

## Chapter 4

### APPLICATIONS, WAITING LIST AND TENANT SELECTION

#### INTRODUCTION

When a family wishes to receive assistance under the HCV program, the family must submit an application that provides the PHA with the information needed to determine the family's eligibility. HUD requires the PHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan.

The PHA is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the PHA that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that the PHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that the PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how the PHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the PHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the PHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the PHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that the PHA has the information needed to make a final eligibility determination.



## **PART I: THE APPLICATION PROCESS**

### **4-I.A. OVERVIEW**

This part describes the PHA policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes the PHA's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

### **4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16, Notice PIH 2009-36]**

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits the PHA to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by the PHA. The PHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the PHA's application.

#### PHA Policy (2017)

Depending upon the length of time that applicants may need to wait to receive assistance, the PHA may use a one- or two-step application process.

A one-step process will be used when it is expected that a family will be selected from the waiting list within 60 days of the date of application. At application, the family must provide all of the information necessary to establish family eligibility and level of assistance.

A two-step process will be used when it is expected that a family will not be selected from the waiting list for at least 60 days from the date of application. Under the two-step application process, the PHA initially will require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

Families may obtain application forms from the PHA's office during normal business hours. *The application can also be printed from Caribou Housing Authority's website, and the Maine Centralized Section 8 website.*

Completed applications must be returned to the PHA by mail, by fax, *web application* or submitted in person during normal business hours. Applications must be complete in order to be accepted by the PHA for processing. If an application is incomplete, the PHA will notify the family of the additional information required.

#### **4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS**

##### **Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]**

The PHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The PHA must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or the PHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the PHA's policies related to providing reasonable accommodations for people with disabilities.

##### **Limited English Proficiency**

PHAs are required to take reasonable steps to ensure equal access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the PHA's policies related to ensuring access to people with limited English proficiency (LEP).

##### PHA Policy (2018)

*A PHA staff person may complete the information for the applicant by hand or online to accommodate a person with disabilities.*

#### **4-I.D. PLACEMENT ON THE WAITING LIST**

The PHA must review each complete application received and make a preliminary assessment of the family's eligibility. The PHA must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, the PHA must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

#### **Ineligible for Placement on the Waiting List**

PHA Policy (2018)

*Caribou Housing will not deny receipt of an HCV preliminary application unless Caribou Housing has knowledge the person is registered on a Life-Time Sex Offender List or has been convicted of drug-related criminal activity for the manufacture of methamphetamines on the premises of federally assisted housing.*

#### **Eligible for Placement on the Waiting List**

PHA Policy (2018)

*The applicant confirmation of receipt of application may be sent by Caribou Housing by mail, or by email from Housing Data Link of Maine, LLC as a result of the applicant utilizing the online Centralized Waiting List System.*

is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received by the PHA.



## **PART II: MANAGING THE WAITING LIST**

### **4-II.A. OVERVIEW**

The PHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

### **4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]**

The PHA's HCV waiting list must be organized in such a manner to allow the PHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any local preference;
- Racial or ethnic designation of the head of household.

HUD requires the PHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such PHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

#### PHA Policy

The PHA will maintain a single waiting list for the HCV program.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program the PHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs.

HUD permits, but does not require, that PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

#### PHA Policy

The PHA will not merge the HCV waiting list with the waiting list for any other program the PHA operates.

#### **4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]**

##### **Closing the Waiting List**

A PHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance. Alternatively, the PHA may elect to continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

##### PHA Policy (2018)

*The Centralized Waiting List for the HCV Program cannot be closed by Caribou Housing. That function is decided by the owner of the system in consultation with all participating housing authorities.*

*Where Caribou Housing has particular preference or funding criteria that require a specific category of family, Caribou Housing may elect to continue to accept application from these applicants while closing the waiting list to others.*

##### **Reopening the Waiting List**

If the waiting list has been closed, it cannot be reopened until the PHA publishes a notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

##### PHA Policy (2014)

*The Centralized Waiting List for the HCV Program cannot be opened by Caribou Housing. That function is decided by the owner of the system in consultation with all participating housing authorities.*

*The owner will announce the reopening of the waiting list at least 10 business days prior to the date applications will first be accepted. If the list is being reopened for certain categories of families, this information will be contained in the notice.*

- *The notices may be made in an accessible format if requested. They will provide potential applicants with information that includes housing authorities' addresses and phone number, how to submit an application, information on eligibility requirements, and the availability of local preferences.*

#### **4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]**

The PHA must conduct outreach as necessary to ensure that the PHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires the PHA to admit a specified percentage of extremely low-income families to the program (see Chapter 4, Part III), the PHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

PHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations

- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

#### PHA Policy

The PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the PHA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

#### **4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES**

##### PHA Policy (2018)

*While the family is on the Centralized Waiting List for the HCV Program, the family must immediately inform any participating housing authority of changes in contact information, including current residence, mailing address, email address, and phone number. The changes may be submitted to that participating housing authority in writing by completing a Change of Information form or entered by the family on the designated secure website for applications.*

#### **4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]**

HUD requires the PHA to establish policies to use when removing applicant names from the waiting list.

##### **Purging the Waiting List**

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a PHA request for information or updates, and the PHA determines that the family did not respond because of the family member's disability, the PHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

##### PHA Policy (2018)

*The Maine Centralized Section 8/HCV Waiting List will be updated and purged by Housing Data Link of Maine, LLC. The purge is necessary to ensure that the pool of applicants reasonably represents families still actively interested in Section 8 HCV assistance. Purging also enables the family to update applicant information regarding address, family composition, income category and preferences.*

*Housing Data Link of Maine, LLC will purge the waiting list, at a minimum, every three (3) years. Purge notices will ask for current household/applicant information and confirmation of continued interest.*

*The purge notice will be sent via first class mail to the most recent mailing address that the family has on record with the Maine Centralized Section 8/HCV Waiting List.*

*The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant's name being removed from the waiting list. The deadline for responses will be 30 days from the date of the mailing.*

*The family's response must be submitted in writing and delivered in person, by mail or by fax to Housing Data Link of Maine, LLC at the address indicated on the notice.*

*Responses may also be submitted online through the use of the applicant portal on the Maine Centralized Section 8/HCV Waiting List website.*

*If a family fails to respond to a mailed written notice within the established response time, the family will be removed from the waiting list without further notice.*

*If the notice is returned by the post office with a forwarding address, the update request will be re-sent to the forwarding address indicated. The update request will provide a new deadline by which the family must respond and will state that failure to respond will*

*result in the applicant's name being removed from the waiting list. The deadline for a response will be 30 days from the date of the re-mailing.*

*If an applicant family responds to a purge request within 90 days of the initial deadline for responses, Housing Data Link of Maine, LLC shall reinstate the application with the original date/time stamp.*

*Following the 90-day grace period above, request for reinstatement will be considered for the following reasons only:*

- *The applicant was removed in error – Applicants will be reinstated if there is evidence of the error. Example: Letter was returned as undeliverable but applicant remained at that address and provide a copy of a recent mailing that was successfully sent to them at that address. Requests received without supporting documentation (evident of the error) will not be reviewed.*
- *The applicant was unable to respond due to the applicant's disability and requests a reasonable accommodation – Application will be reinstated if a qualified medical professional verifies in writing the applicant was unable to respond to the update request in a timely manner due to their disability.*
  - *If the Reasonable Accommodation is denied, the applicant family may appeal the decision within 14 calendar days after the determination is issued. The appeal should be in writing and mailed to the Housing Data Link of Maine, LLC. An Advisory Group to Housing Data Link of Maine, LLC (consisting of designees from participating housing authorities) will conduct an informal review, including a conference with the family the family's representative if requested, by telephone or other equally effective method of communication to accommodate the family. Housing Data Link of Maine, LLC will issue the Advisory Group's written decision to the applicant family, within 30 calendar days of completing the informal review.*
- *The applicant was unable to respond due to their status as a victim of domestic violence, dating violence, staling or sexual assault (VAWA) – Applicant will be reinstated if the applicant can document that they are a victim of domestic violence, dating violence, stalking or sexual assault and were unable to respond due to their status as a victim.*

*Requests for Reinstatement must be submitted in writing to Housing Data Link of Maine, LLC.*

*Applicants who are approved for reinstatement to the waiting list will retain their original date and time of application. However, all applications in progress as of the date of reinstatement shall have priority for funding over the reinstated application.*

## **Removal from the Waiting List**

### PHA Policy

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

## **PART III: SELECTION FOR HCV ASSISTANCE**

### **4-III.A. OVERVIEW**

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by the PHA and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

The PHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA's selection policies [24 CFR 982.204(b) and 982.207(e)].

### **4-III.B. SELECTION AND HCV FUNDING SOURCES**

#### **Special Admissions [24 CFR 982.203]**

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, the PHA may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. The PHA must maintain records showing that such families were admitted with special program funding.

#### **Targeted Funding [24 CFR 982.204(e)]**

HUD may award a PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the PHA may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

#### PHA Policy

The PHA does not administer any type of targeted funding.

#### **Regular HCV Funding**

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

#### 4-III.C. SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

##### **Local Preferences [24 CFR 982.207; HCV p. 4-16]**

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

##### PHA Policy (2017)

*It is the PHA's policy that a priority and/or preference, as well as date and time of the application, establish placement position on a waiting list*

##### Priority and Local Preference Admissions:

##### 1. Priority

- a. *Caribou Housing will offer a priority to any family that has been terminated from the HCV program due to insufficient program funding.*

##### 2. Preferences

*Caribou Housing gives preference to an applicant family on the waiting list if they qualify for one or more of the preference categories listed below. Preference points are cumulative and are added to the applicant family's priority points (if any) to determine an applicant family's position on the waiting list.*

- a. *Caribou Housing will offer a jurisdiction preference to individuals or family who reside or include a family member who lives, is employed, or is enrolled in Caribou's jurisdiction.*
- b. *Caribou Housing will offer a Natural Disaster or Government Action preference to an individual or family whose current unit has become inhabitable because of a disaster, such as a fire or flood).*
  - *Unit is inhabitable due to activities carried on by an agency of the United States or by any state or local governmental body or agency in connection with code enforcement, public improvements or development program*
- c. *Caribou Housing will offer a preference to individuals or families who have been displaced as a result of fleeing violence or is currently living in a situation where they are being subjected to or victimized by violence in the home.*

- d. *Caribou Housing will offer a preference to Veterans who is a single person or a family in which the head of household, or the spouse of the head of household, is a veteran.*

*Point System*

*The Points given to each preference are listed below. A family may receive points for more than one preference.*

<i>Preferences</i>	<i>Points</i>
<i>Caribou Residency</i>	<i>1,500</i>
<i>Displaced By Government Action</i>	<i>1,000</i>
<i>Displaced by Natural Disaster</i>	<i>100</i>
<i>VAWA</i>	<i>100</i>
<i>Veteran</i>	<i>10</i>

**Income Targeting Requirement [24 CFR 982.201(b)(2)]**

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the PHA’s fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low-income families admitted to the program that are “continuously assisted” under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

PHA Policy (2008)

The PHA will monitor progress in meeting the income targeting requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

*If there are not enough ELI families on the waiting list, the PHA shall conduct a special outreach to attract ELI families to the program to meet the statutory requirements.*

## **Order of Selection**

The PHA system of preferences may select families based on local preferences according to the date and time of application or by a random selection process (lottery) [24 CFR 982.207(c)]. If a PHA does not have enough funding to assist the family at the top of the waiting list, it is not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

### PHA Policy (2017)

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with the PHA's hierarchy of preferences, if applicable. Within each targeted funding or preference category, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the PHA. Documentation will be maintained by the PHA as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that the PHA does not have to ask higher placed families each time targeted selections are made.

### ***Residency Preference***

*If the applicant claimed a residency preference on their original or updated application, residency preference verification documentation must be received by the PHA at the time the applicant is pulled from the waiting list.*

*Proof that that the head of household, spouse, or co-head currently lives in the County:*

- *A copy of a valid driver's license which includes a current address*
- *A copy of a valid state ID card which includes a current address*
- *A valid Social Security printout letter which includes a current address*
- *A copy of a valid voter's registration card which includes a current address*
- *A letter from the Homeless Shelter*

*Proof that the head of household, spouse, or co-head currently works in the County:*

- *A letter from the employer stating the applicant is employed in the County.*
- *A letter from the employer stating the applicant will be employed in the County.*
- *A copy of a valid paycheck stub with the employer's address showing the business is located in the County*

### ***Involuntary Displaced by Natural Disaster or Government Action***

*If the applicant claimed an Involuntary Displaced preference on their original or updated application, involuntary displaced verification documentation must be received by the PHA at the time the applicant is pulled from the waiting list.*

*Proof that that the head of household, spouse, or co-head has been involuntary displaced*

- *A letter from the local Code Enforcement Office and/or local Fire Department, stating that their unit was or has been found inhabitable because of a disaster, such as a fire or flood)*

#### **VAWA**

*If the applicant claimed a domestic violence preference on their original or updated application, domestic violence verification documentation must be received by the PHA at the time the applicant is pulled from the waiting list.*

- *A letter from a local agency that specializes in domestic violence (i.e. Hope & Justice) stating that the applicant has sought, and is receiving assistance through their agency.*

#### **Veteran Preference**

*If the applicant claimed a veteran preference on their original or updated application, veteran preference verification documentation must be received by the PHA at the time the applicant is pulled from the waiting list.*

- *A copy of the applicant's, spouse, or co-head DD-214 is required. Veteran preference is granted if the DD-214 states "Honorably Discharged".*

#### **4-III.D. NOTIFICATION OF SELECTION**

When a family has been selected from the waiting list, the PHA must notify the family [24 CFR 982.554(a)].

##### PHA Policy (2017)

The PHA will notify the family by first class mail when it is selected from the waiting list. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview
- Who is required to attend the interview
- *The full application for the family to complete and return*
- A list of all documents that must be provided (at least 3 business days prior to the interview, but no later than 10 business days after the interview), including information about what constitutes acceptable documentation

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address.

*If the notification letter nor the Tenant Information Form is not returned, and the family has not contacted the PHA prior to the application interview date, the PHA will assume that the family is no longer interested and the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address*

#### **4-III.E. THE APPLICATION INTERVIEW**

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination through a face-to-face interview with a PHA representative [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the PHA determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by the PHA [Notice PIH 2012-10].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

##### PHA Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household and the spouse/cohead will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/cohead may attend the interview on behalf of the family. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the PHA.

The head of household or spouse/cohead must provide acceptable documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity.) If the family representative does not provide the required documentation at the time of the interview, he or she will be required to provide it within 10 business days.

Pending disclosure and documentation of social security numbers, the PHA will allow the family to retain its place on the waiting list for **30 days**. If not all household members have disclosed their SSNs at the next time the PHA is issuing vouchers, the PHA will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the PHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required

documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the PHA will provide translation services in accordance with the PHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the PHA in advance of the interview to schedule a new appointment. Families who don't attend a scheduled interview, will be mailed a second letter giving them 10 business days to respond and reschedule a second appointment.

Applicants who doesn't respond to the second letter mailed, or fail to attend two scheduled interviews without PHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

#### **4-III.F. COMPLETING THE APPLICATION PROCESS**

The PHA must verify all information provided by the family (see Chapter 7). Based on verified information, the PHA must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted funding admission, or selection preference that affected the order in which the family was selected from the waiting list.

##### PHA Policy

If the PHA determines that the family is ineligible, the PHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. The PHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

If the PHA determines that the family is eligible to receive assistance, the PHA will invite the family to attend a briefing in accordance with the policies in Chapter 5.