

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

The ARHA 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 ARHA 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 ARHA 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 ARHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and ARHA 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 ARHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the ARHA'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 ARHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the ARHA 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 ARHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the ARHA 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 ARHA'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 ARHA 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 ARHA. The ARHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the ARHA's application.

ARHA Policy

A two-step process will be used to apply. Under the two-step application process, the ARHA 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 ARHA's office during normal business hours. Families who cannot pick up an application in person, may also request that an application be mailed to them.

Completed applications must be returned to the ARHA by mail, electronically, or in person during normal business hours. Applications must be complete in order to be accepted by the ARHA for processing. If an application is incomplete, the ARHA 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 ARHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard ARHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The ARHA 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 ARHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the ARHA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

ARHAs 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 ARHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

The ARHA must review each complete application received and make a preliminary assessment of the family's eligibility. The ARHA 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 ARHA 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

ARHA Policy

If the ARHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. Where a family is determined to be ineligible, the ARHA will send written notification of the ineligibility determination within 10 business days of receiving a complete application. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so (see Chapter 16).

Eligible for Placement on the Waiting List

ARHA Policy

The ARHA will send written notification of eligibility determination prior to conducting a voucher briefing.

Placement on the waiting list does not indicate that the family 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 the date and time their *complete* application is received by the ARHA.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The ARHA 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 the ARHA may structure its waiting list and how families must be treated if they apply for assistance from the ARHA that administers more than one assisted housing program.

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

The ARHA's HCV waiting list must be organized in such a manner to allow the ARHA 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 ARHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such ARHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

ARHA Policy

The ARHA 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 ARHA 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 ARHA 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.

ARHA Policy

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

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

Closing the Waiting List

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

ARHA Policy

The ARHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 12 months for the most current applicants. Where the ARHA has particular preferences or funding criteria that require a specific category of family, the ARHA may elect to continue to accept applications 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 ARHA 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.

ARHA Policy

The ARHA 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 only being reopened for certain categories of families, this information will be contained in the notice.

The ARHA will give public notice by publishing the relevant information in suitable media outlets including, but not limited to:

Bristol Herald Courier

ARHA Website

ARHA Facebook Page

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

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

Because HUD requires the ARHA to admit a specified percentage of extremely low-income families to the program (see Chapter 4, Part III), the ARHA 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].

ARHA 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

ARHA 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

ARHA Policy

The ARHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the ARHA'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

ARHA Policy

While the family is on the waiting list, the family must immediately inform the ARHA of changes in contact information, including current residence, mailing address, and phone number.

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

HUD requires the ARHA 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 ARHA request for information or updates, and the ARHA determines that the family did not respond because of the family member's disability, the ARHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

ARHA Policy

The waiting list will be updated as needed to ensure that all applicants and applicant information is current and timely.

To update the waiting list, the ARHA will contact the applicants by phone initially. If that method is unsuccessful, the ARHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that the ARHA has on record for the family. 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 family's response may be delivered in person, by mail, by email or by phone. Responses should be postmarked or received by the ARHA not later than 15 business days from the date of the ARHA letter.

If the family fails to respond within 15 business days, the family will be removed from the waiting list without further notice.

If the notice is returned by the post office with no forwarding address, the applicant will be removed from the waiting list without further notice.

If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have 15 business days to respond from the date the letter was re-sent.

If a family is removed from the waiting list for failure to respond, the ARHA may reinstate the family if it is determined that the lack of response was due to ARHA error, or to circumstances beyond the family's control.

Removal from the Waiting List

ARHA Policy

If at any time an applicant family is on the waiting list, the ARHA 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 ARHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record. 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 ARHA'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 ARHA 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 ARHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the ARHA'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 ARHA 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 ARHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a ARHA funding for a specified category of families on the waiting list. The ARHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the ARHA 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.

ARHA Policy

The ARHA administers no 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

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

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

The ARHA is 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 ARHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the ARHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

ARHA Policy

The ARHA will use the following local preferences:

1. The ARHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.
2. The ARHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, or stalking who have either been referred by a partnering service agency or consortia or is seeking an emergency transfer under VAWA from the ARHA's public housing program.

The ARHA will work with the following partnering service agencies:

**People, Inc.'s Domestic Violence Program, 1173 W. Main Street
Abingdon, VA 24210 Hotline: (877) 697-9444 Phone: (276) 889-8477
(Office) Phone: (267) 936-5845.**

**Abuse Alternatives, 104 Memorial Drive Bristol, TN 37620 Hotline
1-800-987-6499; Business 423-652-9093**

The applicant must certify that the abuser will not reside with the applicant unless the ARHA gives prior written approval.

3. The ARHA will offer preference to families who have been displaced due to a natural disaster or other national emergency.

The ARHA will first assist families that have been terminated from the HCV program due to insufficient funding, then assist families that qualify for the VAWA preference, lastly assisting families displaced by natural disaster or nation emergency.

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 ARHA'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, ARHA 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)].

ARHA Policy

The ARHA 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.

Order of Selection

The ARHA 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 ARHA 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)].

ARHA Policy

Families will be selected from the waiting list based on the selection preference(s) for which they qualify, and in accordance with the ARHA'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 ARHA.

4-III.D. NOTIFICATION OF SELECTION

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

ARHA Policy

The ARHA will notify the family by phone and 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.

- All documents that must be provided at the interview, including information about what constitutes acceptable documentation

If a notification letter is returned to the ARHA 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.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the ARHA obtain the information and documentation needed to make an eligibility determination through a face-to-face interview with an ARHA 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 ARHA 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 ARHA [Notice PIH 2018-24].

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

ARHA Policy

Families selected from the waiting list are required to participate in a voucher briefing session.

The head of household and the spouse/cohead will be strongly encouraged to attend the briefing 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 ARHA.

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 ARHA will allow the family to retain its place on the waiting list for a period of 6 months. If not all household members have disclosed their SSNs at the next time the ARHA is issuing vouchers, the ARHA 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, and must complete required forms, provide required signatures, and submit required documentation. If any materials are missing, the ARHA 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 ARHA will provide translation services in accordance with the ARHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the ARHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the ARHA will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without ARHA 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 ARHA must verify all information provided by the family (see Chapter 7). Based on verified information, the ARHA 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.

ARHA Policy

If the ARHA determines that the family is ineligible, the ARHA 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 ARHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

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