

Chapter 4

APPLICATIONS, WAIT 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 wait list or into the lottery pool. When HCV assistance becomes available, the PHA must select families from the wait list or lottery 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 wait list or in the lottery, and selecting families from the wait list or lottery and must follow these policies and procedures consistently. The actual order in which families are selected from the wait list or placed in the lottery 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 accepting applications, managing the wait list and lottery, 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 Lottery. This part presents the policies that govern how the PHA's lottery are structured, when the lottery 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 lottery 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 wait list or in the lottery. 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.

BHP Policy

For the Housing Choice Voucher Program Tenant-Based Assistance:

The PHA will use the lottery system. The PHA will initially require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's eligibility to be randomly selected for the lottery. The family will be required to provide all the information necessary to establish family eligibility and level of assistance when the family is selected from the lottery.

The lottery is currently closed. The lottery will open as needed, depending on funding availability. Any lottery form received while the lottery is not open will not be accepted and will be destroyed. When the lottery is to open, a public notice will be placed in the local newspaper and on BHP's website (www.boulderhousing.org) and advertised through social media, such as Facebook, Twitter, etc.

When the lottery is open, families must apply online through our website at www.boulderhousing.org. No lottery forms will be given out when the lottery is closed.

Lottery forms must be complete to be accepted by the PHA for processing. If a lottery form is incomplete, the lottery form will not be accepted and will be destroyed.

For the Housing Choice Voucher Project-Based Assistance and for the Housing First Program:

Per MTW Activity 2018-1, applicant selection and wait list management for the project-based voucher communities is done by the service provider or owner of the site. After the service partner/owner has selected an applicant and been processed through their screening criteria and determined eligible, the applicant will then be referred to the Housing Choice Voucher Program to be screened for eligibility for the voucher assistance.

The service partners/owner for each of the project-based voucher sites is:

1175 Lee Hill – Boulder Shelter for the Homeless/Boulder Housing Partners (Property Management Division)

Holiday McKinney – Mental Health Partners/ Boulder Housing Partners (Property Management Division)

Manhattan (one-bedroom units) – Boulder Housing Partners (Property Management Division) holds the wait list

Northport – Boulder Housing Partners (Property Management Division) holds the wait list

Walnut Place – Boulder Housing Partners (Property Management Division) holds the wait list

Woodlands – Boulder County Housing and Human Services Family Self Sufficiency Program/ Boulder Housing Partners (Property Management Division)

For the Bringing School Home Communities (includes all the family units at Broadway East, Diagonal Court, Iris Hawthorn, Kalmia, and Manhattan:

Per MTW Activity 2016-4, applicant selection and referral for the project-based voucher communities is done by the service provider. Emergency Family Assistance Association is the service partner, who will refer applicant families who have at least one child age 0 – 5. After the service partner has selected an applicant and been processed through their screening criteria and determined eligible, the applicant will then be referred to the Housing Choice Voucher Program to be screened for eligibility for the voucher assistance.

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 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 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.

Disabled Populations [24 CFR 8; PH Occ GB, p. 68]

The PHA must provide reasonable accommodation needed for persons with disabilities to make the application process fully accessible. The facility where applications are accepted, and the application processed must be fully accessible or the PHA must provide an alternate approach that provides equal access to the program. 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).

4-I.D. PLACEMENT IN THE LOTTERY

The PHA must review each complete application form received and make a preliminary assessment of the family's eligibility. The PHA must accept applications from families for whom the lottery 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 determined to be eligible, the family will be given the opportunity to be randomly selected into the lottery.

No applicant has a right or entitlement to be in the lottery, or to any particular position in the lottery [24 CFR 982.202(c)].

Ineligible for Selection into the Lottery

BHP Policy

If the PHA determines from the information provided that a family is ineligible, the family will not be given an opportunity to be randomly selected to be in the lottery. When a family is determined to be ineligible, the PHA will send written notification of the ineligibility determination within 10 business days of receipt of the 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 Selection into the Lottery

BHP Policy

The PHA will provide applicants with a written receipt of lottery form within 10 business days of receiving a completed application. If applicable, the notice will also indicate the lottery for which the family has selected on the form and for which the family appears to qualify.

Placement into the lottery 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 lottery.

For the lottery, applicants will be selected by a random process. Applicants qualifying for the preference will be selected for the lottery before applicants who do not qualify for the preference. The number of applicants to be selected when the lottery is open will be dependent on availability and funding for vouchers.

PART II: MANAGING THE LOTTERY

4-II.A. OVERVIEW

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

In addition, HUD imposes requirements on how a PHA may structure its lottery 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 LOTTERY [24 CFR 982.204 and 205]

The PHA's HCV lottery 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 lottery must contain the following information for each applicant listed:

- Lottery number (for lottery pool only);
- Applicant first and last name;
- Family household size;
- Date of birth;
- Address;
- Phone number;
- Total gross income;
- Disability status;
- Qualification for any preference;
- Racial or ethnic designation of the head of household (this information is optional)

HUD requires the PHA to maintain a single wait 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 wait list for each county or municipality served.

BHP Policy

The lottery system will be used for the Housing Choice Voucher Program. (Separate wait lists managed by the service partner or owner will be used for the Housing Choice Voucher Project-Based Assistance (please refer to Section 4.I.B.).

HUD requires that any applicants must be offered the opportunity to be placed on the wait list for any public housing, project-based voucher or moderate rehabilitation program the PHA operates if 1) the other programs' wait 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 wait list for their public housing, Housing Choice Voucher, 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 wait list, or any preferences for which the family may qualify.

BHP Policy

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

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

Closing the Lottery

A PHA is permitted to close the wait list and lottery 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.

BHP Policy

Until it has been determined by the PHA that the lottery does not have a sufficient number of eligible applicants, the PHA will maintain the lottery closed. Where the PHA has particular preferences or funding criteria that require a specific category of family, the PHA may elect to continue to accept applications from these applicants while closing the lottery to others.

Reopening the Lottery

If the lottery has been closed, it may be reopened at any time. The PHA should publish a notice announcing the opening of the lottery 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 or lottery forms will be received.

BHP Policy

The PHA will announce the reopening of the lottery at least 10 business days prior to the date applications or lottery forms will first be accepted. If the lottery is only being reopened for certain categories of families, this information will be contained in the notice. The notice will specify where, when, and how applications or lottery forms are to be received.

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

The Boulder Daily Camera

The PHA will also post this information on their website at www.boulderhousing.org and through social media, such as Facebook, Twitter, etc.

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 eligible applicants on the wait list and lottery to use the HCV resources it has been allotted and to assure that the PHA is affirmatively furthering fair housing and complying with the Fair Housing Act.

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, advertising on BHP's website (www.boulderhousing.org) and through social media.
- 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.

BHP 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.

With regard to the vouchers for the non-elderly, disabled populations, if the wait list or lottery is exhausted, the PHA will then make a concerted effort to contact other agencies in the community who work with this population to serve this population. These agencies include, but are not limited to, the Center for People with Disabilities, Mental Health Partners, and Bridge House.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

BHP Policy

After the family has been selected for the lottery, the family must inform the PHA, within 10 business days, of changes in family size or composition, preference status, or contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing.

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

HUD requires the PHA to establish policies that describe the circumstances under which applicants will be removed from the wait list or lottery.

Purging the Lottery

BHP Policy

The lottery will be opened as needed, depending on funding and availability of vouchers (either by receiving new vouchers or vouchers being turned over).

Applicants whose number was selected in the lottery will be processed prior to any new lottery applicants.

Removal from the Lottery

BHP Policy

The PHA will remove an applicant from the lottery upon request by the applicant family. In such cases, no informal hearing is required.

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

If an applicant is removed from the lottery because the PHA has determined the applicant is not eligible for assistance, a notice will be sent to the applicant's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the applicant was removed and will inform the applicant 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, applicants in the lottery must be selected for assistance in accordance with the policies described in this section.

The order in which applicants are selected from the lottery 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 may also affect the order in which families are selected from the lottery.

The PHA must maintain a clear record of all information required to verify that the family is selected 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 a specific category of 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 project). In these cases, the PHA may admit such families whether or not they are in the lottery, and, if they are in the lottery, without considering the family's position in the lottery. These families are considered non-waiting list selections. The PHA must maintain records showing that such families were admitted with special program funding.

BHP Policy

Effective February 8, 2015, public housing families living at properties which will convert under the Rental Assistance Demonstration Program will be given a preference in the tenant-based voucher program. This preference will be available to all current public housing families who wish to move out of public housing and into the private rental market. Once conversion has occurred, this preference will be revoked.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a PHA funding for a specified category of families. The PHA must use this funding only to assist the families within that 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.

BHP Policy

The PHA administers the following types of targeted funding:

1175 Lee Hill – project-based vouchers with services

Broadway East – project-based vouchers with services

Diagonal Court – project-based vouchers with services

Holiday McKinney – project-based vouchers with services

Iris Hawthorn – project-based vouchers with services

Kalmia – project-based vouchers with services

Manhattan – project-based vouchers with services

Woodlands – project-based vouchers with services

Housing First Program – program run in partnership with Boulder Homeless Shelter targeting the dually-diagnosed (having one or more disability), chronically homeless population with services in place

Multi Family Young and Disabled (2008 award of 81 vouchers) – vouchers specifically for those who are young and disabled and are no longer eligible for certain developments

Rental Assistance for Non-Elderly Persons with Disabilities (2009 award of 100 vouchers) – vouchers specifically for this population to provide access to affordable housing

Mainstream Voucher Program (2018 award of 28 vouchers) – vouchers specifically for households with persons with disabilities and who are:

- Transitioning out of institutional or other segregated settings;
- At serious risk of institutionalization;
- Homeless; or
- At risk of becoming homeless.

Households may be, but are not required to be, referred by partner service agency who will provide supportive services.

Housing Choice Voucher Participants who qualify for any of these targeted funding must also qualify for the local preference and comply with the same family obligations as all HCV participant households.

Regular HCV Funding

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

4-III.C. SELECTION METHOD

PHAs must describe the method for placing applicant families in the lottery, 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.

BHP Policy

The PHA will use the following preferences:

Preference #1 - The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding. (This preference will take priority over all other preferences.)

Preference #2 - The PHA will give priority to households who are:

- Single-person households who are elderly (62 years of age or older)
- Single-person households who are person with disabilities
- Families with dependent children

And who meet at least one of the following:

- Household lives within Boulder County
- An adult member of the household works at least 20 hours within Boulder County
- An adult member of the household is homeless and receiving services through an agency within Boulder County
- Household has immediate family members who reside in Boulder County. Immediate family members are defined as an adult child or parent only.

Other preferences

Disaster Emergency Preference – beginning in February 2011, BHP will give a priority preference for families affected by a local natural disaster. Local disasters include fire, flood, hurricane, earthquake, or tornado causing the applicant’s current housing to be considered uninhabitable as verified by local, state, or federal authorities within the last six months. Local is defined as within the confines of Boulder County.

Priority for the Disaster Emergency Preference will be given in the following order:

First priority: current BHP resident affected by the disaster

Second priority: others displaced by disaster (who also meet other eligibility requirements.)

Priority means those affected by the disaster will be allowed to apply for housing assistance even if the lottery is closed and receive this emergency preference. These families will have preference over the applicants on the current lottery and will remain at the top of the list for assistance for a period of six months from the date of the disaster. If at the end of the six-month period, no assistance has become available, their application will be removed from the lottery. Assistance will be limited to availability of vouchers or unit in each of the programs and will reflect the nature and extent of the disaster. The Board of Commissioners will determine, at its next regular meeting following the disaster, or sooner if needed, the extent of housing assistance to be allocated to the victims. Based on the severity of the natural disaster and the number of families affected, the Board will have discretion to approve the number of families who would qualify for this preference.

Housing First Program Graduate Preference – Beginning May 1, 2012, one voucher that becomes available each year will be issued to a graduate of the Housing First Program. This selection will be made by preference and out of order once a Housing First graduate has been identified by the Housing First Program case managers and approved by BHP.

Next Step Housing Preference – Beginning April 15, 2016, a limited number of vouchers will be available each year to applicants referred by a partnering organization who are transitioning out of a shelter, transitional housing program, or rapid re-housing program. The number of vouchers available each year will be dependent on funding and number of vouchers available and will be determined by the PHA in January. Applicants must be referred from the following agencies: Boulder County Housing Stabilization Program, Boulder Shelter for the Homeless, BridgeHouse, Emergency Family Assistance Association, Mental Health Partners, and Safehouse Progressive Alliance for Nonviolence.

[Set-aside Vouchers for Homeless Households – Beginning July 1, 2019, up to 20% of tenant-based vouchers that have turned over in the previous year will be set aside for issuance to eligible homeless households as determined and referred by the Homeless Solutions of Boulder County Coordinated Entry System.](#)

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 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)].

BHP Policy

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.

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 [24 CFR 982.207(c)]. If a PHA does not have enough funding to assist the family at the top of the lottery, it is not permitted to skip down through the lottery to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family next in the lottery [24 CFR 982.204(d) and (e)].

BHP Policy

Families will be selected from the lottery 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 randomly selected from the lottery. Families with preference #2 will be placed in the lottery over all other applicants.

Within each targeted funding or preference category, families will be randomly selected from the lottery. Documentation will be maintained by the PHA as to whether families in the lottery qualify for and are interested in targeted funding. If a higher placed family 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.

In the case of the 81 vouchers awarded in 2008 under the Multi Family Young and Disabled Vouchers, applicants may be selected out of order based on this preference when these vouchers become available.

In the case of the 100 vouchers awarded in 2009 under the Rental Assistance for Non-Elderly Persons with Disabilities, applicants may be selected out of order based on this preference when these vouchers become available.

Beginning May 1, 2012, one voucher that becomes available each year will be issued to a graduate of the Housing First Program. This selection will be made by preference and out of order once a Housing First graduate has been identified by the Housing First Program case managers and approved by BHP.

Beginning April 15, 2016, the selection for applicants referred through the Next Step Housing Preference will be made by preference and out of order once an applicant has been identified from one of the referring agencies and approved by BHP.

In the case of the 28 vouchers awarded in 2018 under the Mainstream Voucher Program, applications may be selected out of order based on this preference when vouchers become available.

4-III.D. NOTIFICATION OF SELECTION

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

BHP Policy

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

- Date, time, and location of the scheduled eligibility meeting, including any procedures for rescheduling the interview

- Who is strongly encouraged to attend the meeting

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

- Documents that must be provided at the meeting to document eligibility for a preference, if applicable

If the applicant chooses not to attend the meeting, the original invitation letter will include a deadline by which all required documentation must be submitted. If the

documentation is not received by the deadline, the application will be inactivated and removed from the lottery.

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the lottery without further notice. Such failure to act on the part of the applicant prevents the PHA from making an eligibility determination; therefore, no informal hearing will be offered.

If a family does not respond to the notification letter and the letter was not returned to the PHA, the family will be removed from the lottery. Such failure to act on the part of the applicant prevents the PHA from making an eligibility determination; therefore, no informal hearing will be offered.

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 in the lottery 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.

BHP Policy

Applicants selected from the lottery are strongly encouraged to participate in an eligibility meeting.

If the applicant chooses not to attend the meeting, the letter will include a deadline by which all required documentation must be submitted. If the documentation is not received by the deadline, the application will be inactivated and removed from the lottery.

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

The head of household or spouse/co-head 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 meeting, he or she will be required to provide it within 10 business days.

If the family is claiming a preference, the family must provide documentation to verify their eligibility for a preference (see Chapter 7). If the family is verified as eligible for that preference (both at the time of application and determining eligibility), the PHA will continue to process the application. If the family was selected from the lottery and is

determined not eligible for the preference for which they were selected from the lottery, the family will be removed from the lottery.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, complete required forms, provide required signatures, and submit required documentation. If any materials are missing and they have attended the meeting, the PHA will provide the family with a written list of items that must be submitted. If the documentation was submitted without attending the meeting, a notice will be sent detailing the information that needs to be submitted with a deadline of 10 business days.

Any required documents or information that the family is unable to provide at the meeting must be provided within 10 business days of the meeting, which is the deadline stated in the invitation to the meeting. 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 application will be made inactive. Such failure to act on the part of the applicant prevents the PHA from making an eligibility determination; therefore, the PHA will not offer an informal hearing.

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

Meetings 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 meeting, the family should contact the PHA at least 24 hours in advance of the meeting to schedule a new appointment. BHP will only reschedule if contacted in advance by the family. Applicants who fail to attend the scheduled meeting (s) without PHA approval will have their applications made inactive based on the family's failure to supply information needed to determine eligibility.

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 lottery.

BHP 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 placement into the lottery (i.e. preference or targeting funding), the family will be removed from the lottery. The PHA will notify the family in writing that they have been removed from the lottery 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.