Vacancy and Referral System Instructions for Management Companies

Where do I access the V&R system?
www.nchfa.org/rcrs Use your RCRS username and password

How Do I log in to the Test server?
Test Server: http://test3508.webpublic.nchfa.org/RCRS/ Use your RCRS username and password

How do I give staff access to V&R in RCRS?
An Administrator has to allow access under Manage User Accounts. If the person has access to RCRS currently, click on the Login ID and click the box beside Report Vacancies and then Save Changes. If the person does not have access to RCRS, click to Add New User. Once the person's info has been added, click Create Login beside their name to grant access.

Can a user be given access to V&R only, without being able to view or edit compliance data?
Yes. When creating the login for someone without current RCRS access, the Property Access is set to None by default. If you choose to grant access to compliance data, you will need to change this to User or Administrator as appropriate.

Will staff be able to see properties they are not associated with?
No. If staff have Administrator access, they can see all properties managed by the company. If they have User access, they see the properties they are assigned to. If their Property Access is set to None, you will have to Assign Properties in order for them to report vacancies.

When does the 30 day clock for the vacancy start?
The 30 day clock starts when the property submits the vacancy regardless of when the unit actually becomes vacant.

Do I have to report **all** vacancies or only vacancies for targeted units?
The property is expected to submit **ALL** vacancies, even if the targeting agreement has been met.

Where do I start?
1. Report all vacancies as soon as possible to start the clock. If you get a 30 day notice, go ahead and enter. You can request for it to be released if the household does not move out.

You should access RCRS daily and look for the red flag in the top right corner to see if you have any items that need to be addressed after you report a vacancy. Examples of worklists include:

2. Awaiting Referral Contact
3. Awaiting Application Result
4. Awaiting Vacancy Reservation
5. Awaiting Move-in Confirmation
6. Awaiting Appeal Contact

How do I report a vacancy

From the Home screen:

- Click Add Vacancy.
- Select the APN beside the property name.
- Complete the required data about the unit so the RHC can send an appropriate referral.
- Click OK at the bottom left.

What is in Awaiting Referral Contact

This is the list of people who have received a referral to the property.

Selecting the worklist shows you all of the referrals that have been submitted by the RHC.

Selecting a name in the worklist takes you to the referral detail page. You will wait for the referral to make contact with the property.

Once the referral has submitted an application, you will notify the RHC. (Actions -> Submit Application) Also, indicate if a Reasonable Accommodation was requested with the application.

If the referral fails to show within 5 days, or if they miss an appointment or they fail to apply, you need to notify the RHC. (Actions -> Request Contact Status Follow-up)

What is in Awaiting Application Result

This is a list of the referrals who submitted an application and are being processed by management.

Selecting the worklist shows all of the applicants you are currently processing as a referral.

Selecting a name in the worklist takes you to the referral detail page where you can let the RHC know whether the application was Approved or Denied. If the application was denied, you will be asked for the reason, and you will need to upload the Denial Letter.

What is in Awaiting Appeal Contact

This is a list of the applicants who have been denied, but the RHC expects them to appeal the denial.

Selecting the worklist shows all of the pending appeals.

Selecting a name in the worklist takes you to the referral detail page where you will either submit details regarding the appeal or request follow-up by the RHC if the person does not appeal.

What if I approve more applicants than vacant units?
The approved applicant remains in V&R and can move into the next unit that becomes vacant, assuming the Targeting/Key requirement has not been met. If you have more than one approved referral, you will need to look at the priority level assigned by the RHC (Priority 1, 2 or 3).   Priority 1 takes precedence regardless of which order the applications were received or approved, followed by Priority 2, then Priority 3. If you have more than one approved referral with the same DHHS priority level, then you look at them chronologically as you would with your normal waitlist.

What is in Awaiting Vacancy Reservation
This is a list of the referrals who have been approved to move in. Selecting the worklist shows all of the applicants approved to move in. Selecting a name in the worklist takes you to the referral detail page where you will 'reserve' a vacant unit for this applicant, even if the move-in will occur on a future date. This lets the RHC know that the unit is no longer available so they will not send additional referrals.

What if the applicant changes their mind?
The application can be withdrawn at any time from the Referral Detail screen. (Actions -> Withdraw Application) You can get to the Referral Detail screen by clicking on the appropriate worklist or by doing a Referral Search.

What if the applicant wants a different unit than the one reserved?
The reservation can be cancelled at any time from the Referral Detail screen. (Actions -> Undo Vacancy Reservation) You can get to the Referral Detail screen by clicking on the appropriate worklist or by doing a Referral Search.

How do I complete the process?
After the move-in occurs, you need to finalize the process by letting the RHC know the move-in is complete. From the Referral Detail screen: (Actions -> Confirm Move-in) You can get to the Referral Detail screen by clicking on the appropriate worklist or by doing a Referral Search.

How do I view or save a letter of referral or other optional documents?
Select the referral – either from the property summary page or the referral search results On the referral detail page –   - Select 'View' next to the document you want to view or save   - The document should display in your browser.   - Select Save as applicable.