



**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

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Special Attention of:  
Regional and Field Office Directors of Public  
Housing; Section 8 Financial Management  
Center; Public Housing Agencies Administering  
Housing Choice Voucher Programs; Regional  
Directors; State and Area Coordinators

**Notice PIH 2005 - 36 (HA)**

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Cross References:

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**Subject: Katrina Disaster Housing Assistance Program (KDHAP) Operating  
Requirements**

**1. Purpose.**

These operating requirements set forth the policies and procedures for the Katrina Disaster Housing Assistance Program (KDHAP). KDHAP is a HUD-FEMA initiative to aid pre-disaster HUD-assisted and homeless families in finding temporary housing. FEMA has provided HUD a Mission Assignment to assist certain families displaced by Hurricane Katrina obtain temporary housing through local public housing agencies (PHAs) that administer the housing choice voucher program for a period not to exceed 18 months.

These operating requirements explain the design features of KDHAP, including subjects such as family eligibility; family briefing and housing search; unit eligibility; security deposit and utility deposit assistance; monthly rent subsidy assistance; owner responsibilities under the KDHAP rent subsidy contract; and family obligations for continuation of assistance. The operating requirements also outline the KDHAP funding process and administrative fees; PHA administrative responsibilities; and record-keeping requirements.

**2. Background.**

In late August 2005, Hurricane Katrina hit the Gulf Coast area of the United States causing unprecedented and catastrophic damage to property, significant loss of life, and the displacement of tens of thousands of individuals from their homes and communities. President Bush has called upon all federal agencies to do everything in their power to assist the victims of Hurricane Katrina. Recognizing that moving displaced families out of temporary shelters into more permanent housing is a key element in helping families return to some degree of normalcy, FEMA, through a Mission Assignment, has tasked HUD to assume a major role in this relief effort. In order to expedite the provision of rent subsidy assistance to certain displaced families, HUD is providing rent subsidy assistance, including security deposit assistance, utility allowance assistance, and housing search assistance, through local PHAs currently administering the housing choice

voucher program. HUD will execute a Consolidated Katrina Disaster Contributions Contract (KDCC) with PHAs that will assist these eligible families.

PHAs are uniquely positioned to help displaced families lease privately owned rental units throughout the country. Through the administration of the housing choice voucher program, PHAs are familiar with their rental markets and available housing stock. These PHAs work with private landlords and assist families in finding decent, safe, and sanitary housing in the privately owned rental market on a regular basis. Many PHAs in the Gulf Region and across the country are already playing a major role in relief efforts and doing an extraordinary job in helping families displaced by the disaster, using any and all housing assistance currently available to them.

It is important, however, not to confuse KDHAP with the regular housing choice voucher program. HUD provides separate funding for KDHAP. Although there are many common principles and the general structure of the relationship between owner, family, and PHA remain the same, there are also significant differences in program requirements.

The following operating requirements govern the administration of KDHAP assistance. PHAs that agree to administer KDHAP must do so in accordance with these requirements and any subsequent HUD directives and guidance for the program.

### **3. General Overview.**

KDHAP provides a temporary monthly rent subsidy to assist certain families displaced by Hurricane Katrina obtain decent, safe, and sanitary housing in the privately owned rental market. In order to participate, a PHA must already be administering a housing choice voucher program. Family eligibility is dependent on several criteria. The family must be displaced by Hurricane Katrina and must be registered with FEMA no later than December 31, 2005. Furthermore, the family must have either been previously assisted under certain HUD assisted housing programs or must qualify as pre-disaster homeless families. Pre-disaster homeless families and those families that received assistance through a Special Needs Housing program will receive KDHAP assistance under an alternative housing delivery system that utilizes experienced Continuum of Care providers as well as PHAs. HUD will issue separate KDHAP Continuum of Care operating requirements for the Special Needs and homeless population in the near future.

Under KDHAP, the PHA assumes responsibility to not only provide a monthly rent subsidy on behalf of the family, but also to actively assist the family locate an eligible unit, including coordinating both temporary shelter and transportation for the family on an as-needed basis. When a unit is selected by the family and is approved by the PHA, the owner and the PHA enter into a KDHAP rent subsidy contract and the family and the owner execute a lease and the KDHAP lease addendum. For certain previously HUD-assisted families, the PHA will receive a one-time fee of \$1,000 for successfully placing the family in addition to an on-going monthly administrative fee. Under the KDHAP rent subsidy contract, the PHA pays security deposit assistance and a monthly rent subsidy directly to the owner on behalf of the family. The PHA also pays assistance for deposits for utilities directly to the utility companies on behalf of the family. HUD provides funding for the security deposit assistance, utility deposit assistance, and monthly rent

subsidy directly to the PHA. This funding is in addition to the \$1,000 placement fee and the on-going monthly administrative fee.

The monthly rent subsidy is based on the FMR. Family income is not considered in calculating the monthly rent subsidy. KDHAP is temporary assistance for a term not to exceed 18 months. KDHAP participants formerly assisted under HUD assisted housing programs may resume assistance under HUD assisted housing programs at the time they leave KDHAP or the KDHAP program ends, assuming the family remains eligible to receive such assistance.

#### **4. Operating Requirements.**

The operating requirements are presented in the following order:

- a. Family Eligibility
- b. HUD-FEMA Database of Potentially Eligible KDHAP Families (KDHAP Information System)
- c. KDHAP Participating PHAs
- d. KDHAP Referral Call Center (RCC)
- e. Family Intake Process Up to Arrival at the KDHAP PHA
- f. Family Briefing and Housing Search
- g. Security Deposit and Utility Deposit Assistance
- h. KDHAP Monthly Rent Subsidy
- i. Owner Lease and KDHAP Lease Addendum
- j. Rent Reasonableness
- k. Housing Quality Standards Inspections
- l. Ineligible Units and Prohibition Against Other Housing Subsidy
- m. Owner Responsibilities and the KDHAP Rent Subsidy Contract
- n. PHA Quarterly Family Follow-up
- o. Family Obligations and PHA Termination Actions
- p. Subsequent Moves under KDHAP
- q. Transitioning out of KDHAP
- r. KDHAP Eligible Families Already Under Voucher HAP Contracts
- s. Voucher Families Not Under HAP Contract
- t. Use of KDHAP Funding and Record Keeping
- u. Administrative Fees
- v. Disbursement of Funds
- w. Program Close-out
- x. Summary of PHA Processing Steps

##### **a. Family Eligibility**

In order to receive KDHA P assistance, all of the following criteria must be met:

- (1) The individual or family must have evacuated from a Hurricane Katrina federally-declared disaster area within Louisiana, Mississippi or Alabama;
- (2) The individual's or family's residence must have been destroyed or is

- uninhabitable, as determined by FEMA;
- (3) The individual or family must register with FEMA by December 31, 2005; and
  - (4) The individual or family, immediately prior to the evacuation, must have either:
    - (a) resided in a HUD-assisted dwelling unit;
    - (b) received rental or facility based assistance through a Special Needs Housing program (Supportive Housing Program (SHP-PH), Shelter Plus Care (S+C), or Housing Opportunities for Persons with AIDS (HOPWA)); or
    - (c) been homeless immediately prior to Hurricane Katrina.

A HUD-assisted dwelling unit is defined as a unit receiving a rental subsidy under one of the following HUD-assisted rental programs: rental public housing; units receiving tenant-based or project-based Section 8 assistance (including vouchers and SRO moderate rehabilitation projects but excluding homeownership voucher units); rental Indian housing; Section 202 housing; Section 811 housing; Section 236 housing; units in FHA-insured and non-insured projects with RAP assistance or Rent Supplement assistance; Section 221(d)(3) BMIR housing; and non-insured Section 236(b) housing.

For purposes of eligibility for KDHAP assistance, “homeless” is defined as an individual or family who was residing in: (a) emergency and transitional shelters for the homeless, including domestic violence shelters, residential programs for runaway homeless youth, and any hotel/motel and apartment programs providing temporary shelter paid for by a public or private agency because a person is homeless or; (b) persons habitually sleeping in places not meant for human habitation. Places not meant for human habitation include streets, parks, alleys, bus stations, railroad cars, abandoned buildings, farm out-buildings, and vehicles.

Persons “doubled up” with friends and/or relatives are not considered homeless. The homeless population eligible for KDHAP assistance are individuals or families who were already homeless before Hurricane Katrina, not individual or families who lost their homes as a result of the disaster.

PHAs will assist those eligible families that resided in the HUD-assisted dwelling units listed above in accordance with this Notice.

Families that received assistance through a Special Needs Housing program or families that were homeless immediately prior to Hurricane Katrina will be assisted through an alternative housing delivery system under which Continuum of Care providers will assume the initial intake and housing search assistance responsibilities of the PHA. These KDHAP eligible families are highly vulnerable people with special needs and the existing Continuum of Care provider network is equipped to address the unique needs and provide the extensive casework and owner outreach that is necessary to assist these particular families. HUD will issue separate KDHAP Continuum of Care operating requirements for the Special Needs Housing and homeless families that cover the PHA’s limited responsibilities and administrative fees for this category of eligible family in the near future.

In the event a displaced family meets KDHAP eligibility but has already been permanently housed in public housing or in a HUD-assisted unit, the family does not qualify for the KDHAP rent subsidy. However, if an otherwise eligible KDHAP family wishes to only be temporarily housed using KDHAP assistance and is willing if necessary to relocate to a unit eligible for KDHAP assistance, the family may be assisted under the KDHAP, provided the family can terminate their existing tenancy (including by mutual consent with the PHA/owner) by December 31, 2005. Also, see section (r) below for a discussion concerning Katrina evacuees that were housed using vouchers during September 2005.

**b. HUD-FEMA Database of Potentially Eligible KDHAP Families (KDHAP Information System)**

The family intake process begins with FEMA. The family must register with FEMA and obtain a FEMA registration number.

HUD has established a new information system for the KDHAP. The KDHAP information system is a web-based system that provides initial intake information, as well as the reporting mechanism for participating PHAs to provide subsidy information to HUD once the family is leasing a unit with KDHAP assistance.

FEMA provides to HUD the entire database of FEMA registered families in connection with the Katrina hurricane. This FEMA database only includes families that told FEMA that they evacuated from a federally-declared disaster area within Louisiana, Mississippi or Alabama when they registered with FEMA. This FEMA database includes families that were not living in HUD-assisted units. FEMA is constantly updating the FEMA database to indicate when FEMA verifies that the unit is located in a federally-declared disaster area within Louisiana, Mississippi or Alabama, and that the family's unit was destroyed or is uninhabitable.

HUD matches the FEMA database of families potentially eligible for KDHAP assistance (Katrina evacuees from a federally-declared disaster area within Louisiana, Mississippi or Alabama, whose place of residence was destroyed or is uninhabitable) with the HUD assisted-housing databases and compiles a HUD-FEMA database of KDHAP eligible families, called the KDHAP information system.

PHAs and counselors in the HUD-established KDHAP Referral Call Centers will use the KDHAP information system to verify family eligibility for KDHAP assistance. Counselors in the KDHAP Referral Call Centers will also research available inventory through the KDHAP information system and other existing websites. Participating PHAs will use the KDHAP information system to provide information to HUD concerning the KDHAP families.

### **c. KDHAP Participating PHAs**

In order to administer the KDHAP, a PHA must be currently administering a housing choice voucher program and must be willing to administer KDHAP assistance.

The PHA must administer the program in conformity with the Fair Housing Act, Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act.

PHAs may notify HUD of their willingness to participate in the KDHAP by submitting an email to the following KDHAP email address: [pihirc@firstpic.org](mailto:pihirc@firstpic.org). A participating PHA may place a limit on the number of KDHAP families it is willing to assist because of factors such as the lack of available housing or other capacity issues. The PHA becomes a KDHAP participating PHA after the HUD Financial Management Center (FMC) and the PHA execute the Consolidated KDCC. HUD will automatically transmit this funding contract to a PHA when that PHA first enters data in the KDHAP information system.

### **d. KDHAP Referral Call Center (RCC)**

HUD has established KDHAP Referral Call Centers (RCCs). The RCCs may be accessed by a toll free telephone number (1-866-373-9509). Displaced families can visit the local KDHAP RCCs in person or call the toll free phone number. Further information on the RCC locations and the hours of operations is posted on the HUDweb.

RCC counselors will use resources, including the KDHAP information system, to match eligible families with participating PHAs with available units. The primary role of KDHAP RCC counselors is to ensure that families are eligible for the program and that their requests for a specific location match available resources.

## **e. Family Intake Process Up to Arrival at the KDHAP PHA**

1. In order to be assisted under the KDHAP, the family must first register with FEMA and obtain a FEMA registration number. The family must then make a decision concerning where they wish to receive KDHAP assistance. Some families may wish to stay in the location where they are now, others may wish to move to another area, for example, an area where they may have relatives to provide a supportive environment. If the family is moving to a new area, the family will obtain transportation assistance to the new location from FEMA. When the family arrives at the new location, the PHA assumes responsibility to coordinate both temporary shelter and housing search assistance for the family, taking into consideration the special needs of persons with disabilities. The PHA may pay for lodging and transportation expenses or may arrange for delivery of these services through another entity such as community volunteers, the Red Cross, local churches, or charitable organizations.

There are several ways eligible families will learn about and be selected to participate in the KDHAP. The program intake process includes outreach to a family living in a shelter, registering for assistance at a Disaster Recovery Center, visiting or telephoning the KDHAP RCC, or applying for assistance at the PHA that administers the housing choice voucher program in the area where the family wants to live with KDHAP assistance.

If a KDHAP eligible family is referred to a local KDHAP RCC office, the intake interview will be in person. The RCC counselor will verify family eligibility for KDHAP assistance using the web-based KDHAP information system, obtain family composition information, ask the family where they want to move, and counsel the family on available housing options. The RCC counselor will determine whether or not there is a PHA administering the voucher program with jurisdiction in the location where the family wants to move. If the answer is yes, the RCC counselor will contact the receiving PHA to find out (a) whether the PHA is willing to participate in KDHAP (if the PHA has not already been identified as a participating PHA), and (b) whether there are available units in that location of the suitable size for the family. The RCC counselor will coordinate the family application for a FEMA transportation ticket. If there are no available units of the appropriate size in that location, the RCC counselor will advise the family to consider other options.

Assume a KDHAP eligible family temporarily moved in with a relative, and now wants to move to a new location and receive KDHAP assistance. If the family cannot go to a local KDHAP RCC office, the family needs to call the KDHAP RCC toll free number and speak with a counselor. The intake process described above for a family applying in-person at a local KDHAP RCC office would apply.

Assume a KDHAP eligible family is temporarily living with relatives in the location where the family wants to move, and that location is within the jurisdiction of a PHA administering the voucher program and willing to participate in KDHAP. In such a case, the family will go to the PHA's offices and the PHA will access the KDHAP information system website to determine family eligibility for KDHAP. Obviously, there is no need to coordinate transportation or temporary lodging before placement in a KDHAP unit since the family already has a place to stay.

Appendix 1 to these KDHAP operating requirements details the step-by-step family intake process up to the arrival at the receiving PHA's office, including the process for obtaining a FEMA registration number and the eligibility and policies for FEMA's assisted relocation program (a FEMA transportation ticket to the receiving PHA's jurisdiction).

#### **f. Family Briefing and Housing Search**

There are a number of actions a PHA may take to expedite the leasing of KDHAP units.

1. Actions PHA May Take Before KDHAP Families Arrive. If a PHA intends to participate in the KDHAP, or is already participating in the program and anticipates additional families, the PHA may begin to survey available housing units (including units that are accessible to persons with disabilities), and provide outreach to owners to explain how the KDHAP works, and develop a pool of interested owners and potentially available units. The PHA should access FEMA information on owners interested in helping disaster families. There are two FEMA websites to list vacant units: [www.dhronline.org](http://www.dhronline.org) for individual properties, and [www.swern.gov](http://www.swern.gov) for large-scale properties such as manufactured housing parks.
2. Actions PHA May Take Before Families Move to the PHA Jurisdiction Using a FEMA Transportation Ticket. Before the family arrives at the PHA's office after using a FEMA transportation ticket the PHA will know the family composition and will determine the family's unit size based on the PHA's subsidy standards. The PHA can conduct owner outreach and identify vacant units (including accessible units) of the appropriate bedroom size. The ideal situation would be for the PHA to immediately take the family to see one or more units during their first contact with the PHA.
3. PHA Actions When the KDHAP Family Arrives at the PHA's Location. When the family arrives at the new location, the receiving PHA assumes responsibility to coordinate both temporary shelter and housing search assistance to the family. If the family does not have relatives or friends that can greet them upon their arrival, the receiving PHA arranges for someone to meet the family at the airport, train station or bus station; arranges any necessary temporary lodging or shelter where the family will stay during the short period before they lease a unit with KDHAP assistance; and transportation to the PHA office. FEMA will not provide



any funding for the family after they arrive in the new location. The PHA may pay for lodging and transportation expenses or may arrange for delivery of these services through another entity such as community volunteers, the Red Cross, local churches, or charitable organizations. The PHA pre-lease up responsibilities also include:

- a. Family Briefing. The PHA must explain to the family how the KDHAP works. For example, the PHA will explain how the rent subsidy is calculated and the necessity for the family to pay for utilities not included in the rent, the term of the subsidy, family obligations under the KDHAP, the informal hearing procedures, and the PHA quarterly family follow-up.
- b. Family Unit Search. The PHA is responsible for providing intensive housing search assistance to the family. This includes locating one or more vacant units and transportation to potential units if necessary. The PHA may require the family to lease a unit within a PHA established deadline. Once the unit to be leased is located, the PHA may help negotiate the lease rent, and facilitate execution of the lease and KDHAP lease addendum. In providing housing search assistance to a household that includes a person with disabilities, the PHA will take the special needs of the household into consideration.

**g. Security Deposit and Utility Deposit Assistance**

A family may receive security deposit assistance and deposits for utilities (including connection fees) assistance under the KDHAP.

The PHA pays the security deposit assistance to the owner directly through the KDHAP rent subsidy contract based on the published FMRs for the area in which the unit is located. The maximum amount of the security deposit assistance is the smaller of:

- (1) the FMR amount for the bedroom size for which the family qualifies under the PHA subsidy standards for the housing choice voucher program (family unit size); or
- (2) the FMR amount for the bedroom size of the actual unit leased.

The family bedroom size is determined using subsidy standards established by the PHA for the housing choice voucher program.

If the security deposit exceeds the FMR, the remainder of the security deposit must come from another source. The security deposit assistance may not exceed the security deposit charged by the owner. The PHA may disapprove the unit for leasing under KDHAP if the security deposit is in excess of private market practice or in excess of amounts charged by the owner to unassisted tenants.

When the family moves out of the KDHAP unit, the owner must return the security deposit assistance (less any amounts the owner may withhold under the terms of the

lease) to the PHA.

The PHA also provides assistance for deposits (including connection fees) required for the utilities to be supplied by the tenant under the lease. The total amount for any and all utility deposit assistance provided on behalf of a family is \$325. The PHA must pay the utility deposit assistance directly to the utility companies. If the total amount of the deposits required for the utilities exceeds \$325, the PHA determines how to apply the utility deposit assistance. When the family moves out of the KDHAP unit, the PHA receives the PHA-provided portion of the deposit(s) back directly from the utility companies (less any amounts the utility companies may withhold under the service contract). If the utility company returns the deposit assistance to the family instead the PHA, the family is responsible for returning the deposit assistance to the PHA.

#### **h. KDHAP Monthly Rent Subsidy**

The monthly rent subsidy is paid directly to the owner under the KDHAP rent subsidy contract. The monthly rent subsidy equals the lesser of:

1. the monthly rent specified in the lease (the lease rent); or
2. the applicable FMR published for the area where the unit is located.

The applicable FMR for the area used to calculate the monthly rent subsidy is the lesser of:

1. the bedroom size for which the family qualifies under the PHA subsidy standards for the housing choice voucher program (family unit size); or
2. the bedroom size of the actual unit leased.

The family unit size is determined using the subsidy standards established by the PHA for the housing choice voucher program.

The family may lease a unit that is larger than the family unit size, but the maximum monthly rent subsidy remains the FMR for the family's unit size.

There is no family contribution towards lease rent if the lease rent for the unit does not exceed the FMR. The family may select a unit with a rent that exceeds the FMR. However, in such a case the family must pay the difference between the lease rent and the FMR.

In all cases, the family is responsible for any utilities not included in the lease rent.

It is important to emphasize that the family contribution under the KDHAP is not income driven. Familiar rent concepts from the housing choice voucher program such as total tenant payment and PHA minimum rents do not apply to the KDHAP.

If the family leases a unit in an insured or non-insured Section 236 project, a Section 202 or 811 project, a Section 221(d)(3) below market interest rate (BMIR) project; or a Section 515 project of the Rural Development Administration; the lease rent is the lower of the basic rent, contract rent, or market rent as determined in accordance with the requirements of the applicable program.

#### **i. Owner Lease and KDHAP Lease Addendum**

The family and the owner must enter into a written lease for the unit. The PHA is not a party to the lease.

The initial term of the lease is established by the owner under the owner's lease. The initial term of the lease must be at least six months but may not exceed twelve months. The owner may not increase the rent during the initial term of the lease. After the initial term of the lease, the lease may provide for automatic extensions or renewals on a month-to-month basis. However, the total term of the lease, including any extensions or renewals, may not under any circumstances exceed 18 months.

The tenant and owner must also enter into a KDHAP lease addendum that sets forth the tenancy requirements for the program and identifies the composition of the household. The terms of the KDHAP lease addendum shall prevail over any other provisions of the lease.

The owner must notify the PHA of any changes in the amount of the rent at least thirty days before any such changes go into effect.

The owner may only terminate the tenancy in accordance with the lease, the KDHAP lease addendum, and local and State law. If the KDHAP rent subsidy contract terminates for any reason, the lease terminates automatically.

#### **j. Rent Reasonableness**

The PHA must determine that the rent is reasonable before approving the unit for leasing under the KDHAP.

In order to be rent reasonable, the rent for the unit may not exceed the rent charged for:

1. comparable units in the private unassisted market; and
2. comparable unassisted units in the premises.

To make this determination, the PHA may consider a variety of market factors such as the location, quality, size, unit type, and age of the contract unit. Other examples of factors the PHA may consider include the length of the initial lease term, and any amenities, housing services, accessibility features for persons with disabilities, maintenance and utilities to be provided by the owner in accordance with the lease.

In determining the reasonableness of rents for units located in a multifamily project that is not substantially assisted as determined by the PHA, the PHA may base its determination on the rents charged for three comparable units in the same apartment complex. In such cases, the PHA does not have to obtain additional rent comparables in other multifamily housing in the area.

The PHA must also re-determine that the rent for the unit remains reasonable as a result of any proposed rent increase for a unit under a KDHAP rent subsidy contract.

#### **k. Housing Quality Standards Inspections**

The unit must be inspected by the PHA and must meet housing quality standards (HQS). However, the PHA, at its sole option, may choose to defer the inspection for up to 60 days after the lease effective date.

If the PHA has not deferred the HQS inspection, the unit must be inspected and meet HQS before the family and owner enter into the lease and KDHAP lease addendum. The owner may not receive KDHAP rent subsidy payments until the owner makes the necessary repairs and the PHA verifies that the unit meets HQS.

In the case where the PHA has deferred the HQS inspection, the family and the owner may execute a lease and KDHAP lease addendum, and the PHA and the owner may execute a KDHAP rent subsidy contract, before the PHA inspects the unit. KDHAP rent subsidy payments will then be paid to the owner in accordance with the KDHAP rent subsidy contract. If the unit fails the deferred inspection, the PHA may make no additional payments unless the owner completes the corrections in the time specified by the PHA and the PHA verifies the correction.

The HQS for the KDHAP are the same HQS used by the PHA for the housing choice voucher program at 24 CFR 982.401 with the following exception. Section 982.401(d) provides, among other things, the requirement for adequate space for the family. With respect to space, this section provides that each dwelling unit must have at least one bedroom or living/sleeping room for each two persons. The PHA may, with consent of the family, exempt units from this requirement on a case-by-case basis. The PHA may take the limited duration of the KDHAP assistance into consideration in making such a determination. The PHA must record any such

exemption for the unit and must maintain a record of the exemption.

Any HQS acceptability criteria variations approved by HUD under 982.401(a)(4) for the PHA's housing choice voucher program are also applicable to the KDHAP. The PHA must notify the owner of any defects shown by any HQS inspection and notify the owner of the date by which the defect must be corrected.

The PHA is not required to inspect a unit under a KDHAP rent subsidy contract on a periodic or annual basis since KDHAP is only a temporary housing program. However, the owner is required under the KDHAP program to maintain the unit in accordance with HQS. The PHA may, at any time as needed, inspect the unit to determine that the unit meets HQS. In determining whether an inspection is needed, the PHA may consider complaints and any other information brought to the attention of the PHA.

KDHAP requirements do not create any right of the family, or any party other than HUD or the PHA, to require enforcement requirements by HUD or the PHA, or to assert any claim against HUD or the PHA, for damages, injunction or other relief, for alleged failure to enforce the HQS.

### **I. Ineligible Units and Prohibition Against Other Housing Subsidy**

The following types of housing may not be leased under the KDHAP program:

- A public housing unit or Indian housing unit
- A unit receiving project-based assistance under section 8 of the 1937 Act, unless the owner is willing to forego receiving the project-based section 8 rental assistance for the unit. The rent charged by the owner in such instances must be set at the rents that were in effect immediately prior to the Presidential declaration of the disaster (see HUD Notice H 04-22).
- Nursing homes, board and care homes, or facilities providing continual psychiatric, medical, or nursing services
- College or other school dormitories
- Units on the ground of penal, reformatory, medical, mental, and similar public or private institutions
- A unit occupied by its owner or by a person with interest in the unit.

In addition, the family may not receive the benefit of KDHAP rent subsidy while receiving the benefit of the forms of other housing subsidy, for the same unit or for a different unit, described in 24 CFR 982.352(c).

Further, the unit is ineligible if the owner (including a principal or other interested party) is the parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

#### **m. Owner Responsibilities and the KDHAP Rent Subsidy Contract**

The owner is responsible for the screening and selection of the family to occupy the owner's unit. The PHA has no liability or responsibility to the owner or other persons for the family's behavior or suitability for tenancy. The owner is responsible for ensuring that all screening takes place in accordance with the non-discrimination requirements of the Fair Housing Act and any state and local non-discrimination requirements. This includes allowing a person with disabilities to make reasonable modifications at their own expense to the unit to render the unit accessible.

The KDHAP rent subsidy contract is executed between the owner and the PHA. Under the KDHAP rent subsidy contract, the PHA will pay the owner the security deposit assistance and the monthly rent subsidy payment. The owner is responsible for performing all of the owner's obligations under the KDHAP rent subsidy contract, the lease, and the KDHAP lease addendum. The owner is responsible for collecting from the family any amount of the security deposit above the security deposit assistance paid by the PHA.

The term of the KDHAP rent subsidy contract begins on the first day of the lease term and ends on the last day of the lease term. The PHA must use best efforts to execute the KDHAP rent subsidy contract before the beginning of the lease term. However, the PHA may execute the KDHAP rent subsidy contract up to 60 calendar days from the beginning of the lease term if warranted by individual circumstances.

The PHA must record the family unit information in the KDHAP information system once a KDHAP rent subsidy contract is executed with the owner.

The KDHAP rent subsidy contract terminates if any of the following occurs:

- (1) The lease is terminated by the owner or the tenant;
- (2) The PHA terminates the KDHAP rent subsidy contract; or
- (3) The PHA terminates assistance for the family.

Rent subsidy payments shall only be paid to the owner while the family is residing in the contract unit during the term of the KDHAP rent subsidy contract and the owner must promptly notify the PHA if the family moves out. The PHA shall not pay a KDHAP rent subsidy to the owner for any month after the month when the family moves out.

The owner is responsible for performing all management and rental functions for the

KDHAP unit and must pay for utilities and services (unless paid by the family under the lease). The owner must maintain the unit in accordance with HQS, including performing ordinary and extraordinary maintenance. In cases where there is a family contribution to the rent (the portion of the lease rent not covered by the monthly KDHAP rent subsidy), the owner is responsible for collecting that amount directly from the family. The owner is responsible for enforcing the lease terms under the lease, including collecting any charges for unit damage by the family.

#### **n. PHA Quarterly Family Follow-up**

During the time the family is assisted under KDHAP, the family must meet with the PHA every three months. The PHA may choose to conduct the quarterly follow-up by telephone or in person. The PHA may schedule the quarterly follow-up with the family at the family's unit at reasonable times and with reasonable notice.

The purpose of the meeting is to (1) keep in contact with the family, (2) verify the family is still in the unit and still needs KDHAP assistance, (3) keep abreast of the family's plans with respect to continued participation in the KDHAP program or their interest in returning to the family's home area, and (4) effectively communicate information from the family's former PHA, HUD, and FEMA, regarding issues related to the family's housing and other disaster assistance. Additional information on this subject will be forthcoming shortly.

#### **o. Family Obligations and PHA Termination of Assistance**

A family receiving assistance under KDHAP must comply with the following obligations:

- (1) The family must supply any information to the PHA that HUD requires for KDHAP assistance. Any information supplied by the family must be true and complete.
- (2) The family must participate in the PHA quarterly family follow-up meetings and must allow the PHA to visit the family unit at reasonable times and after reasonable notice.
- (3) During the term of the lease the family must reside in the KDHAP unit. The family must not sublease, let, assign the lease or transfer the unit.
- (4) The family must promptly notify the PHA of any changes in family composition and must notify the PHA and the owner before the family moves out of the unit or terminates the lease on notice to the owner. If the family terminates the lease on notice to the owner, the family must give the PHA a copy of the notice of termination at the same time.
- (5) The family must not own or have any interest in the unit.
- (6) The members of the family must not commit fraud, bribery, or criminal act in connection with KDHAP.
- (7) The members of the family may not engage in drug-related criminal activity or violent criminal activity.
- (8) The family must comply with the lease, KDHAP lease addendum and HUD

requirements applicable to KDHAP.

The PHA may terminate KDHAP assistance for a family that does not comply with the above family obligations. In order to terminate KDHAP assistance because of noncompliance with KDHAP family obligations, the PHA must provide the family with advance written notice of the termination action. The PHA must give the family an opportunity to request an informal hearing to consider whether the PHA decision is in accordance with KDHAP requirements. The PHA must proceed with the hearing in a reasonably expeditious manner upon the request of the family.

The informal hearing procedures used are the same hearing procedures the PHA employs for its housing choice voucher program. The PHA must follow the procedures for conducting the hearing in accordance with the procedures in the PHA administrative plan for the housing choice voucher program and 24 CFR 982.555(e) and (f).

The PHA must provide the family with a list of the family obligations when the PHA initially briefs the family on the KDHAP. The family must sign a copy of the obligations and certify that the family understands the PHA may terminate KDHAP assistance for a family that does not comply with the family obligations. The PHA must retain the family certification for their records.

If the family's participation in the program is terminated, the PHA must record the end of participation in the KDHAP system.

**p. Subsequent Moves After KDHAP Lease-up**

The family may move to a new unit with continued KDHAP assistance if:

- (1) the lease has terminated (including lease terminations because the PHA has terminated the KDHAP rent subsidy contract for the owner's breach, or the lease has terminated by mutual consent);
- (2) the owner has given the family a notice to vacate, or has commenced an action to evict the family, or has obtained a court judgment or other process allowing the owner to evict the family; or
- (3) the family has given notice of lease termination if the family has a right to terminate the lease on notice to the owner.



The family may only move with continued KDHAP assistance within the jurisdiction of the PHA administering the family's KDHAP assistance. The family does not qualify for security deposit assistance or utility deposit assistance from the KDHAP for the move. The PHA does not qualify for an additional KDHAP placement fee. The PHA is not required to provide transportation services or coordinate temporary shelter to the family above and beyond what is normally provided by the PHA under the housing choice voucher program.

If the family wishes to move outside of the PHA jurisdiction, the family's participation in the KDHAP ends. The family may be eligible to resume assistance through their previous HUD program at that time. This type of move is covered in the following section of these operating requirements.

The maximum period of time that a family will receive KDHAP assistance may not under any circumstances exceed 18 months. If a family moves with continued KDHAP assistance, the initial term of the lease may not exceed the remaining number of months under which KDHAP assistance may be provided on behalf of the family.

If a family has received more than 12 months of KDHAP assistance, the PHA may, at its sole option, allow the family to enter into a lease with a lease term of less than six months, provided the owner's lease provides for such shorter term.

A subsequent move with continued KDHAP assistance must be reported in the KDHAP information system.

#### **q. Expiration of KDHAP Assistance and Transitional Issues**

KDHAP assistance is temporary housing assistance designed to help a family move into more permanent housing during the time in which the family's former home is repaired or replaced. The assistance may never exceed 18 months.

At the end of KDHAP assistance, a former public housing resident may return to a public housing unit at the former PHA (assuming the family remains eligible for assistance under the public housing program). The family may qualify to receive a housing choice voucher from the former PHA if the public housing at the former PHA is demolished or sold.

A family formerly assisted at a project in HUD's Office of Multifamily Housing's assisted inventory will have the first right of refusal to return to the multifamily project when repairs are completed, assuming the family remains eligible to receive assistance under the HUD Multifamily Housing program.

At the end of KDHAP assistance, a family that was under the voucher program will resume receiving assistance under the housing choice voucher program of the disaster impacted PHA, assuming the family remains eligible to receive housing choice voucher assistance. All housing choice voucher program requirements will once

again apply to the family.

If the family is ready to return to the family's home area (and there is housing available in the home area to which the family may return) before the expiration of KDHAP assistance, the family may leave the KDHAP at the end of the initial term of the lease or a shorter period of time, provided the lease termination is in accordance with the terms of the lease (including mutual consent with the owner).

At the expiration of the KDHAP assistance, former voucher families may wish to remain in the KDHAP jurisdiction or move to another jurisdiction as opposed to returning to their originating jurisdiction. In such a case, the family's voucher assistance will be handled under the portability procedures of the housing choice voucher program. The PHA administering the KDHAP assistance will alert the pre-disaster PHA originally administering the family's voucher that the family is not returning to the former jurisdiction. The family's pre-disaster PHA assumes the responsibilities of the initial PHA and the receiving PHA may opt to bill the initial PHA. The pre-disaster PHA resumes paying the family's assistance with its housing choice voucher program funding.

A disaster-affected PHA that has voucher families temporarily assisted under KDHAP in other jurisdictions must monitor leasing rates, turnover vouchers and costs in their housing choice voucher program to ensure voucher assistance will be available at such time the KDHAP funding from HUD for these families ends. The disaster-affected PHA must comply with any requirements prohibiting or restricting the over-leasing of units.

HUD will require a certification from the disaster-affected PHA certifying that the PHA will ensure that the family's voucher assistance may resume at such time that the family's participation in the KDHAP ends. If the disaster-affected PHA is unable or unwilling to accept such responsibility or submit the certification, the disaster-affected PHA must inform their HUD field office immediately. HUD will then promptly take the necessary action to ensure voucher assistance will be available when the family's participation in the KDHAP ends. Such action may include the prompt and permanent transfer of voucher funding to the receiving PHA from funds available under the initial PHA ACC in accordance with 982.355(f)(1).

When the family leaves the KDHAP program for any reason, the PHA must record the family's end of participation in the KDHAP information system.

#### **r. KDHAP Eligible Families Already Under Voucher HAP Contracts**

In the aftermath of Hurricane Katrina, numerous voucher participants impacted by the disaster moved under the portability procedures of the voucher program to new jurisdictions. Receiving PHAs provided immediate assistance and many of those families were successfully housed under voucher HAP contracts effective in September. In addition, some PHAs admitted displaced public housing and HUD Multifamily Assisted Housing families into the housing choice voucher program through the use of local preferences.

In these cases, KDHAP eligible families currently under voucher HAP contracts may remain assisted under those executed HAP contracts and the housing choice voucher rules. However, if an otherwise eligible family wishes to be assisted under KDHAP, the family may participate in the KDHAP program, provided the family can terminate their existing voucher tenancy (including by mutual consent with the owner) by December 31, 2005.

For families that remain under the regular voucher HAP contract and rules, KDHAP funding may be used to cover the actual costs of the voucher housing assistance payments up to 100 percent of the applicable FMR until the KDHAP funding expires. The PHA will also receive the one-time placement fee of \$1,000 for placing the family, and the KDHAP on-going administrative fee for the family. The process to receive funding through KDHAP for these families is described below in section (v). The PHA must enter the family information into the KDHAP information system.

For voucher families that moved from the disaster area to the KDHAP administering PHA's jurisdiction under portability, billings to the initial PHA for the full amount of the HAP and 80 percent of the initial PHA administrative fee will not apply for the duration the family is assisted under KDHAP funding. Instead, HUD will make direct payments to the receiving PHA for administrative expenses (KDHAP placement fee and on-going administrative fee). If the housing assistance payment for the family exceeds 100 percent of the FMR (the maximum KDHAP rent subsidy payment), the receiving PHA will bill the initial PHA for the remaining balance.

The receiving PHA must reimburse the disaster-impacted PHA for any September portability billing payments they received from the initial PHA on behalf of these KDHAP eligible families. At such time the KDHAP funding ends, the receiving PHA may resume billing the disaster-impacted PHA for the full amount of the HAP payment and 80 percent of the initial PHA administrative fee under the portability billing procedures of the housing choice voucher program.

PHAs that absorbed KDHAP eligible voucher families under the portability procedures or admitted KDHAP eligible families to their regular voucher program are eligible to receive KDHAP assistance for assisting families. The PHA must enter the family information into the KDHAP information system to receive KDHAP funding. If the PHA accepts KDHAP assistance, the PHA must monitor leasing rates, turnover vouchers and costs in their housing choice voucher program to ensure voucher assistance will be available at such time the KDHAP funding from HUD for these families ends while complying with any requirements prohibiting or restricting the over-leasing of units. HUD will require a certification from the PHA that it will fulfill this responsibility. PHAs unwilling to accept such responsibility or provide the certification must immediately inform HUD that they do not wish to accept KDHAP funding for a family already absorbed or admitted to their voucher program. The PHA may not accept the placement fee or the KDHAP administrative fee if they decline to accept the KDHAP rent subsidy assistance.

These KDHAP families do not count against a PHA's baseline for voucher leasing purposes for the duration of the KDHAP assistance. Further information on this

category of families will be forthcoming in the near future, including guidance on PIC and Voucher Management System (VMS) reporting.

PHAs that admitted families that are not eligible for KDHAP into their voucher program as the result of the disaster do not qualify for KDHAP assistance. The PHA continues to assist the family out of its voucher program funding. The PHA does not receive KDHAP rent subsidy payments, the one-time placement fee, or the KDHAP on-going administrative fee.

**s. Housing Choice Voucher Families Not Under HAP Contract**

Voucher participants that were displaced by Hurricane Katrina but are not yet under a voucher HAP contract in the receiving PHA's jurisdiction have the option to remain under the voucher program rules in lieu of participating in the KDHAP. The PHA that will assist the family must thoroughly brief the family on the differences between the programs and discuss the relative advantages and disadvantages between programs. If the family chooses to remain under the voucher program, all normally applicable housing choice voucher program regulations and requirements apply. The PHA calculates the family's monthly subsidy under the housing choice voucher program requirements. The PHA uses the housing choice voucher program housing assistance payments (HAP) contract and all other applicable housing choice voucher forms. The family pays the family share in accordance with the housing choice voucher regulations.

A family choosing to remain under voucher program rules does not qualify for the security deposit assistance and the assistance for utility deposits. However, KDHAP funding will still be used to cover the actual costs of the voucher housing assistance payments up to 100 percent of the applicable FMR until at such time the KDHAP funding expires. The PHA will also receive the one-time placement fee of \$1,000 for placing the family, and the KDHAP on-going administrative fee paid directly by HUD for the family.

If the housing assistance payment for the family exceeds 100 percent of the FMR (the maximum KDHAP rent subsidy payment), the receiving PHA will bill the initial PHA for the remaining balance from housing choice voucher funds.

A disaster-affected PHA that has voucher families temporarily assisted under KDHAP in other jurisdictions must monitor leasing rates, turnover vouchers and costs of their housing choice voucher program to ensure voucher assistance will be available at such time the KDHAP funding ends, regardless of whether the family opts to remain assisted under voucher program rules. As noted above, HUD will require a certification from the disaster-affected PHA certifying that the PHA will ensure that the family's voucher assistance may resume at such time that the family's participation in the KDHAP ends. The initial PHA must comply with any requirements that prohibit or restrict the over-leasing of units in the PHA housing choice voucher program.

If the family opts to remain under the housing choice voucher program instead of participating in KDHAP, the family does not have the option to subsequently switch to KDHAP assistance at some point in the future. It does not matter if the family is entering into a new lease or moving to another unit, the family must remain under the housing choice voucher program requirements. Likewise, if a voucher family opts to participate in KDHAP, the family remains under KDHAP rules for the duration of the KDHAP assistance.

Families that were not already voucher participants do not have the option to receive KDHAP assistance under regular voucher rules.

#### **t. Use of KDHAP Funding and Record Keeping**

KDHAP funding may not be used for other activities or costs. KDHAP funding remains separate and distinct from the PHA's regular voucher program in terms of the source and use of the funding. The PHA is required to maintain records that allow for the easy identification of families assisted under the KDHAP, and must report monthly leasing and expenditure for such families separately from housing choice voucher families, as will be required under the VMS. The PHA must maintain a separate HAP register for the KDHAP to record and control assistance payments for security deposits, utility deposits, and rent subsidies.

The PHA must maintain complete and accurate account and records for the program in accordance with HUD requirements in a manner that permits a speedy and effect audit. The requirements at 24 CFR 982.158(a), (b) and (c) apply to KDHAP.

During the term of each lease assisted under the KDHAP, and for at least three years thereafter, the PHA must keep a copy of the executed lease and KDHAP lease addendum, the KDHAP rent subsidy contract, and the HQS unit inspection report.

The PHA must keep the following records for at least three years: unit inspection reports, records to document the basis for PHA determination that the lease rent is reasonable, accounts and other records supporting financial statements for the program, and other records that may be specified by HUD.

#### **u. Administrative Fees**

The PHA receives a special one-time initial placement fee of \$1,000 each time the PHA initially houses a family under a KDHAP rent subsidy contract. This fee is to cover the housing search assistance, temporary shelter coordination, and other lease-up activities required of the PHA to initially place the family under KDHAP. The PHA does not make security deposit and utility deposit assistance payments using the one-time \$1,000 placement fee. The security deposit assistance and utility deposit assistance is provided separately to the PHA by HUD. If the PHA fails to place the family under lease in the KDHAP, the PHA does not qualify for the placement fee. The fee is a one-time fee per family. The PHA does not qualify for an additional placement fee if the family subsequently moves and leases another unit under the KDHAP.

The PHA will receive an on-going administrative fee for every month the family is under lease with KDHAP assistance. FEMA has capped the amount that FEMA may pay for on-going costs of administration after the family is placed at 10 percent of the actual KDHAP rent subsidy payment.

HUD believes that the additional workload associated with the KDHAP program will require on-going administrative fees in the range of 15 percent of the actual KDHAP rent subsidy payment. HUD is committed to finding other resources to address this 5 percent difference.

PHAs will at a minimum receive 10 percent of the actual KDHAP rent subsidy payment for the family for the on-going administrative fee. However, if resources are available, HUD may further supplement the KDHAP on-going administrative fee for a PHA if the monthly on-going administrative fee per unit is less than \$125. This supplemental fee is limited to no more than 5 percent of the actual KDHAP rent subsidy payment up to the maximum limit of \$125 per unit.

For example, if the KDHAP rent subsidy payment is \$1,000 for a two-bedroom unit, FEMA will pay \$100 ( $\$1,000 \times 10$  percent) as the on-going administrative fee under the KDHAP program. HUD will seek resources to pay the PHA an additional \$25.

#### **v. Disbursement of Funds**

For PHAs that placed incoming housing voucher families from the disaster area in September, HUD will automatically advance funding to receiving PHAs to cover the costs of security deposit assistance, utility deposit assistance, housing assistance payments for September and October, and the one-time placement fee. This advance is based on the records of voucher family verifications conducted by the Real Estate Assessment Center's (REAC) Verification Clearinghouse in September. PHAs that assisted displaced voucher families moving under portability in September but were able to verify without using REAC will follow the reporting procedures below to receive payment.

All other disbursements of funding advances will be based on data entered into the

KDHAP information system database. Once the incoming family has arrived at the PHA, the PHA accesses the family record through the web-based KDHAP information system. This action prompts HUD to advance funding to cover the first month rent subsidy payment, utility deposit assistance, security deposit assistance, and the one-time placement fee. Once the PHA enters the family leasing and unit information into the KDHAP information system, HUD will begin providing subsequent monthly rent subsidy payments and administrative fees. The PHA will enter actual costs for KDHAP families through the VMS.

HUD will reconcile reported costs and leasing from the VMS and KDHAP databases and will adjust current and future funding on a quarterly basis. Actual security assistance and utility deposit assistance along with actual rent subsidy payments will be settled through VMS reporting. The VMS data collection will be revised to capture KDHAP units leased, actual rental assistance costs, actual security deposits paid, and actual utility deposits paid.

#### **w. Program Close-Out**

Upon conclusion of the PHA's KDHAP program, the PHA will be required to conduct a final audit before closing out KDHAP. The PHA, based on this audit, will be required to provide a final cost certification for KDHAP. In addition to documenting actual costs, PHA accounting records must also account for any funds received by PHAs from owners returning security deposits and utility companies returning deposits for utilities that were advanced by the PHA on behalf of KDHAP families. These funds as well as any unused funds made available by HUD must be returned to HUD by the PHA.

#### **x. Summary of PHA Processing Steps**

The following provides a summary of the steps a PHA undertakes in assisting a family under KDHAP.

- Eligible family is referred to PHA by another entity (PHA has confirmed willingness to participate and availability of housing) or arrives independently at the PHA
- PHA accesses family record in KDHAP information system, triggers KDCC execution and HUD funding advance
- PHA briefs family on program and assists family through temporary shelter coordination, housing search assistance, transportation, etc.
- Potential unit is found for family
- PHA determines unit meets unit eligibility and rent is reasonable
- PHA inspects unit (may be deferred)
- If unit passes (or if inspection is deferred) PHA enters into KDHAP rent subsidy contract with owner
- Owner and family execute owner lease and KDHAP lease addendum
- PHA makes security deposit assistance and rent subsidy payment to owner under the rent subsidy contract, provides utility deposit assistance to

utility companies (if applicable)

- PHA enters unit and rent information in KDHAP information system, triggers ongoing rent subsidy assistance and administrative fee advance from HUD
- If PHA deferred inspection, PHA inspects unit
- PHA reports actual expenditures in VMS quarterly
- PHA conducts family follow-up on a quarterly basis
- HUD reconciles reported costs and leasing from VMS and the KDHAP database and adjusts current and future funding
- If family moves with continued KDHAP assistance, PHA reports change in KDHAP information system
- If family leaves the KDHAP, PHA reports end of participation in program
- Upon conclusion of the program, PHA provides final cost certification for KDHAP

5. Other Matters. The information collection requirements imposed by HUD in this documents have been approved by the Office of management and Budget (OMB) under the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501-3520) and assigned OMB control number 2577-0169. In accordance with the PRA, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

6. Additional Information. Any questions related to this notice should be addressed to the Housing Voucher Management and Operations Division at (202) 708-0477.

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/s/  
Orlando J. Cabrera, Assistant Secretary for  
Public and Indian Housing



## APPENDIX 1.

### Step-By-Step Family Intake Process Up to the Arrival at the Receiving PHA's Office

2. Family registers with FEMA if they have not done so already. The displaced family registers with FEMA by calling 1-800-621-FEMA, applying online at [www.fema.gov](http://www.fema.gov), or applying at a Disaster Recovery Center or other FEMA-specified location for Federal disaster assistance.
3. Family calls the KDHAP toll free phone number (1-866-373-9509) or visits a KDHAP (RCC) walk-in office.
4. RCC counselor verifies family eligibility for KDHAP assistance using the web-based KDHAP information system, obtains family composition information, asks the family where they want to move, and counsels the family on available housing options.
5. RCC counselor determines whether or not there is a PHA administering the voucher program with jurisdiction in the location where family wants to move. If the answer is yes, the RCC counselor will contact the PHA to find out (a) whether the PHA is willing to participate in KDHAP (if the PHA has not already been identified as a participating PHA), and (b) if there are available units in that location of the suitable size for the family.
6. If there is not a PHA administering the voucher program with jurisdiction in the location where family wants to move, or if there are no available units of the appropriate size in that location, the RCC counselor will advise the family to consider other options.
7. If there are available units where the family wants to move and a willing voucher PHA, the RCC counselor emails a preliminary KDHAP information system notification to the PHA to notify the PHA that an eligible family has requested to be relocated to the PHA's jurisdiction. The RCC counselor also advises the PHA that a follow-up email will be sent after travel arrangements are finalized for the family to go to the receiving PHA's jurisdiction.
8. If the family is at the local KDHAP RCC office, the RCC counselor will call the FEMA travel agent while the family is in the office.
9. If the family is not in the RCC counselor's office, the RCC counselor will call the FEMA travel agent on behalf of the family and make the travel arrangements. In order to receive the FEMA transportation ticket, the person for whom the RCC counselor is requesting the transportation must (a) be the family member who registered with FEMA, (b) not be an unaccompanied minor under the age of 18, (c) be able to provide or coordinate their own transportation to the airport, train station, or bus depot, and (d) be able to give the address and phone number of the family member, friend or temporary housing unit where they will be staying (for at least 90 days) when they relocate. The RCC counselor will provide the PHA contact information to the family and to the FEMA travel agent for purposes of (d).
10. The FEMA travel agent provides the family with a one-way bus, train or plane ticket. Air travel tickets will be issued electronically or by password (for buses). The FEMA travel agent will provide a confirmation number for individuals traveling by rail. The FEMA travel agent will fax or email a travel itinerary to the RCC counselor, who will then ensure that the family has this information. Transportation arrangements may be requested for individuals who have lost their identification. The usual airport physical screening process will still be followed. FEMA will not provide for the cost

of transporting pets. Families may take their pets along, but must finance and negotiate that transportation directly with the carrier, in accordance with the carrier's policies and procedures.

11. The RCC counselor notifies the PHA of the family's actual travel plans by emailing the travel information to the PHA.
12. When the family arrives at the new location, the PHA assumes responsibility to coordinate both temporary shelter and housing search assistance to the family. If the family does not have relatives or friends that can greet them upon their arrival, the receiving PHA arranges for someone to pick up the family at the airport, train station or bus station; any necessary temporary lodging or shelter where the family will stay during the short period before lease up of the KDHAP unit; and transportation to the PHA office. FEMA will not provide any funding for the family after they arrive in the new location. The PHA may pay for lodging and transportation expenses or may arrange for delivery of these services through another entity such as community volunteers, the Red Cross, local churches, or charitable organizations.