



RCHA Hardship Policy for MTW Initiative

The RCHA Hardship policy is designed to address:

- A. Utility Allowance Activities**
- B. Standard Deduction for Elderly and Disabled**
- C. All Other Activities**

All hardships requests must be made in writing, stating both the reason for the hardship and the expected duration.

Each request will be reviewed and weighed against other local resources available to the family. The result of the review may consist in referral to other local resources, an adjustment in the portion of a household's utility allowance, a change in the client's standard deduction, or relief from another determined hardship.

A. Utility Allowance Activities

In order to qualify for a hardship exemption, households must meet all of the criteria listed below.

1. The household is in compliance with all program rules and regulations
2. The household does not owe RCHA money or is current with a re-payment agreement
3. Newly calculated utility allowance falls short of covering a household's utility bills.

Approval Process for Utility Allowance Activities

- Households that meet the criteria listed above may mail, fax, hand deliver a letter, or e-mail a request to RCHA.
- RCHA staff will review the request promptly and identify the difference in an utility bill from the utility allowance.
- The new utility allowance is approved if there are no other issues. If there are other issues a further review will be conducted with consultation of the Housing Manager.



Hardship Relief for Utility Allowance Activities

If the difference between the utility allowance and the utility bill is \$10 or greater, the utility allowance will be adjusted to reflect the change.

B. Standard Deduction for Elderly and Disabled

In order to qualify for a hardship exemption, households must meet all of the criteria listed below.

1. The household is in compliance with all program rules and regulations
2. The household does not owe RCHA money or is current with a re-payment agreement
3. The standard deduction does not cover applicable expenses accrued throughout the year.

Approval Process for Standard Deduction for Elderly and Disabled

- Households that meet the criteria listed above may mail, fax, hand deliver a letter, or e-mail a request to RCHA.
- RCHA staff will review the request promptly and identify the difference in expenses compared to that of the standard deduction.
- A new deduction amount is approved if there are no other issues. If there are other issues a further review will be conducted with consultation of the Housing Manager.

Hardship Relief for Standard Deduction for Elderly and Disabled

If the difference between the standard deduction and applicable expenses is \$100 or greater, the deduction will be adjusted to reflect the change.

C. All Other Activities

In order to qualify for a hardship exemption, households must meet all of the criteria listed below.

1. The household is in compliance with all program rules and regulations
2. The household does not owe RCHA money or is current with a re-payment agreement
3. A hardship must be determined to exist



Approval Process for Other Activities

- Households that meet the criteria listed above
- Household communicates its believed hardship by mail, fax, hand-delivered letter, or e-mail to RCHA.
- RCHA staff will review the request promptly in order to identify if a hardship exists.

Hardship Relief for Other Activities

Supervisor approves the requested hardship if it is determined such a hardship exists. In the event a hardship is confirmed to exist, the Housing Manager and Executive Director will determine an equitable response.

If Hardship is Denied

If a hardship is denied, an individual can appeal to RCHA's Executive Director.