

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

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

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

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

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

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

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

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

#### JCHA Policy

#### HCV Lottery System

The HCV Lottery will be opened, as necessary, when it is determined that the current pool is no longer viable. An announcement will be placed in a newspaper with wide distribution in Jefferson County, advertising the lottery pool opening and closing dates.

Interested applicants must apply on-line through JCHA's website. After applying, the applicant will be assigned an application number. The order of the waiting list pool is developed according to the computer's random generation of numbers and appropriate preferences (i.e., local preference, special program preference).

After the lottery is closed, and the random selection is developed, the applicant may go into JCHA's website to obtain their placement on the waiting list. Drawings of applicants from the waiting list pool will be conducted as Housing Choice Vouchers become available.

The HCV Department will schedule the informal interview for selected lottery recipients. A letter, a checklist, and an application packet will be given to each applicant. The letter will note the date and time of the informal interview. The applicant will need to complete and sign the application packet, and provide all the required documentations and verifications. The packet must be returned within 10 business days.

Applicants will be processed and eligibility will be determined once all documents are received and verified. Applicants will be notified of their eligibility. Once the applicant is approved, he/she becomes a Section 8 participant and will be referred to an HCV Specialist to schedule their briefing.

If there are any applicants still in the lottery pool that were not drawn as of December 31<sup>st</sup> (of the indicated year), those lottery tickets are discarded. The lottery system gives the applicant an opportunity to enter the lottery pool each time the lottery is opened.

## **SPECIAL PROJECTS WAITING LIST**

### **Taking Applications**

Families wishing to apply for waiting list will be required to complete an on-line application for Project Based and/or Special Programs.

The application process will involve two phases. The first phase is the pre-application form. The pre-application collects only limited information required for placement on the waiting list: name and address, phone number, family composition, racial or ethnic designation of the head of household, and an estimate of annual income.

Applicants will receive a confirmation number to confirm they have been added to the waiting list.

The second phase in the final determination of eligibility is referred to as the full application. The full application takes place when the family reaches the top of the waiting list. JCHA will ensure that verification of program eligibility is current in order to determine the family's final eligibility.

An applicant is required at any time to report in writing changes in their applicant status including changes in family composition, address, and income.

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

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

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

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

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

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

JCHA must review each complete application received and make a preliminary assessment of the family's eligibility. JCHA 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, JCHA 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)].

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

###### JCHA Policy

JCHA does not determine eligibility/ineligibility during placement on the waiting list. JCHA accepts all applications via on-line for the HCV Program and special programs (see Applying for Assistance Section (page 4-4), The Lottery System).

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 any preference(s) for which they qualify, and the date and time their completed application is received by JCHA.

#### **SYSTEMS FOR PLACEMENT**

###### JCHA Policy

HCV applicants will be placed on the waiting list using a lottery system. Once each application has been randomly assigned a number, the applications will be placed on the waiting list in order of the assigned numbers and according to JCHA's preference(s).

Project Based and Special Program applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time of their completed on-line application is received by JCHA.

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

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

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

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

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

#### JCHA Policy

JCHA will maintain a Lottery 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 JCHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs.

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

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

#### JCHA Policy

The HCV Lottery waiting list has the option to merge with the following programs:

- Mainstream (NED)
- Project Based Vouchers

- Other Special Programs

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

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

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

##### JCHA Policy

JCHA 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 JCHA has particular preferences or funding criteria that require a specific category of family, JCHA may elect to continue to accept applications from these applicants while closing the waiting list to others.

The HCV Lottery waiting list will be open for a designated period of time when funding is available.

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

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

##### JCHA Policy

JCHA 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.

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

- Local newspapers
- Surrounding Supporting Agencies
- JCHA's Website

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

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

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

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

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

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

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

##### JCHA Policy

JCHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in JCHA'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**

##### JCHA Policy

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

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

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

##### JCHA Policy

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

To update the waiting list, JCHA 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 JCHA 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 must be in writing and may be delivered in person, by mail, by email, or by fax. Responses should be postmarked or received by JCHA not later than 10 business days from the date of JCHA letter.

If the family fails to respond within 10 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 10 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, JCHA may reinstate the family if it is determined that the lack of response was due to JCHA's error, or to circumstances beyond the family's control.

## **Removal from the Waiting List**

### JCHA Policy

If at any time an applicant family is on the waiting list and the family provides documentation 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 documentation was provided that the family was not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding JCHA'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 JCHA 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.

JCHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to JCHA'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, JCHA 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. JCHA must maintain records showing that such families were admitted with special program funding.

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

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

#### JCHA Policy

JCHA administers the following types of targeted funding:

VASH

Mainstream (NED)

Other Special Programs

#### **Regular HCV Funding**

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

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

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that JCHA 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 JCHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with JCHA's plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

##### JCHA Policy

JCHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.

JCHA will use the following local preferences:

1. JCHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.
2. JCHA 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 JCHA's public housing program or other covered housing program operated by JCHA.

JCHA will work with the following partnering service agencies:

- Family Tree and any other qualified entity

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

JCHA will first assist families that have been terminated from the HCV program due to insufficient funding and then assist families that qualify for the VAWA preference.

##### **Selection Preference for Section 8 Programs**

##### **Local (Residency) Preferences**

Families who reside in Jefferson County, families whose head of household or spouse work in Jefferson County, or families whose head of household or spouse have been given a bona fide offer of employment in Jefferson County will be given residency preference. This preference for the priority preference is the ranking of the lottery pool and waiting list for PBV, Mainstream, and other special programs.

The residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

Families where the head of household or spouse is currently employed or currently enrolled and participating in a job training program or is a graduate of a job training program and that program prepares them for entering or reentering the job market will receive ranking preference.

**NOTE:** Families transitioning from the HESS Program will receive a ranking preference and will have priority for the next available Voucher. Any single person, head of household or spouse who is 62 years of age or older (elderly) or disabled automatically qualifies for the residence preference.

**Employment Preference:** Working families where the head of household, spouse, or sole member is employed: Applicant families where the head, spouse or sole member of age 62 or older or is a person with disabilities, will receive a working family preference and must have verifiable source of income.

- Employment
  - Minimum of 20 hours per week with dependent children under age 6 years
  - Minimum of 32 hours per week with dependent children over age 6 years
- Job Training Program
  - Local Government
  - Local job training programs funded by the Federal Department of Labor (DOL) and
  - Other service organizations, including employment agencies, public child welfare agencies, public/private education or training institutions, child-care providers, non-profit service providers, and private businesses.
  - Refer to State and Local Employment Training Programs (page 6-11)
- Full time Student
  - Carrying a full time subject load (as defined by the institution) at an institution with a degree or certificate program.

**NOTE:** A person who is elderly or disabled must be admitted before another single person who is not elderly or disabled.

JCHA will verify the Residency Preference by applicant’s proof of residence (i.e.: lease, utility bill, etc.).

JCHA will verify Employment Preference by applicant’s employer, verification of job training, school records, or any other type of documentation that prove this preference.

**Preference Point Table**

50 Points	Employed, Disabled, Elderly, Job Training Program, or Full-Time Student according to the above criteria’s and living or working in Jefferson County.
10 Points	Resident of Jefferson County
5 Points	Non-Resident

**Mainstream Preference:**

This preference will only apply to the NOFA, 2017 Mainstream Voucher Program (FR-6100-N-43) and the 2019 NOFA (FR-6300-N-43) and any extension of the 2017 and 2019 NOFA awards. Applicants will receive a preference for non-elderly persons with disabilities transitioning out of institutional and other segregated settings, at serious risk of institutionalization, homeless, or at risk of becoming homeless. JCHA will accept referrals from partner agencies and JCHA supportive services staff.

**Tenant Protection Vouchers for Foster Youth to Independence Initiative under the Family Unification Program**

This preference will only apply to the NOFA, 2019 Family Unification Program (FR-6300-N-41). Applicants will receive a preference for youth at-risk of or experiencing homelessness to housing and related supports.

The foster Youth to Independence Initiative (FYI) is a Family Unification Program (FUP) under which housing assistance is provided under the Housing Choice Voucher (HCV) Program in partnership with Public Child Welfare Agencies (PCWAs). A FUP voucher issued to a youth may only be used to provide housing assistance for the youth for a maximum of 36 months.

The foster youth eligible to be assisted must be referred and a certified by a PCWA as meeting the following conditions:

- The foster youth must be at least 18 years of age and not more than 24 years of age (have not received their 25<sup>th</sup> birthday).
- Left foster care or will leave foster care within 90 days in accordance with a transition plan.
- Is homeless or are at risk off becoming homeless.

**VAWA (Victims of Domestic Violence):** JCHA will offer a local preference to families that include victims of domestic violence. To qualify for this preference:

Actual or threatened physical violence directed against the applicant or the applicant’s family by a spouse or other household member who lives in the unit with the family must have occurred within the past 90 calendar day period or be of a continuing nature.

The family must have been displaced as a result of fleeing violence in the home or they are currently living in a situation where they are being subjected to or victimized by violence in the home.

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

**Families who have been involuntarily displaced:**

A family in which each member, or whose sole member, is a person displaced by governmental action, or a person whose dwelling has been extensively damaged or destroyed as result of a disaster declared or recognized as a Federal Relief Law.

**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 JCHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

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

#### JCHA Policy

JCHA 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**

JCHA 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 JCHA 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)].

### JCHA Policy

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with JCHA's hierarchy of preferences, if applicable. Within each targeted funding or preference category, families will be selected in numerical order based on the numbers that were assigned to each application, by lottery, at the time the applications were placed on the waiting list. Documentation will be maintained by JCHA as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that JCHA does not have to ask higher placed family each time targeted selections are made.

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

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

##### JCHA Policy

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

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

- Who is required to attend the interview

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

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

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

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

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

##### JCHA Policy

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

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

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, JCHA will allow the family to retain its place on the waiting list for 30 days. If not all household members have disclosed their SSNs at the next time JCHA is issuing vouchers, JCHA will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, JCHA 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, JCHA will provide translation services in accordance with JCHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact JCHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, JCHA will send another notification letter stating the applicant failed to attend the scheduled interview. The applicant must contact JCHA within 10 business days to reschedule a 2<sup>nd</sup> interview. The new interview appointment time and date will be mailed to the applicant.

Applicants who fail to attend two scheduled interviews without JCHA's 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**

JCHA must verify all information provided by the family (see Chapter 7). Based on verified information, JCHA 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.

##### JCHA Policy

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