination on whether to declare a major disaster.

A number of factors are evaluated in reviewing the Governor's request. The very nature of disasters- their unique circumstances, the unexpected timing, and varied impacts- precludes a complete listing of factors to be considered, but the following list includes most primary considerations.

- Amount and type of damage (number of homes destroyed or with major damage);
- Impact on the infrastructure of affected areas or critical facilities;
- Imminent threats to public health and safety;
- Impact to essential government services and functions;
- Unique capability of Federal government;
- Dispersion or concentration of damage;
- Level of insurance coverage in place for homeowners and public facilities;
- Assistance available from other sources (Federal, State, local, volunteer organizations, etc.);
- State and local resource commitments from previous, undeclared events; and
- Frequency of disaster events over recent time period.

### **Part 1.3|The Indiana Statewide Disaster Housing and Emergency Services Plan (DHP)**

The *Indiana Statewide Disaster Housing and Emergency Services Plan* (DHP) describes the concepts, coordinating structure, roles and responsibilities, and overall plan for providing emergency housing services during and after a disaster affects the residents and occupants of Indiana. The DHP is an options-based guidance document that establishes the basis for providing state assistance to local governments and citizens of Indiana impacted by a disaster or emergency that causes a sudden loss of housing and other basic needs. The DHP assumes that the disaster overwhelms the capabilities of local governments or that the nature of assistance is only available from a state agency. In addition, each district in the state has developed its own *Housing and Emergency Services Plan* that falls under the larger DHP.

The DHP establishes that the state will provide assistance for shelter and housing. As the state agency for housing issues, IHCD is tasked with implementing much of the housing related disaster assistance. For more information on IHCD's responsibilities and role in the DHP process, see Section 2.

As stated in the purpose statement on Page 1, this manual is a supplement to the DHP. The DHP outlines the responsibility of all agencies to coordinate and cooperate during disasters and states that each participating agency must develop and implement its own specific internal operating procedures. This document establishes the standard internal operating procedures for IHCD's disaster response efforts. While this manual will touch on aspects of the DHP, it will not provide a complete understanding of the roles of other state agencies. To understand the process as a whole, please refer to the current edition of the DHP.

### **Part 1.4|Four Stages of Response**

Disaster response is generally classified into four (4) phases or time periods. IHCD will likely be involved in all four (4) phases, though the heaviest work will fall in the emergency response and short term phases when IHCD is devoting staff in the field.

1. Emergency Response Phase: Three (3) to five (5) days following the disaster.
2. Short Term Phase: Up to thirty (30) days following the disaster.
3. Interim/Medium Term Phase: Up to ninety (90) days following the disaster.
4. Long Term Phase: Eighteen (18) months following the disaster.

## Part 1.5 | Levels of Housing Assistance

Disaster recovery housing is generally classified into three (3) levels of housing. IHCD is tasked with providing assistance related to interim (medium-term) and permanent (long-term) housing.

1. **Temporary Housing:** short-term shelter housing immediately following a disaster, such as a stay in an emergency shelter, reception center, or structure that is not intended to be long-term housing. IHCD is not involved in temporary housing assistance. Under the DHP, short-term sheltering responsibilities have been tasked primarily to the American Red Cross with assistance from other volunteer organizations active in disaster (VOADs) and agencies such as the Indiana Department of Homeland Security (IDHS).
2. **Interim Housing:** housing between temporary and permanent housing, such as when an individual or family transitions from temporary emergency housing into another location before permanent housing is found. For purposes of interim housing assistance, IHCD offers emergency hotel vouchers to provide safe, sanitary, and secure interim housing solutions before a permanent solution has been found. For more information on IHCD emergency hotel vouchers, see Section 3.
3. **Permanent Housing:** housing intended to shelter an individual or family in the long-term on a permanent basis. The goal of permanent housing is to meet the long-term needs of the individual or family with safe, sanitary, and secure housing. IHCD offers disaster rental assistance to situate affected persons into new permanent housing locations. For more information on IHCD disaster rental assistance, see Section 3.

## Part 1.6 | Non-Discrimination, Accessibility and Functional Needs

IHCD will administer its housing assistance in a manner consistent with Federal and State Fair Housing. In accordance with Fair Housing law, IHCD will not discriminate based on race, color, national origin, sex, disability, familial status, or religion. In addition, IHCD will not discriminate based on age, sexual orientation, or gender identity. Furthermore, eligibility is not based on income. Rather, eligibility for assistance is based solely on the affected person's need for assistance based on loss of housing as determined by a referral from the American Red Cross or other VOAD organization as agreed upon in a Memorandum of Understanding (MOU). See Section 3 for more information on determination of eligibility and types of assistance available.

Populations with special housing needs may include, but not be limited to, persons with disabilities, seniors, infants and children, and those currently sick. All individuals have equal rights and access to disaster response services, regardless of ability. Persons with access and functional needs are to be integrated into the population of other disaster survivors and not separated.

Accessibility to disaster response centers and accessible housing (or housing that can be modified to become accessible) is critical for short, interim, and long-term housing needs. Per the DHP, the following considerations are foundational to the plan:

- All reception centers, emergency shelters, and one-stop-shops must be handicapped accessible, or arrangements for transfer to a nearby accessible facility must be possible. Emergency services available must include appropriate accommodation for affected persons with access and functional needs to the extent possible.
- Animals that accompany the disabled are classified as service animals and are considered an extension of the individual and a part of their most basic needs. They are not considered pets and are not treated in the way pets are managed in disasters. Service animals are to accompany the affected person at all stages of disaster response and recovery, including shelter and housing.
- The inventory of available accessible housing will be organized in the Indiana Housing Now database. Current and future entries in the database must clearly identify accessible units. Accessibility is included in the search and query functionality of the website. For more information on the Indiana Housing Now website, see Section 5.
- Every effort must be made to accommodate access and functional needs in the process of matching affected persons to available short-term, interim, and long-term housing options at all levels within the housing continuum, including accessible hotel rooms, apartment units, and homes.

## Section 2 – Responsibilities of IHCD

### Part 2.1 | Role of IHCD in the Statewide Disaster Housing Plan (DHP)

The *Indiana Statewide Disaster Housing and Emergency Services Plan* (DHP) identifies the roles and responsibilities of multiple state agencies and organizations in the disaster response process. Multiple agencies must be involved in a comprehensive disaster response plan to cover the wide range of issues that arise in disaster situations.

Per the *RSF Housing Annex* and the DHP, IHCD is the designated “state coordinating agency” for “housing issues that arise in such events.” As the state coordinating agency for disaster housing issues, IHCD is tasked with the following responsibilities:

1. Serve as the primary agency for interim (medium-term) and permanent (long-term) housing solutions. See Part 1.5 for definitions of interim and permanent housing. To meet this responsibility, IHCD offers emergency hotel vouchers and disaster rental assistance to affected persons. See Section 3 for more information on types of housing assistance provided by IHCD.
2. Serve as a support agency for the one-stop-shops. See Section 5 for more information on one-stop-shops. The primary group tasked with setting up the one-stop-shops is the Indiana volunteer organizations active in disasters (VOAD).

IHCD will conduct these responsibilities in a non-discriminatory manner, as discussed in Part 1.6.

### Part 2.2 | Role of the State Disaster Housing Manager

IHCD will appoint and maintain one staff member to serve as the “State Disaster Housing Manager.”

The State Disaster Housing Manager serves on the State Disaster Housing Task Force. This group is chaired by the Governor and IDHS Manager and includes the State Disaster Housing Manager as well as representatives from OCRA, OFBCI, and the American Red Cross. For large scale disasters, this group is responsible for managing the state disaster housing mission.

For small scale disasters, the Task Force is not initiated and the State Disaster Housing Manager is responsible for managing the state disaster housing mission.

The State Disaster Housing Manager is responsible for the following tasks:

- During a disaster recovery initiative, coordinate IHCD’s disaster response efforts and manage and train all IHCD staff members involved in disaster efforts both in the field and back in the office. This includes ensuring that IHCD is properly participating in one-stop-shops by coordinating agency volunteers, setting up the agency’s stations at one-stop-shops, etc. See Part 4.1 for more information.
- During a disaster recovery initiative, coordinate IHCD’s involvement in conducting post-event housing damage assessments as applicable when requested by IDHS.
- During a disaster recovery initiative, compile all necessary information to report out to other agencies involved in the disaster response, including IDHS and FEMA. This includes submission of daily reports from the one-stop-shops.
- Serve on the State Disaster Housing Task Force.
- Serve as co-chair on the “Indiana Disaster Housing and Emergency Services Advisory Committee” as described in Part 2.3 below.
- Serve as IHCD’s primary point of contact for disaster related issues.
- Develop and maintain relationships with IDHS and support agencies.
- Maintain and update this manual and all related forms and work with IDHS to maintain and update the *RSF Housing Annex*.

Effective July 2012, IHCD’s current State Disaster Housing Manager is Matt Rayburn, Chief Real Estate Development Officer.

## Part 2.3| Participation in the Indiana Disaster Housing and Emergency Services Advisory Committee

To ensure a multi-agency cooperative approach to disaster response, the State of Indiana has created the “Indiana Disaster Housing and Emergency Services Advisory Committee” (referred to as the “Advisory Committee”). The Advisory Committee is tasked with providing input into the DHP and disaster response initiatives, coordinating planning efforts, and implementing new housing and emergency service initiatives that result from planning efforts. Members of the Advisory Committee are committed to ongoing and long-term involvement in the DHP.

IHCDA’s designated “State Disaster Housing Manager” (as defined above in Part 2.2) will participate in Advisory Committee meetings and serve as co-chair of the committee.

The Advisory Committee is made up of the following assembly of stakeholder agencies:

- Indiana Department of Homeland Security (IDHS) – Co-chair
- Indiana Housing and Community Development Authority (IHCDA) – Co-chair
- Indiana Office of Community and Rural Affairs (IOCRA)
- Indiana Office of Faith Based and Community Initiatives (IOFBCI)
- American Red Cross (ARC)
- Indiana State Department of Health (ISDH)
- Indiana Protection and Advocacy Services (IPAS)
- Governor’s Council for People with Disabilities (GCPD)
- Indiana Department of Education (IDOE)
- Indiana Family & Social Service Administration (FSSA)
- Indiana Voluntary Organizations Active in Disaster (Indiana VOAD)
- Indiana Board of Animal Health (IBOAH)
- Representatives from local emergency management agencies (Local EMAs)

The mission statement of the Advisory Committee is as follows:

“To work as a functional multi-organizational team to protect the well-being of everyone in the State of Indiana, and by addressing their diverse needs, ensuring a return to safe, secure, and sanitary conditions.”

The vision statement of the Advisory Committee is as follows:

“To become a national leader in providing all-inclusive disaster housing and emergency services to individuals and families with unmet needs through effective collaborative relationships and public-private partnerships to ensure Indiana’s communities are resilient in the event of a large scale emergency.”

## Part 2.4| IHCDA Disaster Recovery Group

IHCDA will maintain a small group of internal staff devoted to working with the State Disaster Housing Manager when a disaster occurs. While additional IHCDA staff will be called upon to help staff one-stop-shops, the IHCDA Disaster Recovery Group will provide direct support to the State Disaster Housing Manager on setting procedures and preparing to launch the disaster response initiatives.

For additional information on how the IHCDA Disaster Recovery Group will operate, see Part 4.2

## Section 3 – Types of Assistance

As stated in Part 2.1, during a disaster recovery initiative IHCDCA is tasked with serving as the primary agency for interim (medium-term) and permanent (long-term) housing solutions. This section discusses the two primary types of assistance IHCDCA uses to accomplish that task. An affected person may receive one type of assistance or a combination of each type.

### Part 3.1 | Emergency Hotel Vouchers

Emergency hotel vouchers are a means of providing interim housing options to affected persons. Hotel rooms serve as safe, sanitary, and secure housing solutions but are not long-term.

Therefore, emergency hotel vouchers are usually most appropriate in situations where an affected person has had damage to his or her residence but will be able to return once repairs are completed. The length of the hotel voucher will depend upon the recommendation made by the American Red Cross worker completing the assistance referral form. Generally, the stay should initially be limited to a maximum of two (2) weeks. With approval from the State Disaster Housing Manager, IHCDCA could then allow an extension if the repairs are still not completed and the residence is not safe for habitation. Including extensions, a hotel voucher should never exceed thirty (30) days.

Emergency hotel vouchers may also be useful to provide very temporary housing to an affected person that does not intend to return his or her original residence but needs additional time to locate new permanent housing. In this scenario, the length of stay should initially be limited to a few days since IHCDCA will also be working to assist the household in obtaining new permanent housing and offering rental assistance (see Part 3.2 below). However, with approval from the State Disaster Housing Manager, IHCDCA could allow an extension if the affected person can provide a reason that he or she has not been able to secure permanent housing within that timeframe.

IHCDCA does not have established maximum limits on hotel costs, but the IHCDCA staff member assisting the client should use reason while booking the room and arranging the voucher. Additionally, IHCDCA does not have a preferred hotel chain or location.

The emergency hotel voucher only covers the cost of the room. IHCDCA is exempt from state-tax and will submit such documentation to the hotel management. Any additional charges incurred such as room service meals, pay-per-view television charges, or charges for damages to the room will not be paid by IHCDCA. Such charges are the responsibility of the affected person receiving the hotel voucher. This policy is communicated upfront to the hotel management in a letter from IHCDCA.

All emergency hotel vouchers must be administered in a manner that maximizes housing choice. Affected persons displaced by a disaster lead their own recovery by making choices. Caseworkers can assist in the decision process by providing resources (such as hotel vouchers and assistance in locating available hotel rooms), but the affected persons are free to make their own choices on hotel location. There are no automatic “placements” or “assignments” to hotel rooms by caseworkers. Housing choice related to hotel vouchers can be limited by lack of availability of vacant hotel rooms, as rooms are often booked during disaster response times, both by displaced individuals as well as by caseworkers and volunteers that have set up base in the area. Additionally, housing choice can be limited by hotel management’s lack of willingness to participate. IHCDCA cannot coerce a hotel into accepting an emergency hotel voucher.

See Part 5.4 for more information on the proper documentation to distribute hotel vouchers to affected persons.

### Part 3.2 | Disaster Rental Assistance

Rental assistance is a means of providing permanent housing options to affected persons. Rental units serve as safe, sanitary, and secure housing solutions and are long-term.

The length of the rental assistance provided will depend upon the recommendation made by the American Red Cross worker completing the assistance referral form and will range from one (1) to three (3) months of assistance. Disaster rental assistance will

never exceed three (3) months of rental assistance. Once the rental assistance expires, the affected person is then responsible for paying rent to the landlord for the remainder of the lease term. Disaster rental assistance also includes payment of the initial security deposit to be repayable to IHCD by the landlord upon household move-out. All recipients of disaster rental assistance receive the paid security deposit, regardless of the number of months of rental assistance recommended by the American Red Cross caseworker.

The amount of disaster rental assistance provided will always cover the full month of rent (never to exceed the HUD published Fair Market Rent for that location and unit size). Rental assistance eligibility is not based on the affected person's income and IHCD does not calculate the amount of rental assistance based on income. In other words, if an affected person is awarded disaster rental assistance for three (3) months, IHCD will pay the landlord the entire amount of rent due for each of those three (3) months.

If an affected person wishes to rent a unit for which the landlord charges more than the HUD published Fair Market Rent, IHCD can still provide disaster rental assistance but not in an amount above FMR. For example, if an affected person approved for disaster rental assistance wished to rent a unit for \$900 a month and the FMR was \$800 a month, IHCD would pay the landlord \$800 a month for the agreed upon term (1-3 months) and the tenant would be responsible for the \$100 difference between the amount of monthly disaster rental assistance and the lease contract rent.

Once an affected person receives the disaster rental assistance and finds a landlord willing to participate in the program, the tenant and landlord must execute the landlord's traditional lease as well as a mandatory "IHCD Disaster Rental Assistance Addendum to Lease." This addendum establishes the amount of the security deposit, the amount and term of the disaster rental assistance, and also provides tenant protections such as protection against eviction without good cause. A signed copy of the executed lease and addendum must be submitted to IHCD (attention State Disaster Housing Manager). To receive payment, the landlord must submit a signed claim form for each month that disaster rental assistance is approved. The initial payment from IHCD will cover both the security deposit and first month of rent.

The disaster rental assistance only covers the cost of the rent. Any additional charges incurred such as utilities, rental of additional storage or carport spaces, damages, etc. will not be paid by IHCD. Such charges are the responsibility of the affected person receiving the disaster rental assistance. This policy is communicated upfront to the landlord in a letter from IHCD.

All disaster rental assistance must be administered in a manner that maximizes housing choice. Affected persons displaced by a disaster lead their own recovery by making choices. Caseworkers can assist in the decision process by providing resources (such as disaster rental assistance vouchers and assistance in locating available rental units), but the affected persons are free to make their own choices on housing location. There are no automatic "placements" or "assignments" to rental units by caseworkers. Housing choice related to rental units can be limited by both the lack of availability of vacant rental units in the area, as well as by landlord's lack of willingness to participate in the program. In most cases, IHCD cannot coerce a landlord to participate in the disaster rental assistance program. Additionally, as described in part 3.4 below, an affected person receiving disaster rental assistance may not meet the selection criteria in place at a particular rental property.

See Part 5.5 for more information on the proper documentation to distribute disaster rental assistance to affected persons.

### **Part 3.3 | Housing Affected Persons in Affordable Housing Units**

Disaster rental assistance can be provided to affected persons that intend to move into an apartment community that is part of a government regulated affordable housing program. However, in such a scenario the affected person generally must still be income qualified per the affordable housing program requirements prior to move-in. This process can significantly delay the move-in process.

For purposes of income determinations, the disaster rental assistance is NOT included in household income calculations.

When a disaster is presidentially declared to be a major disaster, IHCD can waive certain requirements for Section 42 low-income housing tax credit properties per Revenue Procedure 2007-54. Per that guidance, an individual is considered a displaced individual if

he or she was displaced from his/her principal place of residence as a result of a major disaster the principal place of residence is in a city, county, or other local jurisdiction designated for assistance by FEMA as a result of the major disaster. The following special rules apply in such a situation (regardless of whether the displaced individual has received IHCDAs disaster rental assistance):

1. **Temporary Self-Certification of Income Requirements:** An owner may rely on a displaced low-income individual's self-certification of income eligibility signed under penalties of perjury in applying for temporary tenancy in the building as a result of a major disaster declaration as defined in Section 4 of the revenue procedure. The self-certification shall provide that such individual's income will not exceed the applicable income limits of § 42 at the beginning of the individual's tenancy. The self-certification shall not extend for more than 4 months beyond the date of the President's major disaster declaration. The self-certification may be relied on by the owner for purposes of determining the building's qualified basis under § 42(c)(1), and for purposes of satisfying the project's 20-50 or 40-60 minimum set-aside requirement as elected by the owner under § 42(g)(1). During the 4-month self-certification period, the self-certified tenant is deemed a qualified tenant. After the 4-month self-certification period, the owner must obtain all required documentation required under § 42 to support the tenant's continued status as a qualified low-income individual.
2. **Self-Certification of Status as Displaced Individual:** An owner may rely on an individual's certification signed under penalties of perjury that the individual was displaced from his/her principal place of residence as a result of a major disaster and the principal place of residence is in a city, county, or other local jurisdiction designated for Individual Assistance as a result of the major disaster. The IHCDAs form entitled "Affidavit of Displacement" must be used.
3. **Recordkeeping:** To comply with the requirements of § 1.42-5, owners must maintain and certify certain information concerning each displaced low-income individual temporarily housed in the project, specifically: name, address of damaged residence, social security number, the temporary self-certification of income, and the self-certification of status as a displaced individual. The owner must also maintain and report to the Agency at the end of the emergency housing period a list of the names of the displaced individuals, and the dates the displaced individuals began and ceased temporary occupancy. This information shall be provided to the Service upon request.
4. **Rent Restrictions:** Rents for the low-income units housing displaced individuals must not exceed the existing rent-restricted rates for the low-income units established under § 42(g)(2).
5. **Protection of Existing Tenants:** Existing tenants in occupied low-income units cannot be evicted or have their tenancy terminated as a result of efforts to provide temporary housing for displaced individuals.
6. **Suspension of Non-Transient Requirements:** The non-transient use requirement of § 42(i)(3)(B)(i) shall not apply to any unit providing temporary housing to a displaced individual during the 4-month temporary emergency housing period described in this section 11 of this revenue procedure.

### Part 3.4 | Eligibility for Assistance

Eligibility for an emergency hotel voucher and/or disaster rental assistance is based solely on the recommendation of an American Red Cross (or other VOAD as established in an MOU) caseworker based on the classification of damage to the affected person's residence and a narrative justification of the affected person's ongoing housing needs. If the caseworker determines that the housing assistance is warranted, he or she will complete a referral form to notify IHCDAs that the affected person is eligible for assistance. IHCDAs will base the assistance provided on the information contained on the American Red Cross referral form.

IHCDAs will administer its housing assistance in a manner consistent with Federal and State Fair Housing. In accordance with Fair Housing law, IHCDAs will not discriminate based on race, color, national origin, sex, disability, familial status, or religion. In addition, IHCDAs will not discriminate based on age, sexual orientation, or gender identity.

Eligibility is not based on income. However, as discussed in Part 3.3 above, if the affected person wishes to relocate to a rental unit that is part of a government regulated affordable housing program, income limitations may apply.

IHCDAs does not conduct any criminal, credit, or citizenship background checks as part of the eligibility process. An affected person receiving a disaster rental assistance voucher from IHCDAs is still subject to the selection criteria (including income limitations and background checks) in effect at the rental property that he or she applies to live at. Receipt of a disaster rental assistance voucher should not be construed as automatic acceptance into any particular rental property.

## Section 4- First Steps in Disaster Recovery

This section outlines the first steps taken by IHCDA when a disaster has occurred. These are preliminary internal steps that take place prior to participation at a one-stop-shop or interaction with affected persons begins.

### Part 4.1 | State Disaster Housing Manager Preparation Responsibilities

When a disaster has occurred, IHCDA's designated State Disaster Housing Manager will be contacted and immediately begin disaster recovery preparation. Preparation activities include, but are not limited to:

- Participation in State Disaster Housing Task Force meetings;
- Participation in Indiana Disaster Housing and Emergency Service Advisory Committee meetings;
- Activation of IHCDA's internal Disaster Recovery Group;
- Creation of a brief "General Procedures for One-Stop-Shop" reference document. Exhibit A provides a sample document based on procedures used during the 2012 Tornado Response; and
- Training of IHCDA personnel on disaster recovery procedures, techniques, and forms.

### Part 4.2 | IHCDA Disaster Recovery Group Preparation Responsibilities

When a disaster has occurred, the State Disaster Housing Manager will activate IHCDA's internal Disaster Recovery Group. Upon activation, the group will engage in the following activities:

- Prepare for one-stop-shop by gathering necessary materials;
- Coordinate list of IHCDA staff members willing to work one-stop-shops;
- Create list of hotels in affected area and make preliminary calls to explain the emergency hotel voucher program; and
- Review existing standard operating procedures (this manual and forms) to recommend policy changes based on the specifics of the disaster at hand.

### Part 4.3 | Contacting Property Owners of IHCDA Funded Rental Properties

As part of the immediate disaster recovery, IHCDA will issue a notice to its property owners. This notice will contain the following information.

- Request that owners contact IHCDA if any of their properties were damaged in the disaster;
- Remind owners to update the Indiana Housing Now online database with current property information and vacancies; and
- If the disaster is presidentially declared, provide information on the compliance waivers for Section 42 properties as outlined in Section 3.3 of this manual.

### Part 4.4 | Conducting Damage Assessments

As part of the disaster recovery, IHCDA may be called upon by IDHS to assist in conducting damage assessments of homes in an affected area. IHCDA will maintain a few pre-trained team members who understand the damage assessment process.

- The State Disaster Housing Manager will coordinate the activities of the damage assessment team, handling logistics of deploying the team into the field.
- IHCDA staff deployed into the field will conduct damage assessments in cooperation with IDHS field staff and in a manner consistent with IDHS's expectations, using the IDHS "Damage Assessment Sheet" and other prescribed methodologies.

## Section 5- One-Stop-Shops

This section outlines IHCD's responsibilities when working at a one-stop-shop, including instructions on how to provide assistance to clients.

### Part 5.1 | What is a One-Stop-Shop?

A one-stop-shop is a central location where affected persons can meet with multiple organizations and agencies. The objective for a one-stop-shop is to provide affected persons with quick and easy access to obtain necessary services post-disaster. They can speak directly with providers to get questions answered, complete applications, and access recovery information and resources. Bringing relief organizations into one central location not only reduces burden on affected persons, but also allows better coordination and communication between the organizations. One-stop-shops are managed by the American Red Cross, but staffed by other service providers and agencies. As such, one-stop-shops are usually a combination of federal, state, and local resources.

Depending on the specific needs of the disaster, a one-stop-shop may include the following key functions:

- Obtain vouchers, gift cards, and/or service referrals to obtain food, clothing, and other necessary items;
- Referrals, applications, and vouchers for interim and permanent housing;
- Obtain replacement vital records and lost identification through the State Department of Health and Bureau of Motor Vehicles;
- Information to file personal home and property insurance claims;
- Complete U.S. Small Business Administration (SBA) low-interest loan applications for homeowners, renters or business owners;
- Referrals to other services and programs such as American Red Cross and other volunteer organizations to assist with unmet needs;
- Referrals to crisis and grief counseling, mental health resources, and basic health services such as prescription replacement;
- Referrals to legal aid;
- Referrals and applications for Disaster Unemployment Assistance;
- Use of phone, internet, and other technology resources;
- Get updates on application status for various applications and assistance claims; and
- Pet management arrangements.

### Part 5.2 | IHCD's Role at a One-Stop-Shop

Per the DHP, IHCD is the designated "state coordinating agency" for "housing issues that arise in such events." As the state coordinating agency for disaster housing issues, IHCD is tasked with providing staff at all one-stop-shop locations in order to provide referrals and vouchers for housing. IHCD will use the one-stop-shop locations to distribute emergency hotel vouchers (see Part 3.1) and disaster rental assistance (see Part 3.2).

The IHCD staff members assigned to a particular one-stop-shop location are expected to attend daily instructional meetings and other inter-agency meetings as needed. In addition to assisting affected persons, IHCD is expected to cooperate with other agencies and provide information and assistance as requested.

### Part 5.3 | When to Provide Assistance

An affected person is any individual or family displaced by the disaster and therefore in need of housing assistance. As described in Part 3.4, an affected person must be referred to IHCD by the American Red Cross (or other VOAD organization that has an established MOU with IHCD) in order to be eligible for assistance (either an emergency hotel voucher or disaster rental assistance). An affected person who has been referred by the American Red Cross will have a signed and completed copy of the form entitled "Referral from the American Red Cross to IHCD" (Form #1). The Red Cross caseworker will have already identified the appropriate type of assistance, either emergency hotel voucher and/or disaster rental assistance.

If an affected person arrives at IHCDAs booth without a referral, the IHCDAs staff member should explain the process and direct them towards the American Red Cross. If the individual has already spoken with Red Cross and was not given a referral, then the IHCDAs staff member should explain that the individual is not eligible for direct housing assistance. However, IHCDAs can still answer general questions and allow the individual to use Indiana Housing Now (see Section 7) to look for housing options.

If an affected person arrives at IHCDAs booth with a completed referral form, then the IHCDAs staff member should review the form for completion and relevant information and then have the individual complete the “Affidavit of Displacement and Certification of Need” (Form #2). This is a self-certification form on which the individual attests, under penalty of perjury, that he or she was displaced by the disaster and is in need of and eligible for the housing assistance. The IHCDAs staff member should explain each item on the affidavit form so that the individual understands what he or she is signing. After the Affidavit has been completed, the IHCDAs staff member will work on providing either an emergency hotel voucher and/or disaster rental assistance as described in Parts 5.4 and 5.5 below. Instructions and tips on completing the Affidavit, including talking points for each item on the form, are available in Exhibit G.

Once an affected person has provided IHCDAs with the Referral and completed the Affidavit, he or she becomes a “client”. A client is an affected person that has been approved for an IHCDAs emergency hotel voucher and/or disaster rental assistance.

### **Part 5.4| Giving an Emergency Hotel Voucher**

When a client has provided the necessary Referral and completed the Affidavit, IHCDAs should begin securing the appropriate assistance. If the caseworker identified the need for an emergency hotel voucher on the Referral form, then this is the first step in the assistance process. The following process should be followed:

1. Show the client the list of approved hotels (hotels that have confirmed acceptance of the hotel vouchers) and allow the client to choose the preferred location. If the client prefers a hotel not on the list, the IHCDAs staff member should take the time to contact that hotel to see if it is willing to participate in the program.
2. Once a hotel has been selected, the IHCDAs staff member should call the hotel to confirm availability and make a reservation on behalf of the client. Make sure to tell the hotel the name of the client, the number of rooms approved, and the number of nights approved, as well as any needs for special accessibility accommodations. Additionally, confirm that the hotel understands the program and has already received the informational letter and sample voucher document (Forms #3 and 3A).
3. Complete all three (3) sections of the Emergency Hotel Voucher document (Form #4) and send the client to the hotel with the original copy of the voucher. If the hotel was not already on the approved list or has not received the informational letter, provide the client with a copy of the letter to hotels (Form #3) to present to the hotel manager. Make a copy of the voucher before giving the original to the client.
4. Complete the second page of the referral form to document the outcomes, including the name of the hotel.
5. Staple the Referral, Affidavit, and copy of the voucher and store this confidentially to return to IHCDAs office.

### **Part 5.5| Giving Disaster Rental Assistance**

When a client has provided the necessary Referral and completed the Affidavit, IHCDAs should begin securing the appropriate assistance. If the caseworker identified the need for disaster rental assistance on the Referral form, then the IHCDAs staff member should assist the client in locating housing options. The following process should be followed:

1. Allow the client to use the IHCDAs computer to search Indiana Housing Now. See Section 7 for more information.
2. Assist the client in contacting selected properties to confirm availability of vacancies and to see if the landlord is willing to accept the disaster rental assistance from IHCDAs. If the client cannot decide on housing or wants more time to explore options, go ahead and proceed to the next step.
3. Give the client the mandatory lease addendum entitled “IHCDAs Disaster Rental Assistance Addendum to Lease” (Form #6) and a copy of the letter to explain the disaster rental assistance program to landlords (Form #5). On the top of the addendum form, write “this is provided by IHCDAs for (insert client name).” This prevents duplication of forms.
4. Complete the second page of the referral form to document the outcomes, including, if known at the time, the name of the property the client intends to move into.
5. Staple the Referral and Affidavit and store this confidentially to return to IHCDAs office.

## **Part 5.6 | Working with Affected Persons and Clients**

An affected person is an individual or family displaced by the disaster and therefore in need of housing assistance. A client is an affected person that has been approved for an IHEDA emergency hotel voucher and/or disaster rental assistance. When working with either an affected person or a client, IHEDA staff must treat the person with respect and patience. Information provided either orally and/or written on intake forms is to be kept completely confidential.

In addition to answering questions about housing, IHEDA staff should ask all affected persons or clients if they have any general questions or need to talk with any other agencies, and if so work to direct that person towards the appropriate agency that can assist with the need.

All affected persons or clients are to be offered housing choice to the extent possible. For more information on housing choice, see Part 3.1 (for emergency hotel vouchers), Part 3.2 (for disaster rental assistance), or Part 7.2 (for maximizing housing choice when using Indiana Housing Now).

## **Part 5.7 | End of Day Closing**

At the end of each day of a one-stop-shop, the IHEDA staff members will perform the following tasks:

- Briefly clean up the IHEDA booth to prepare for the next day.
- Send an e-mail message to the IHEDA State Disaster Housing Manager to report the number of clients assisted for that day.
- Take all confidential client information and return it to IHEDA's office for internal tracking.

## Section 6 – Recordkeeping and Claims

This section outlines IHCD's internal procedures for documenting disaster assistance and processing claims to pay for emergency hotel vouchers and disaster rental assistance. IHCD will maintain records of all documentation obtained at one-stop-shops.

### Part 6.1| Client Files for Emergency Hotel Vouchers

When a client is given an emergency hotel voucher, the following information will be maintained by IHCD:

- The original completed Form #1: Referral from the American Red Cross to IHCD (see Part 5.3)
- The original completed Form #2: Affidavit of Displacement and Certification of Need (see Part 5.3)
- Copy of Form #4: Emergency Hotel Voucher (see Part 5.4)
- Copy of final statement/bill from the hotel (see Part 6.5)

### Part 6.2| Client Files for Disaster Rental Assistance

When a client is given disaster rental assistance, the following information will be maintained by IHCD:

- The original completed Form #1: Referral from the American Red Cross to IHCD (see Part 5.3)
- The original completed Form #2: Affidavit of Displacement and Certification of Need (see Part 5.3)
- Copy of lease executed between the landlord and the client (see Part 6.6)
- Copy of executed Form #6: IHCD Disaster Rental Assistance Addendum to Lease (see Parts 5.5 & 6.6)
- Copy of each month's Form #7: IHCD Disaster Rental Assistance Claim Form (see Part 6.6)
- Copy of the check submitted each month from IHCD to the landlord (see Part 6.6)
- Copy of the letter (Form 8, 9, or 10) sent each month to the landlord along with the check (see Part 6.6)

### Part 6.3| Client Files for Inactive Clients

An inactive client is an individual that was offered either an emergency hotel voucher and/or disaster rental assistance that never used the assistance offered. For example, a client may be eligible for rental assistance. At the one-stop-shop, IHCD gathers the appropriate intake forms, helps the client locate housing options, and then sends the client with the necessary paperwork for rental assistance. IHCD never hears back from the individual or from a landlord requesting the rental assistance. This person is an inactive client.

For inactive clients, the following information will be maintained in IHCD's files:

- The original completed Form #1: Referral from the American Red Cross to IHCD (see Part 5.3)
- The original completed Form #2: Affidavit of Displacement and Certification of Need (see Part 5.3)

### Part 6.4| Internal Tracking

IHCD will log all clients assisted at the one-stop-shops into the Disaster Response Client Intake Tracking Sheet (Form 11). This spreadsheet includes general information such as the household name and pre-disaster address, as well as information about the type and amount of assistance given. In the tracking spreadsheet, each client is assigned one of the following three status levels:

1. Approved- an approved status means the client was approved for assistance.
2. Active- an active status means the client has been approved for and is currently receiving assistance, i.e. the client is either currently in a hotel using an emergency voucher or is in a rental unit and receiving disaster rental assistance.
3. Closed- a closed status means that all assistance benefits have been paid.
4. Inactive- an inactive status means the client was approved but never used the assistance (see Part 6.3 above).

### Part 6.5| Processing Claims for Emergency Hotel Vouchers

Depending on the disaster and the decision made by appropriate IHCD staff, emergency hotel vouchers may be paid for by providing the hotel with an IHCD credit card number when booking the room or may be paid after the stay is completed by paying with check.

If the voucher is paid in advance with credit card, the hotel must submit to IHCD the final bill statement for the client showing the total number of nights stayed and the total charge. As described in Part 3.1, IHCD will not pay for extra fees incurred such as room service or damage, will not pay state tax due to tax exempt status, and will not pay for unapproved nights. Upon receipt of the bill, IHCD will confirm that the charges follow these guidelines to ensure that the amount billed to IHCD is accurate. After review, the

final bill will be filed in accordance with Part 6.1. IHCDAs accounting department must be notified of the amount to ensure proper tracking of the credit card expenses and payments.

If the voucher was not paid in advance, the hotel must submit to IHCDAs the final bill statement for the client showing the total number of nights stayed and the total charge. As described in Part 3.1, IHCDAs will not pay for extra fees incurred such as room service or damage, will not pay state tax due to tax exempt status, and will not pay for unapproved nights. Upon receipt of the bill, IHCDAs will confirm that the charges follow these guidelines to ensure that the amount billed to IHCDAs is accurate. After review, IHCDAs will submit a check for payment. The final bill and a copy of the check will be filed in accordance with Part 6.1.

## Part 6.6 | Processing Claims for Disaster Rental Assistance

IHCDAs disaster rental assistance (including security deposits) will always be paid by a check made out to the property landlord. Before any payments are made, the landlord must submit an executed copy of the full lease as well as the IHCDAs Disaster Rental Assistance Addendum to Lease (Form 6) to IHCDAs State Disaster Housing Manager for review. The review will ensure that all documents are fully signed and executed, that the household was in fact approved for disaster rental assistance, and that the rent amount does not exceed the HUD published Fair Market Rent (FMR).

When the lease documents are reviewed and approve, the Disaster Housing Manager will send the landlord a copy of the necessary Claim Forms for each approved month (Form 7), ensuring that all necessary information has been completed on the form.

The following example of the claims process assumes that a client was approved for the full disaster rental assistance of security deposit and three months of rent.

- Landlord submits the Claim Form for the security deposit and first month of rent.
- IHCDAs reviews and approves Claim Form and sends the landlord a check and Form 8: Letter to Send with Payment 1<sup>st</sup> Month Rent.
- After the client has resided at the unit for one month, landlord submits Claim Form for the second month of rent.
- IHCDAs reviews and approves Claim Form and sends the landlord a check and Form 9: Letter to Send with Payment 2<sup>nd</sup> Month Rent.
- After the client has resided at the unit for two months, landlord submits the Claim Form for the third month of rent.
- IHCDAs reviews and approves Claim Form and sends the landlord a check and Form 10: Letter to Send with Payment 3<sup>rd</sup> Month Rent.

Note: Each claim form submitted must be signed and dated by the client to confirm that the client is still living at the property.

Some landlords write their leases to prorate rents for the first month. IHCDAs will not prorate rents when paying disaster rental assistance. The amount of disaster rental assistance provided by each payment will cover a full month rent and the excess amount will carry over into the fourth month.

Example of proration:

A client was approved for three months of disaster rental assistance plus security deposit payment. Per the lease, monthly rent is \$500 and the security deposit equals one month of rent. This rent does not exceed the HUD FMR, so IHCDAs agrees to provide three months of rental assistance at \$500 per month. However, the tenant moves into the unit in the middle of a month so the landlord prorates the rent and states that the amount due for the first month is only \$300 based on the number of days of occupancy. This is agreed upon in the lease.

IHCDAs will submit three payments. The first will be for \$1000 (security deposit + first month rent) and the second and third payments will each be for \$500. The excess amount of \$200 from the first month (only \$300 was due but \$500 was paid) carries over into the fourth month. Therefore, in the fourth month when the rental assistance expires the tenant will only owe \$300. The totals paid \$500 assistance first month + \$500 assistance second month + \$500 assistance third month + \$300 tenant-paid fourth month sums to a total of \$1800. The amount due was \$300 first month + \$500 second month + \$500 third month + \$500 fourth month for a total of \$1800. The payments even out and in the fifth month the tenant becomes obligated for the full payment of rent as outlined in the lease (\$500).

## Section 7 – Indiana Housing Now

### Part 7.1|Purpose of Indiana Housing Now

Indiana Housing Now is an online database that serves as a housing locator site. The site pulls lists of available housing from a database of rental housing options including public housing, government regulated affordable housing, and market rate housing. The website was developed by Social Serve as an initiative of IHEDA and is available at [www.indianahousingnow.org](http://www.indianahousingnow.org).

Disclaimer: It is the responsibility of landlords to register their properties in the website. While the public housing and regulated affordable housing options will be subject to inspections, the market rate homes have not necessarily been inspected for compliance with any guidelines. IHEDA cannot guarantee the accuracy of information provided on the Indiana Housing Now website nor confirm information about quality, conditions, amenities, or availability of units.

### Part 7.2|Using Indiana Housing Now

Indiana Housing Now is the primary source that will be utilized during disaster response to locate available rental housing stock. At one-stop-shops, IHEDA will provide computers with Indiana Housing Now set as the homepage. These computers will be used to assist affected persons in locating potential rental housing options. IHEDA staff should assist all affected persons interested in locating housing, regardless of whether or not that person was approved for IHEDA disaster rental assistance. All affected persons should be told the disclaimer from Part 7.1.

Indiana Housing Now and other housing location services must be utilized in a manner that maximizes housing choice. Affected persons displaced by a disaster lead their own recovery by making choices. Caseworkers can assist in the decision process by providing resources (such as disaster rental assistance vouchers and assistance in locating available rental units), but the affected persons are free to make their own choices on housing location. There are no automatic “placements” or “assignments” to rental units by caseworkers. However, housing choice related to rental units can be limited by both the lack of availability of vacant rental units in the area, as well as by landlord’s lack of willingness to participate in the program. In most cases, IHEDA cannot coerce a landlord to participate in the disaster rental assistance program. Additionally, as described in part 3.4, an affected person receiving a disaster rental assistance voucher may not meet the selection criteria in place at a particular rental property.

Sample screenshots from the Indiana Housing Now website are available as Exhibit B.

### Part 7.3|Alternative Sources for Locating Housing

While Indiana Housing Now is the key resource and first choice option, it may be necessary to use other national apartment locator websites to locate available housing. Examples of national rental websites include, but are not limited to:

- <http://www.rent.com>
- <http://www.apartmentguide.com>
- <http://www.apartmentsearch.com>
- <http://www.apartments.com>
- <http://www.homerentals.net>
- <http://www.forrentbyowner.com>
- <http://temporaryhousingdirectory.com>
- <http://forrent.com>
- <http://rentals.com>
- <http://rentalhouses.com>
- <http://www.naahg.org>
- <http://apartmentfinder.com>
- <http://realtor.com>
- <http://mibor.com>
- <http://craigslist.org>

It may also be appropriate to work with various IHEDA partners to locate available housing. Partners may include:

- Indiana Apartment Association (IAA)- <http://www.iaaonline.net>
- Local public housing authorities (PHAs)- See Exhibit C: PHA Contact Information for the State of Indiana
- Community Housing Development Organizations (CHDOs)- See Exhibit D: List of IHEDA Approved CHDOs
- Community Action Program Agencies (CAP Agencies)- See Exhibit E: List of Indiana Community Action Program Agencies

## Section 8 - Glossary

**Advisory Committee:** See “Indiana Disaster Housing and Emergency Services Advisory Committee”

**Affected person:** An individual or family displaced by the disaster and therefore in need of housing assistance.

**Client:** An affected person that has been approved for an IHCD A emergency hotel voucher and/or disaster rental assistance.

**DHP:** Acronym for Disaster Housing Plan, the shortened name for the *Indiana Statewide Disaster Housing and Emergency Services Plan*.

**Disaster:** Per Indiana Code Title 10, Chapter 3, a disaster is an “occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural phenomenon or human act.”

**Disaster rental assistance:** Rental assistance provided by IHCD A to an affected person to pay for up to three (3) months of rent including the security deposit. Disaster rental assistance is a form of permanent housing solution.

**Emergency hotel voucher:** A voucher given to an affected person by IHCD A to pay for a hotel stay. Emergency hotel voucher is a form of interim housing solution.

**Emergency response phase:** The three (3) to five (5) days immediately following the disaster.

**Housing choice:** The concept that affected persons are active in their own recovery and therefore have the right to choose where they want to relocate. Caseworkers cannot automatically place affected persons into certain hotels or rental housing; rather the affected person has the right to choose.

**Hotel voucher:** See “emergency hotel voucher”

**IHCD A:** Acronym for the Indiana Housing and Community Development Authority, the agency that serves as the state coordinating agency for housing issues that arise in disaster events

**IHCD A Disaster Response Group:** Group of internal IHCD A staff dedicated to working with the State Disaster Housing Manager when a disaster occurs.

**Inactive client:** An affected person that was approved for IHCD A assistance but never used the assistance offered.

**Indiana Disaster Housing and Emergency Services Advisory Committee:** A multi-agency cooperative team tasked with providing input into the DHP and state disaster response initiatives, co-chaired by the State Disaster Housing Manager.

**Indiana Housing Now:** An online housing locator site created by SocialServe that pulls lists of available housing from a database of rental housing options.

**Indiana Statewide Disaster Housing and Emergency Services Plan:** A document outlining the roles and responsibilities of multiple state agencies in organizations in the disaster response process.

**Interim housing:** Housing between temporary and permanent housing, used for when an individual or family transitions from temporary emergency housing into another location (such as a hotel) before permanent housing is found.

**Interim/medium-term phase:** The period of recovery up to ninety (90) days after the disaster.

**Long-term phase:** The period of recovery up to eighteen (18) months after the disaster.

**One-stop-shop:** A central location where affected persons can meet with multiple organizations and agencies. The objective for a one-stop-shop is to provide affected persons with quick and easy access to obtain necessary services post-disaster.

**Permanent housing:** Housing intended to shelter an individual or family in the long-term or on a permanent basis (such as an apartment unit). The goal of permanent housing is to meet the long-term needs of the individual or family with safe, sanitary, and secure housing.

**Presidentially declared disaster:** A disaster that is declared a major disaster by the President of the United States in accordance with the Stafford Act. A presidential declaration requires that the Governor of an affected state make a request for the declaration, after which assessments are conducted by State and Federal officials.

**Rental assistance:** See “disaster rental assistance”

**Short-term phase:** The period of recovery up to thirty (30) days after the disaster.

**State Disaster Housing Manager:** An IHEDA employee appointed to serve on the State Disaster Housing Task Force, to co-chair the Indiana Disaster Housing and Emergency Services Advisory Committee, and to lead IHEDA’s disaster response efforts.

**State Disaster Housing Task Force:** Group of state agency representatives (including the State Disaster Housing Manager) responsible for managing the state disaster housing mission.

**Temporary housing:** Short term emergency shelter housing immediately following a disaster, such as a stay in an emergency shelter, reception center, or structure not intended for long-term housing.

**VOAD:** Acronym for Volunteer Organizations Active in Disaster



## **Appendix B**

### ***Indiana Department of Homeland Security Recovery Support Function Housing Annex***

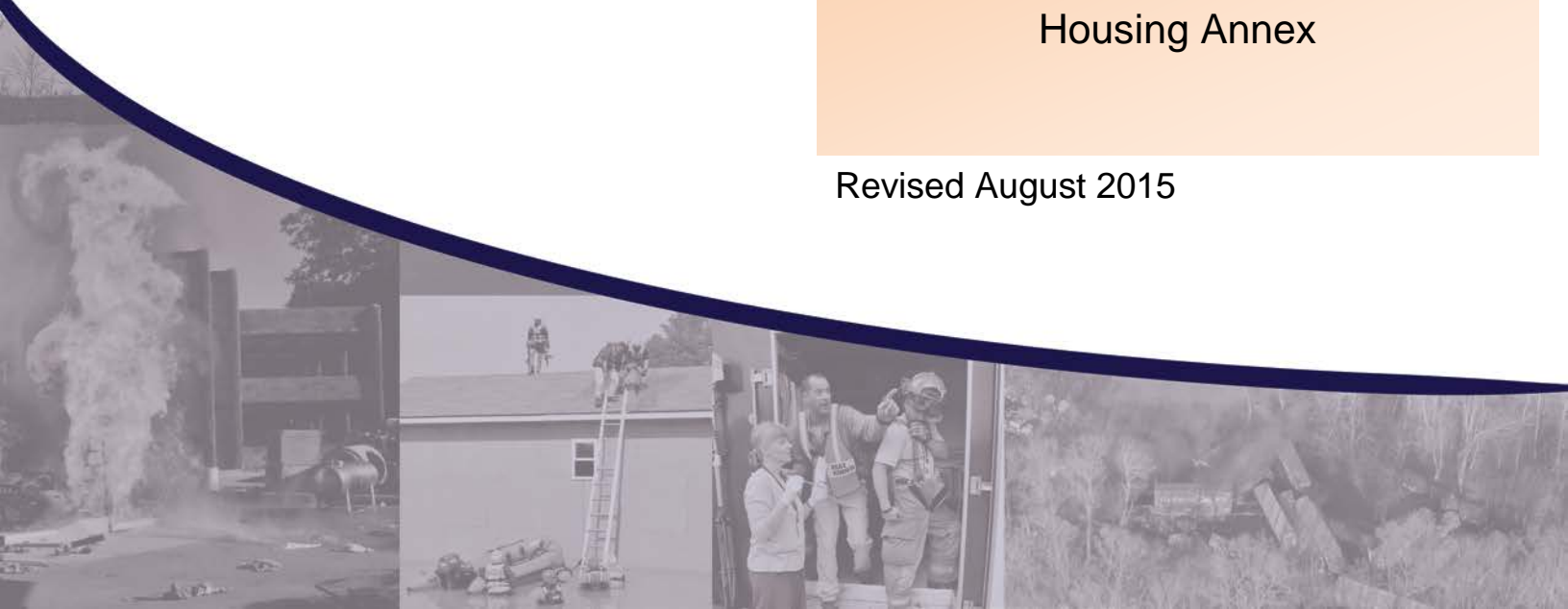


# INDIANA DEPARTMENT OF HOMELAND SECURITY

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## Recovery Support Function Housing Annex

Revised August 2015



## **I. RSF – Housing**

### **A. Introduction**

The Recovery Support Function (RSF) Housing is charged with directing disaster recovery initiatives related to housing issues necessary to aid the community and its citizens and facilitating the utilization of available housing resources.

RSF-Housing provides assistance for individuals in need of interim and long-term housing solutions.

- Interim housing is defined as housing needed as a transition between temporary housing (sheltering) and long-term permanent housing solutions.
- Long-term housing is defined as housing intended to provide safe, sanitary, and secure housing to meet the long-term or permanent needs of the individual or family.

Temporary housing in emergency shelters, reception centers, or structures not intended to be used as housing (“Sheltering”) is not part of RSF-Housing.

Information about emergency shelters, reception centers and one-stop-shops may be found in the Indiana Statewide Disaster Housing and Emergency Services Plan (Appendix B) and District Disaster Housing and Emergency Service Plans (Appendix B1-B10).

### **B. Mission**

The primary mission of the RSF-Housing is to coordinate resources and personnel to support local jurisdictions in ensuring that the housing needs of their citizens are met after emergency or disaster events. RSF-Housing will provide timely communication of housing information and issues, establish strategies and plans for housing based on the specific parameters of the disaster, and facilitate the utilization of available housing resources.

RSF-Housing personnel will enact this mission in a manner that maximizes housing choice for those affected and that is non-discriminatory.

### C. Coordinating or Lead Agency

The coordinating or lead agency for RSF-Housing is the Indiana Housing and Community Development Authority (IHCDA). IHCDA's efforts are led by the designated "State Disaster Housing Manager."

### D. Support Agencies:

Indiana Department of Homeland Security (IDHS)	Federal Emergency Management Agency (FEMA)
U.S. Department of Housing and Urban Development (HUD)	Indiana Office of Community and Rural Affairs (OCRA)
American Red Cross (ARC)	Indiana Voluntary Organizations Active in Disasters (INVOAD)
Indiana State Department of Health (ISDH)	Governor's Council for People with Disabilities
Indiana Family & Social Services Administration (FSSA)	Indiana Protection and Advocacy Services (IPAS)
Indiana Department of Natural Resources (IDNR)	Indiana Department of Correction (IDOC)
Indiana Board of Animal Health (IBOAH)	Additional state agencies as needed and local agencies (coordinated through state counterparts)

### E. Situation

1. In the event that IDHS determines the need for RSF-Housing support related to the recovery phase of emergency management, IHCDA acts as the coordinating or lead agency.
2. IHCDA is responsible for implementing internal Standard Operating Procedures (SOP) to ensure adequate staffing and administrative support for both field operations and coordination efforts in the recovery process.
3. RSF-Housing personnel will coordinate the activation of housing resources to fulfill specific mission assignments that support essential activities in housing recovery efforts.
4. Effective recovery, as well as ongoing support efforts, is contingent upon the availability of resources and the extent and impact of the incident upon the State.

## **F. Concept of Operations**

1. Upon notification that an incident has triggered a state level response, IHCD's State Disaster Housing Manager will begin coordination efforts with internal staff and RSF-Housing support agencies. A full description of the responsibilities of the State Disaster Housing Manager is described in Part G(2) below.
2. If requested by IDHS, IHCD's pre-trained staff will assist in conducting post-event housing damage assessments using the IDHS "Damage Assessment Sheet" and prescribed methodology.
3. IHCD will administer housing assistance in two methods: emergency hotel vouchers and disaster rental assistance. Emergency hotel vouchers will provide assistance for interim housing needs by providing hotels to transition individuals and families out of shelters. Disaster rental assistance will provide assistance for long-term housing needs by getting individuals and families relocated into safe and secure rental housing. The exact nature of assistance to be provided will vary from event to event based upon the circumstances of the disaster, the needs of the affected community, and the available resources.
4. Disaster housing assistance will be administered primarily through "one-stop-shops." One-stop-shops are central locations where persons affected by disasters can meet with multiple organizations and agencies. The objective of a one-stop-shop is to provide quick and easy access to obtain necessary post-disaster services. IHCD will have a presence at all one-stop-shops during all open hours until such shops close. IHCD will participate in daily instructional meetings for one-stop-shop workers. More information about one-stop-shops may be found in Appendix B: Indiana Statewide Disaster Housing and Emergency Services Plan.
5. IHCD will rely on support agencies such as American Red Cross and INVOAD to provide referrals for disaster housing assistance. By sharing case management duties in this manner, the client intake process can be made more efficient, since IHCD staff can focus on housing solutions rather than intake.
6. In addition to providing financial assistance, a primary task for IHCD is to help individuals and families find available housing options

suitable to their specific needs, taking into consideration such aspects as proximity of housing to place of employment or school, accessibility needs for individuals with access and functional needs, affordability of housing, size of housing needed based on household size, etc. IHCDCA will use the website Indiana Housing Now as its primary housing locator tool, but will also use other resources and partnerships as appropriate to maximize housing choice. IHCDCA will assist anyone who requests help locating housing options, regardless of whether or not he or she will receive financial assistance from IHCDCA resources.

7. IHCDCA maintains a more detailed Standard Operating Procedure document that describes its internal policies and procedures for disaster housing, the types of housing assistance available, and how assistance is tracked. This document is entitled "IHCDCA Disaster Recovery Manual."

## **G. Organization and Assignment of Responsibilities**

RSF-Housing facilitates and promotes the efforts of the coordinating and supporting agencies with the requisite expertise and resources in order to strengthen Indiana's disaster recovery. Per this RSF, both the coordinating and support agencies have assigned responsibilities:

1. The coordinating agency (IHCDCA) is responsible for the following:
  - a) Identify state resources to assist in critical functions and tasks under this RSF before, during and after emergency events and disaster situations.
  - b) Coordinate disaster housing recovery efforts including, but not limited to, providing staff for one-stop-shops and administering emergency hotel vouchers, disaster rental assistance, or other resources as available and appropriate for the situation in order to address interim and long-term housing needs.
  - c) Provide training to RSF-Housing personnel who may be called upon to work in impacted areas.
  - d) Provide training and guidance to communities related to housing recovery, both before and after disaster events.
  - e) Coordinate with support agencies and partners to create and implement housing recovery functions.
  - f) Participate in planning and training exercises aimed at continuous improvement of recovery capabilities.

- g) Advise IDHS during disaster planning and recovery, particularly on issues related to housing
- h) Designate a State Housing Disaster Manager with the responsibilities listed in Item #2 below.

2. The State Housing Disaster Manager is responsible for the following:

- a) During disaster recovery, serve on the State Disaster Housing Task Force.
- b) Serve as co-chair of the Indiana Disaster Housing and Emergency Services Advisory Committee for purposes of planning and coordination efforts. In smaller scale events, the Task Force may not be initiated. In such case, the State Disaster Housing Manager is responsible for managing the state disaster housing mission.
- c) Serve as IHCD's primary point of contact for all issues related to disaster planning and recovery.
- d) Develop and maintain relationships with IDHS and support agencies.
- e) Maintain and update IHCD's SOP and work with IDHS to maintain and update RSF-Housing documents.
- f) During disaster recovery, coordinate IHCD's disaster recovery efforts by managing and training all IHCD staff that will be involved in recovery.
- g) During disaster recovery, coordinate IHCD's involvement in conducting post-event housing damage assessments as applicable.
- h) During disaster recovery, oversee IHCD's set-up and ongoing involvement at one-stop-shops as applicable.
- i) During disaster recovery, compile all necessary information to report out to other partners, including IDHS.

3. The support agencies are responsible for the following:

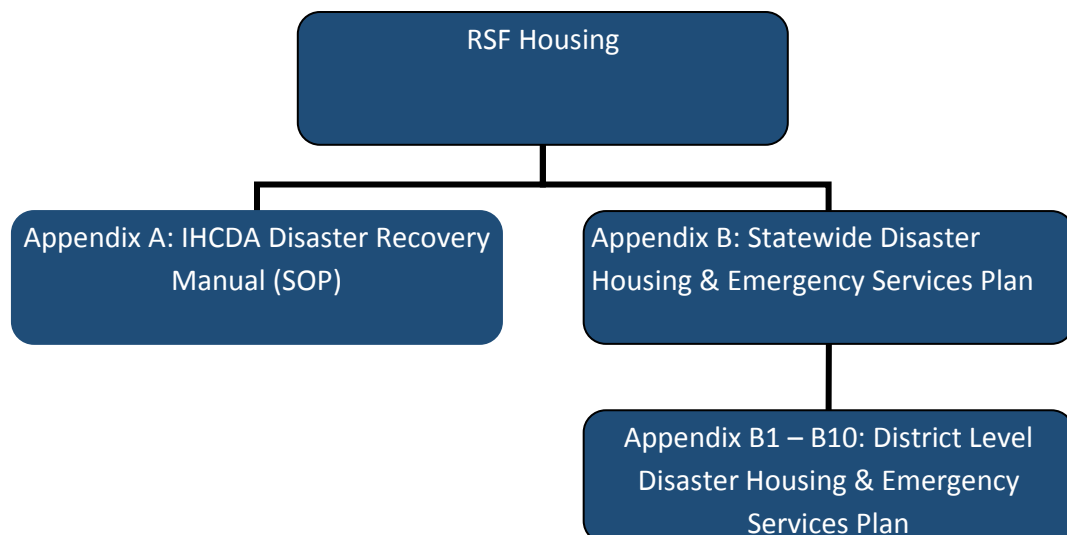
- a) Assist in recovery operations and critical functions related to RSF-Housing when requested by IDHS or the designated RSF coordinating agency, before, during, and after disaster situations.

- b) Participate, as needed, in the State ROC supporting overall coordination of health and social service assets and personnel during recovery operations.
- c) Assist the primary agency in the development and implementation of policies, protocols, SOPs, checklists or other documentation necessary to carryout mission essential tasks.
- d) Assist in developing situation reports and readiness assessment.
- e) Participate in planning and training exercises aimed at continuous improvement of recovery capabilities.
- f) Identify new equipment, technologies or capabilities required for recovery from emerging threats and hazards.
- g) Provide information or intelligence regarding trends and challenges to the State of Indiana’s housing capabilities.

## H. Resource Requirements

1. The coordinating agency shall maintain internal SOPs and other documents that detail the logistical and administrative priorities deemed necessary to assist in overall state housing recovery operations. Specifically, IHCDA maintains the following documentation
  - a) Indiana Statewide Disaster Housing and Emergency Services Plan (Appendix B of RSF Housing);
  - b) District Disaster Housing and Emergency Services Plans (Appendix B1 – B10 of RSF Housing);
  - c) IHCDA Disaster Recovery Manual (internal SOP document); and
  - d) Forms necessary to process and provide emergency hotel vouchers and disaster rental assistance

The hierarchy of these resources is pictured in the diagram below:



2. The coordinating and supporting agencies will comply with all applicable requirements for training as directed or authorized by their individual agencies. Additionally, training requirements from higher authorities (e.g. federal, state, etc.) related to homeland security and emergency management will be considered a priority. Such training may include, but is not limited to:
  - a) Trainings related to the role of housing in disaster recovery
  - b) Continuity of Operations
  - c) Emergency Management / Operations Training
  - d) State Recovery Operations Trainings and Planning Events
  - e) SOP Development
  - f) Other

**I. Recovery Support Function Considerations**

The following tables are comprised considerations that may need to be completed by the RSF-Housing in the recovery phase of emergency management. These considerations have been created as a guide to follow for the coordinating and support agencies of the RSF-Housing. They have been developed as a tool to address potential challenges and unique risks that may be faced during times of recovery from an emergency or disaster in the State of Indiana.

RSF-Housing will ensure the considerations outlined are accurate and reflect the overall ability to manage, support, and deploy resources. Further development, updates, or changes made to these considerations, or to any other aspect of the RSF will be communicated to the IDHS Planning and Assessment Division.

<b>RSF—Housing</b>
<b>Pre-Disaster Considerations</b>
Identify resources for disaster recovery
Identify potential partnerships to reduce or eliminate resource shortfalls, reduce or eliminate duplication of efforts, and discuss shared methods of case management
Identify information sharing systems to allow appropriate sharing of data between agencies during disaster recovery
Develop and maintain SOP describing IHCDAs methodology of

<b>RSF—Housing</b>
<b>Pre-Disaster Considerations</b>
disaster housing assistance (See Appendix A)
Identify training gaps and necessary technical assistance support to aid all levels of government during emergencies or disaster recovery process
Develop partnerships with appropriate organizations to ensure the recovery planning is inclusive of individuals with access and functional needs
Ensure that the Statewide and District Disaster Housing and Emergency Plans continue to reflect current local capacities (See Appendix B)
Advertise the housing locator website Indiana Housing Now to housing operators throughout the state and to local communities to increase the likelihood that the website will be a useful tool during disaster recovery efforts

<b>RSF-Housing</b>
<b>Short-term Considerations</b>
Activate State Disaster Housing Manager and necessary teams that will assist in the RSF-Housing
Deploy RSF resources to assist in affected areas, including deploying staff to cover all shifts at one-stop-shops if applicable
Maintain contact between coordinating and support agencies to share referrals and case management as appropriate and to reduce duplication of efforts
Conduct post-event housing damage assessments
Contact IHEDA funded housing developments in the affected area to assess damage and to inventory available vacancies
Contact hotels in affected area to explain hotel voucher system and

<b>RSF-Housing</b>
<b>Short-term Considerations</b>
forge relationships
Contact FSSA to activate disaster report through Indiana Housing Now housing locator website
Review internal SOP and related forms, make necessary edits based on situation, and train necessary staff and support
Maintain communication with other federal, state, and local entities in impacted areas and assist in overall efforts for recovery operations
Implement tracking mechanism to ensure records are obtained and stored regarding disaster assistance provided
Work with appropriate partners to provide appropriate housing options for those with access and functional needs
Contact housing partners in the affected area, including but not limited to Public Housing Authorities, Community Action Agencies, Community Housing Development Organizations, etc., to request assistance in locating housing options.

<b>RSF- Housing</b>
<b>Long-term Considerations</b>
Identify ongoing needs in the affected areas and work with local partners on potential solutions, e.g. opportunities for funding to rehabilitate or rebuild housing structures using traditional IHEDA resources
Maintain and save internal tracking with final results of disaster housing assistance provided
Ensure all hotels accepting emergency hotel vouchers are paid
Ensure all landlords accepting disaster rental assistance are paid

## **J. Appendices**

Appendix A: *IHCDA Disaster Recovery Manual* (Internal SOP)

Appendix B: *Indiana Statewide Disaster Housing and Emergency Services Plan*

Appendices B1-B10: *District Disaster Housing & Emergency Services Plans* for Districts 1-10