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

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

This chapter describes HUD and the FCRHA 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 FCRHA will handle the applications it receives.
- **Part II: Managing the Waiting List.** This part presents the policies that govern how the FCRHA'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 FCRHA will use to keep the waiting list current.
- **Part III: Selection for HCV Assistance.** This part describes the policies that guide the FCRHA 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 FCRHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the FCRHA policies for making applications available, accepting applications and making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes the FCRHA'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 FCRHA to determine the format and content of HCV applications, as well as how such applications will be made available to interested families and how applications will be accepted by the FCRHA. The FCRHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the FCRHA's application.

FCRHA Policy

The FCRHA will use a two-step application process: (1) a pre-application, and (2) a formal application. Under the two-step application process, the FCRHA will initially require families to provide only the information needed to make an initial assessment of the family's eligibility (e.g. family composition, gross income, current address, e-mail address and phone number). The family will be required to provide all of the information necessary to establish eligibility and level of assistance when the family is selected from the waiting list.

Families submit a pre-application to the FCRHA online, via the FCRHA's web-based portal. When the waiting list is open, the FCRHA will provide access to dedicated computer kiosks at the FCRHA's two main offices. The FCRHA will provide reasonable accommodations to applicants with a disability upon request. Chapter 2 provides a full discussion of the FCRHA's policies related to providing reasonable accommodations for people with disabilities.

Pre-applications must be complete in order to be accepted by the FCRHA for processing. If a pre-application is incomplete, the FCRHA will reject the application and the online web-based portal will advise the applicant of the required information in order to accept the pre-application.

The head of household are allowed to submit only one pre-application per household, any duplicate pre-applications will not be accepted.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

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

The FCRHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard FCRHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The FCRHA will provide reasonable accommodations to the needs of individuals with disabilities. The application-taking facility and the application process will be fully accessible, or the FCRHA will provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the FCRHA'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 (LEP) [24 CFR 1]. Chapter 2 provides a full discussion on the FCRHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

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

FCRHA Policy

If the FCRHA can determine from the information provided on the pre-application that a family is ineligible for the program, the family will be removed from the waiting list. As it pertains to the RAD PBV program, if the family's household composition exceeds program limits, the family will be removed from the waiting list.

Where a family is determined to be ineligible, the FCRHA will send written notification of the ineligibility determination within 30 calendar days following the completion of the random selection process. The notice will specify the reasons for ineligibility.

Eligible for Placement on the Waiting List

FCRHA Policy

Pre-applications will be placed on the waiting list using the following method for the HCV program:

1. Based upon a random selection process, pre-applications will be selected to be placed on the waiting list.
2. Pre-applications will be grouped according to local preferences for which the family is qualified.

Pre-applications will be placed on the waiting list using the following method for the RAD PBV program:

1. Based upon a random selection process, pre-applications will be selected to be placed on the waiting list.
2. The FCRHA will determine the family's household composition eligibility.
3. If the family household composition exceeds the RAD PBV program limits and allowed by PBV Occupancy Standards, the FCRHA will send a written notice of denial within 30 calendar days from the completion of the random selection process.
4. Pre-applications from families that are determined preliminarily eligible will be grouped according to local preferences for which the family is qualified.
5. The FCRHA will assign families on the waiting list according to the bedroom size for which the family is qualified, as established in its PBV Occupancy Standards.

The FCRHA will send written notification that the applicant has been placed on the waiting list within thirty (30) calendar days from the completion of the random selection process.

Placement on the waiting list does not indicate the family is, in fact, eligible for assistance. A final determination will be made based upon eligibility requirements outlined in Chapter 3.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The FCRHA 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 FCRHA's HCV waiting list must be organized in such a manner to allow the FCRHA 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 FCRHA 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.

FCRHA Policy

The FCRHA will maintain a separate waiting lists for the HCV and RAD PBV program. The FCRHA maintains separate waiting lists for PBV properties. The waiting list for the RAD PBV program will be organized by bedroom size.

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 FCRHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs.

FCRHA Policy

Applicants may also apply to the following programs the FCRHA operates, if they qualify for the program and the program waiting list is open.

- Fairfax County Rental Program
- The Coan Pond Residences
- Low-Income Housing Tax Credit properties
- Site-Based Public Housing (RAD PBV)

The FCRHA will convert its entire public housing portfolio to the Rental Assistance Demonstration (RAD) Project-Based Voucher (PBV) program in two phases. Reference Chapter 18 for more information on eligibility for RAD PBV assistance.

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.

FCRHA Policy

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

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

Closing the Waiting List

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

FCRHA Policy

The FCRHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 24 months for the most current applicants. Where the FCRHA has particular preferences or funding criteria that require a specific category of family, the FCRHA may elect to continue to accept applications from these applicants while closing the waiting list to others. At its May 1, 2008 meeting the FCRHA approved keeping the waiting list open to preferences for homelessness, even when the waiting list is closed to other applicants.

Reopening the Waiting List

If the waiting list has been closed, it cannot be reopened until the FCRHA 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.

FCRHA Policy

The FCRHA 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 FCRHA will affirmatively market the availability of waiting list opportunities through print media, radio, online sources, social media and other suitable media outlets.

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

- FCRHA website
- The newspaper of general circulation in the county
- Media that serves minority communities in the county

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

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

Because HUD requires the FCRHA to serve a specified percentage of extremely low-income families to the program (Reference Chapter 4, section III), the FCRHA 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].

The FCRHA 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

The FCRHA 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

FCRHA Policy

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

FCRHA Policy

While the family is on the waiting list, the family must immediately inform the FCRHA of changes in family circumstances, including, but not limited to, contact information, current residence, mailing address, phone number, and changes in family composition, income or other information necessary to determine their preference status. The applicant family will be required to update their pre-application with any changes in family circumstances via the FCRHA web-based portal. If there is a change in preference status, the family's order on the waiting list will change.

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

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

FCRHA Policy

Updating the Waiting List: The family will be required to update their pre-application with any changes in family circumstances via the FCRHA web-based portal.

The FCRHA will send an annual written notification reminding applicants to update their pre-application information via the FCRHA web-based portal.

The FCRHA will provide reasonable accommodations to the needs of individuals with disabilities. The FCRHA web-based portal will be fully accessible, or the FCRHA will provide an alternate approach that provides full access to the update process. Chapter 2 provides a full discussion of the FCRHA's policies related to providing reasonable accommodations for people with disabilities.

Purging the Waiting List: We reserve the right to purge the waiting list every 24 months, or earlier as needed. The FCRHA will give any remaining families on the waiting list priority over new families when the waiting list is reopened.

Removal from the Waiting List

FCRHA Policy

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

If a family is removed from the waiting list because the FCRHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record within 10 business days of receiving a complete 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 FCRHA's decision (Reference 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 FCRHA and is impacted in part by any selection 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 FCRHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the FCRHA'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 FCRHA 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 FCRHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

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

FCRHA Policy

The FCRHA administers the following types of targeted funding:

- Family Unification Program (FUP)
- Non-Elderly Disabled (NED) (formerly Mainstream I)
- Veterans Affairs Supportive Housing Program (VASH)
- Rental Assistance Demonstration (RAD)

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

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

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

FCRHA Policy

The FCRHA has the following local preferences:

- **Homeless preference**
Based upon funding availability and prior year leasing, the FCRHA will allocate 50% of the projected annual new admissions for applicants that meet the Homeless preference and are referred by the Fairfax County Office to Prevent and End Homelessness (OPEH) or the Fairfax County Bridging Affordability (BA) program.

Applicant household must meet the following criteria:

- Referred to FCRHA by OPEH or BA;
- Must meet the criteria of chronic homelessness

The FCRHA defines chronic homelessness, based upon HUD's Technical Guidance issued September 2007, where a chronically homeless person is either:

- An unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more;
- An unaccompanied individual with a disabling condition who has had at least four episodes of homelessness in the past three years. In its definition of a chronically homeless person, HUD defines the term "homeless" as "a person sleeping in a place not meant for human habitation (e.g. living on the streets, for example) or living in a homeless emergency shelter"

- **Working** preference
Applicant(s) must meet one of the following criteria:
 - Head of household and spouse/cohead, or sole member is age 62 or older, or is a person with disabilities;
 - Head of household or spouse must be employed, attending school and/or participating in a job training program or a combination of these for at least 30 hours per week;
 - Sole adult in the household is working less than 30 hours per week and is the primary caretaker of a disabled minor dependent.

- **Residency** preference
Applicant(s) must meet one of the following criteria:
 - Head of household, spouse or cohead must reside in, work or are hired to work in the following jurisdictions: Fairfax County, City of Falls Church, Town of Herndon, Town of Vienna, City of Clifton or City of Fairfax;
 - Head of household, spouse or cohead must have graduated from or are active participants in education and training programs designed to prepare the applicant(s) for the job market in Fairfax County, City of Falls Church, Town of Herndon, Town of Vienna, City of Clifton or City of Fairfax.

- **Rent Burden** preference
Applicant household must meet one of the following criteria:
 - Must earn less than 50% of the area median income (AMI) based on the family size;
 - Must be paying more than 30% of gross income for rent and utilities.

Hierarchy of Preferences

Local preferences will be aggregated using the following system:

Families that qualify for the Homeless preference and are referred to the FCRHA through the OPEH or the BA program and meet the Working preference, Residency preference, and the Rent Burden preference will be identified on the waiting list and will receive priority over non-homeless families to achieve the FCRHA’s homeless lease-up goals for the fiscal year.

Applicant families which qualify for a local preference will receive a higher placement on the waiting list than an applicant family that does not qualify for a local preference.

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 FCRHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30% of the area median income (AMI), 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)].

FCRHA Policy

The FCRHA 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 FCRHA 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)].

FCRHA Policy

Families will be selected from the waiting list based on local preference(s) for which they qualify by a random selection process (lottery), and in accordance with the FCRHA's hierarchy of preferences, if applicable. Reference section 4-I.D. *Eligible for Placement on the Waiting List* for a detailed explanation of applicants' placement on the waitinglist.

4-III.D. NOTIFICATION OF SELECTION

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

FCRHA Policy

The FCRHA will notify the family by first class mail when it is selected from the waiting list. The family must bring the completed interview packet to the scheduled interview.

The notice contained in the interview packet will inform the family of the following:

- Date, time, and location of the scheduled application interview
- Who is required to attend the interview
- All documents that must be provided at the interview, including information about what constitutes acceptable documentation

The FCRHA Eligibility Packet includes the following:

- “Is Fraud Worth It?” (form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse
- Housing application
- Authorization for the Release of Information/Privacy Act Notice (form HUD-9886)
- FCRHA Consent for Authorization for Release of Information
- “Your Right to Request a Reasonable Accommodation or Modification Questions & Answers”, which explains an applicant or participant’s right to request a reasonable accommodation or modification
- Affidavit of Understanding
- Federal Privacy Act Notice (Form F)
- Notice to Housing Choice Voucher Applicants and Participants Regarding the Violence Against Women Act (VAWA) (Form G)
- Debts Owed to Public Housing Agencies and Terminations (form HUD-52675)
- Supplement to Application for Federally Assisted Housing (form HUD-92006)
- Obligations of the Family Housing Choice Voucher Program (Form J)
- Information on the Family Self-Sufficiency (FSS) Program
- “What You Should Know About EIV”, a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH 2010-19
- Citizenship/Non-Citizenship Certification Verification
- Criminal History Record Request

Once these documents are completed and returned to the FCRHA at the interview, the FCRHA will determine the applicants’ income eligibility and family size. The FCRHA will then conduct a criminal background check and also check to see if the family owes money to any federal program. If the family is determined eligible after these checks, the FCRHA will schedule the voucher issuance briefing.

If the family is determined not eligible for the program, a notice of denial (Reference Chapter 3) will be sent to the family's address of record. If a notification letter is returned to the FCRHA with no forwarding address, 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 FCRHA will forward the notice to the new address.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the FCRHA obtain the information and documentation needed to make an eligibility determination through a face-to-face interview with a FCRHA 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 FCRHA 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 FCRHA [Notice PIH 2010-3, Notice PIH 2011-2, Notice PIH 2012-10, and Notice PIH 2016-09].

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

FCRHA Policy

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

The head of household and the spouse/cohead and any adult over the age of 18 must attend the eligibility interview. The FCRHA will provide reasonable accommodations to applicant(s) with a disability upon request.

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 FCRHA.

Applicants and residents are encouraged to provide their own interpreters, but the FCRHA discourages the use of family members as an interpreter. If a family is unable to provide an interpreter, they may request one, two (2) business days in advance and the FCRHA will provide a sign language interpreter, bilingual staff, or access to people who speak languages other than English in order to assist non-English speaking families. (Reference Chapter 2)

If the family is unable to attend a scheduled interview, the family should contact the FCRHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the FCRHA will send a notice of denial in accordance with the policies contained in Chapter 3.

The FCRHA will consider reinstating the applicant to the waiting list if a written letter is received within one month of the notice of denial, documenting or providing proof that the applicant was unable to attend the interview. Examples of an acceptable reason for not attending the scheduled interview include, but not limited to, hospitalization, institutionalization, or an extended absence away from their residence. In cases where a disabled applicant is unable to attend the scheduled interview due to their disability, the applicant may provide documentation from a caseworker or other medical professional verifying their absence at the scheduled interview was due to their disability.

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 FCRHA will provide the family with a written list of items that must be submitted.

The interview will be conducted only if the head of household or spouse/cohead provides appropriate documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity). 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 social security numbers (SSNs) and 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, subject to approval by the FCRHA. 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 (Reference Chapter 3).

The FCRHA must deny the eligibility of assistance if the family (including each member of the household required to disclose his/her SSN) does not disclose a SSN and/or provide documentation of such SSN, with the following exceptions (24 CFR 5.216):

- Those individuals who do not contend to have eligible immigration status (individuals who may be unlawfully present in the United States) and have not been assigned an SSN. These individuals in most instances would not be eligible for a SSN.
 - A family that consists of a single household member (including a pregnant individual) who does not have eligible U.S. citizenship or eligible immigration status is not eligible for housing assistance and cannot be housed.
 - A family that consists of two or more household members and at least one household member that has eligible U.S. citizenship or eligible immigration status, is classified as a mixed family, and is eligible for prorated assistance in accordance with 24 CFR §5.520. The FCRHA may not deny assistance to mixed families due to nondisclosure of a SSN by an individual who does not contend to have eligible immigration status.

- A family with a child under the age of 6 years may become a participant family, even if the SSN for the child has not been verified at the time of admission. If the SSN has still not been verified at the end of the initial 90 calendar days, the FCRHA must determine whether a 90-day extension is merited. If it is not merited, then the FCRHA must follow the provision of 24 CFR 5.218. If a 90-day extension is merited, then the FCRHA must either verify the SSN for the child by the end of the 90-day extension period or follow the provisions of 24 CFR 5.218 (Reference Chapter 3).
- A family with a child under the age of 6 years and has not been assigned a SSN, the applicant must provide the SSN assigned to each child and the required documentation within 90 calendar days of the admission date. A 90-day extension will be granted if the FCRHA determines that the participant's failure to comply was due to unforeseen circumstances and was outside of the participant's control. During the period the FCRHA is awaiting documentation of the SSN, the child will be counted as part of the assisted household.

Note: Financial assistance may only be provided to individuals with eligible immigration status in accordance with 42 USC §1436a, which is generally evidenced by the individual providing his/her Green Card (Form I-551 – U.S. Permanent Residence Card) or other documentation approved by the Department of Homeland Security for noncitizens with refugee or asylee status.

Except for the above provisions, if all household members have not disclosed their SSNs after 10 business days, the family will be removed from the waiting list and the FCRHA will issue a voucher to the next eligible family on the waiting list.

4-III.F. COMPLETING THE APPLICATION PROCESS

The FCRHA must verify all information provided by the family (Reference Chapter 7). Based on verified information, the FCRHA must make a final determination of eligibility (Reference Chapter 3) and must confirm that the family is 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.

FCRHA Policy

If the FCRHA determines that the family is ineligible, the FCRHA 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 (Reference 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, local preference, extremely low-income), the family will be returned to the waiting list, taking into account any change in the family's preference status. The FCRHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

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