

Housing Advisory Committee
January 23, 2012 – Noon
Robert Lindsey Tower Community Room
360 Church Street SE

1. ROLL CALL

2. APPROVAL OF MINUTES

None

3. REPORTS

3.1 Program Management Report (Verbal)

3.2 HAC Bylaws Revision – Review of Legal Comments

3.3 Family Self Sufficiency (FSS) Plan

4. ACTION ITEMS

4.1 Memorandum of Understanding between SHA and Easter Seals Oregon to administer Special Purpose Vouchers for Homeless Veterans

4.2 Revisions to Section 8 Administrative Plan to add Local Preferences for Homeless Veterans

5. OTHER ITEMS OF INTEREST

5.1 Status of HAC Vacancies

5.2 Upcoming Reports (anticipated agenda items):

- Public Housing Agency (PHA) Plan Review - March
- SHA Audit – April
- PHA Plan Hearing - May

BYLAWS OF HOUSING ADVISORY COMMITTEE
OF THE CITY OF SALEM, OREGON

SECTION 1: MISSION.

The “Salem Housing Advisory Committee” was established by the Housing Authority of the City of Salem, Oregon, to act as an advisory body to the Housing Authority of the City of Salem. The mission of the Housing Authority of the City of Salem is to assist low and moderate income families to achieve self sufficiency by providing stable housing, economic opportunity, and community investment through coordination with social service providers.

SECTION 2: MEMBERSHIP.

- (a) The Committee shall consist of the ten (9) citizen members and one (1) assisted member. Members shall be appointed by the Housing Authority Chairperson with concurrence by the Housing Authority Committee of Commissioners.
- (b) Membership on the Committee shall achieve a balanced citizen-based perspective embracing knowledge and expertise in market-rate and rent-restricted housing development and finance, asset management, home ownership, and housing access and social service delivery.
- (c) Membership appointment shall take into account the income, racial, ethnic, cultural, and geographic diversity of the community.

SECTION 3: TERM OF APPOINTMENT; NO COMPENSATION; ATTENDANCE.

- (a) Each Member’s term of office shall be four (4) years. No member shall serve more than one unexpired term plus two (2) consecutive full terms.
- (b) Members of the Committee shall receive no compensation.
- (c) If a member misses three (3) consecutive meetings without excuse, the Committee will ask the Housing Authority Board of Commissioners to declare the seat vacant and to fill the vacancy.

SECTION 4: VACANCIES.

- (a) Appointments to fill vacancies shall be made by the Housing Authority Chairperson with concurrence by the Housing Authority Committee of Commissioners.
- (b) A person appointed to fill a vacancy shall have as their term any unexpired term of his or her immediate predecessor and shall be considered to have served one full

term when at least two-thirds of the unexpired term remains on the date of appointment and the individual completes the unexpired term.

SECTION 5: OFFICERS.

- (a) At the first meeting of each calendar year, Members shall select a Chair and a Vice-Chair by a majority vote. The Chair and Vice-Chair shall serve a one-year term. A Member may serve more than one term as Chair or Vice-Chair.
- (b) The Housing Authority Administrator shall serve as Secretary of the Committee.
- (c) The Chair is the Presiding Officer of the Committee and shall preside at all meetings of the Committee. The Chair shall serve as liaison to the City Manager's office in matters such as agendas, minutes, reports, records of complaints, and other administrative matters.
- (d) In the event of the Chair's absence from any meeting, for any reason, the Vice-Chair shall serve as the Presiding Officer. In event of the absence of the Chair and Vice-Chair, the Secretary shall call the Committee to order and call the roll of the members. If a quorum is present, those Members present shall elect a Temporary Presiding Officer for that meeting. Should the Chair or Vice-Chair arrive, the Temporary Presiding Officer shall relinquish all duties immediately upon the conclusion of the item of business then in consideration before the Member.
- (e) The Presiding Officer may move, second and debate from the chair, subject only to such limitations of debate as are imposed on all members, and shall not be deprived of any of the rights and privileges of a Member by reason of acting as the Presiding Officer.
- (f) The Presiding Officer shall conduct the meetings according these rules.

SECTION 6: AUTHORITY, POWERS, AND DUTIES.

In accordance with Resolution ____, the duties of the Committee shall include, but not be limited to, the following:

- (a) Formulate and recommend housing goals and policies. Review the Housing Assistance plan and advise the Board on its adoption;
- (b) Identify and analyze the community's needs for lower income housing and the resources available to meet those needs and recommend to the Housing Authority programs to meet those needs;
- (c) Advise the Housing Authority on applications to the federal and state government for housing programs;

- (d) Make recommendations to the Housing Authority for appropriate housing research, studies and experimentation;
- (e) Make recommendations to the Housing Authority for changes or revisions in policies of the Housing Authority;
- (f) Review and recommend action on the budgets of the Housing Authority,
- (g) Cooperate with and advise other public and private agencies involved in housing in the Salem area; and
- (h) Review and make recommendations on other matters coming before the Housing Authority and perform such other advisory functions as may be referred from time to time to the Committee by the Housing Authority.

SECTION 7: ETHICS; CONFLICTS OF INTEREST; EX PARTE CONTACTS; BIAS.

- (a) Members are subject to, shall familiarize themselves with, and shall comply with, applicable ethics and conflicts of interest rules, including the provisions of ORS Chapter 244.
- (b) Members may ask to seek rulings from the Oregon Government Standards and Practices Commission or the City of Salem Committee of Ethics if an ethics issue arises that affects the entire Committee. When a single member has an ethics issue, that member shall be responsible for contacting the applicable ethics Committee or commission for a ruling on the issue.

SECTION 8: RULES OF ORDER.

All rules of order not herein provided for shall be determined in accordance with the edition of the “Robert’s Rules of Order” that is adopted by the Salem City Council.

SECTION 9: MEETINGS.

- (a) Regular meetings of the Committee shall be held at least quarterly. Meetings shall be held at the time and place specified in the meeting notice posted on the “Meetings of Interest.”
- (b) Meetings of the Committee shall be considered public meetings, and subject to Oregon’s public meetings law.

SECTION 10: ORDER OF BUSINESS AND AGENDA.

- (a) The order of business at Committee meetings shall be as follows:
 - (1) Call to order and roll call;

- (2) Approval of Minutes;
 - (3) Public Comment;
 - (4) Committee Member Comments;
 - (5) Reports of boards, commissions, committees and presentations by outside agencies (includes City boards and commissions, non-profit agencies and neighborhood associations);
 - (6) Unfinished Business;
 - (7) Scheduling;
 - (8) Adjournment.
- (b) The Presiding Officer shall work with SHA staff to prepare agendas for Committee meetings.
- (c) The Housing Authority Administrator may place items on the agenda for discussion and/or action by the Committee.

SECTION 11: MINUTES.

- (a) Minutes of all regular meetings shall be comprised of a “final action agenda” and an electronic recording of the meeting. The “final action agenda” shall contain the following information:
- (1) The date, time, and place of the meeting;
 - (2) The names of the members recorded as either present or absent; and
 - (3) Any motions, amendments, or actions taken, a record of all votes taken, and a general description of all matters considered during the meeting.
- (b) Minutes of all executive sessions and work sessions shall be comprised of a recording of the meeting.
- (c) Approval of the minutes shall not require review of the electronic recording of the meeting or reading of the final action agenda in an open meeting prior to approval. The final action agenda may be revised at any time by the Housing Authority Administrator to correct spelling, numbering, or other technical defects. Prior to approval, any member may request the amendment or correction of the final action agenda to accurately reflect the substance of any motion, amendment, or matter considered during the prior meeting. If any Committee Member objects to such amendment or correction, the amendment or correction shall only be made upon majority vote of the Committee.
- (d) Minutes of each Committee meeting shall be kept on file with the Housing Authority Administrator.

- (e) No Committee Member may release any portion of any minutes to anyone. All requests for copies of minutes shall be referred to the Housing Authority Administrator.

SECTION 12: GENERAL DECORUM.

- (a) The Presiding Officer shall preserve decorum and decide all points of order, subject to appeal to the entire Committee.
- (b) Committee Members shall observe proper order and decorum during Committee meetings, and shall not, by conversation or other action, delay or interrupt the proceedings or refuse to obey the orders of the Presiding Officer. Committee Members shall, when addressing staff or members of the public, confine themselves to questions or issues then under discussion, shall not engage in personal attacks, shall not impugn the motives of any speaker, and shall at all times, when in session or otherwise, conduct themselves in an appropriate and dignified manner.
- (c) Any person who makes insulting, impertinent, slanderous or unauthorized remarks, or who becomes boisterous while addressing the Committee or attending a Committee meeting or hearing shall be removed from the room if the Presiding Officer so declares. In case the Presiding Officer should fail to act, any Committee Member may obtain the floor and move to require enforcement of this rule; upon affirmative vote of the majority of the Committee present, the person shall be removed as if the Presiding Officer so directed.
- (d) The Housing Authority Administrator or a member of the Police Department shall carry out all instructions given by the Presiding Officer for the purpose of maintaining order and decorum.

SECTION 13: CONSIDERATION OF BUSINESS.

- (a) The Committee shall follow generally accepted practices of parliamentary procedure in conducting any business.
- (b) A quorum shall consist of five (5) voting members.
- (c) The conduct of any business shall require the affirmative vote of a majority of all Committee Members. A majority of all Committee Members is defined as consisting of at least five voting members.
- (d) The results of every vote and the vote of each member by name shall be entered upon the record.
- (e) In case of a tie, the matter shall be considered lost.

- (f) Upon demand by any member of the Committee, a roll call vote shall be made upon any question before the Committee. No Committee Member may explain the reasons for his or her vote during the roll call.
- (g) When the question has been called for, the Presiding Officer shall first ask for the ayes followed by the nays. After a vote has been taken, the Presiding Officer shall announce the results of the vote, and, unless the vote is unanimous, the vote of the members by name.
- (h) Every member present when a question is called shall vote either aye or nay, unless the Committee, by unanimous consent, excuses a member for a special reason or unless a member has a conflict of interest, in which case no consent is required. Unless excused pursuant to this rule, if any member refuses or fails to vote, and the result of such refusal creates a tie, that member's vote shall be counted as an aye; in all other situations, that member's vote shall be counted with the majority. If a member is excused from voting as provided by this rule, that member may be counted toward making up a quorum, but shall not be counted toward the minimum number of votes required to pass or reject a motion. Proxy voting is prohibited.

SECTION 14: PUBLIC COMMENT

During the time set for public comment, members of the public may speak about any topic related to the mission of the Committee. Persons wishing to speak during the public comment must state their name and address prior to speaking. Speakers are limited to five minutes each unless further time is allowed by a vote of the majority of the Committee. No person may make public comment upon any matter that is pending before the Committee as the result of a Complaint or Request for Review.

SECTION 15: AMENDMENTS TO BYLAWS.

The bylaws of the Committee shall be amended only with the approval of at least a majority of the members of the Committee at a regular or special meeting, but no such amendment shall be adopted unless at least seven (7) days' written notice thereof has been previously given to all of the members of the Committee.

Legal Comments (italics)

Roberts Rules - *Not until Council adopts the 11th Edition. We can modify to say that the Board will use the edition of the Roberts Rules of Order that is adopted by Council.*

2) Just need to be sure that at least one HAC position is designated for an assisted resident, as required by HUD. Is the proposed new wording sufficient to allow this? - *It appears to me that there may be some confusion with the HAC and the actual Board. The HUD rules you sent me require the Board Member to be an assisted resident, not the HAC. Having said that, we can certainly state that at least one member of the HAC will be an assisted member.*

3) *Word change is fine.*

4) Quorum - *Legally a quorum is at least half of the entire committee. We cannot make this requested change*

5) Teleconference meetings could be allowed. - *We'd need to address in the bylaws. Please note that this will take some staff time to set up each teleconference meeting. I don't know if this poses a burden for staff to set up. Also, the meetings are public, so the public needs the ability to listen to the teleconferenced member. No on e-mail voting.*

Let me know if you have any questions or wish to discuss further. Thanks.

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>>> Linda Gregg 1/18/2012 11:55 AM >>>
Hi Sean,

The Housing Advisory Committee meets next Monday. Any assistance you can provide as to how we might respond to their input is appreciated.

Thanks,

Linda

>>> Linda Gregg 12/2/2011 9:06 AM >>>
Hello Sean,

At the November 21 HAC meeting, members moved to postpone recommending revisions to the HAC bylaws until clarification is received on some of Legal's proposed revisions. I'm not sure there's much room for the flexibility that members are asking for (at least not by my reading of RRoO), but if you can respond to their concerns, I can report back to them on or before the next scheduled HAC meeting (January 23). I appreciate any assistance you can provide.

Thanks,
Linda

- *Can Roberts Rules of Order 11th edition (most recent edition dated 9-2011) be used, rather than RRO 10th Newly Revised edition?*
- *Further amend proposed new membership representation language to require one HAC member to be a resident (since member must also serve as Resident HA Commissioner) Just need to be sure that at least one HAC position is designated for an assisted resident, as required by HUD. Is the proposed new wording sufficient to allow this?*
- *Replace the word "stabilization" with social services or similar language (Sec. 2 Para. 3)*
- *Would like definition of quorum revised to be half of those present, rather than five members It seems that this would contradict the purpose of a quorum to represent the entire committee, not just the members present, but need confirmation.*
- *Discuss possibility of amending bylaws to authorize meetings of members via conference calls or e-mail voting.*

FOR HOUSING ADVISORY COMMITTEE MEETING OF: JANUARY 23, 2012

AGENDA ITEM NO. 3.3

TO: HOUSING ADVISORY COMMITTEE

THRU: ANDY WILCH

SUBJECT: FAMILY SELF SUFFICIENCY PROGRAM PLAN

ISSUE

Informational report regarding the Housing Authority's Family Self-Sufficiency (FSS) program.

RECOMMENDATION

No action necessary. Revised FSS Action Plan presented for information.

BACKGROUND

Salem Housing Authority first established its Family Self Sufficiency program in 1994. The purpose of this HUD-funded program is to coordinate the use of public and private resources to help Public Housing and Housing Choice Voucher families prepare for and obtain employment leading to economic independence. Participation by families is voluntary, and open to any current Housing Choice Voucher holder or Public Housing resident. Participants enter into a contract of participation and work with an FSS Coordinator for a period of up to 7 years to overcome barriers, obtain training, and seek and maintain employment. Participants may also receive counseling in working towards homeownership.

A key feature of the program is that as FSS family incomes increase through improved employment, they can build an escrow fund that is returned to them if they are successful in completing all of their FSS goals. The way this works is that Public Housing and Voucher families pay rent based on a percentage of their income, so as they obtain employment and their income increases, their rent payments also go up. But as participants in the FSS program, as their rent increases, the difference between their original monthly rent amount and their increased rent payment is set aside in escrow for them.

Families are considered successful if they achieve a level of earned income that allows them to remain free of TANF assistance for a period of at least one year prior to

graduation. Families do not have to be free of housing assistance to “graduate” successfully from the FSS program.

Salem Housing Authority’s FSS program currently consists of 116 Voucher participants and 45 Public Housing participants. SHA has three “FSS Coordinators” who each work with roughly 50 FSS participants, helping them to set goals, connect with community resources, obtain training, and seek and maintain employment.

Each Housing Authority with an FSS program is required to establish an Action Plan describing how the program will be operated at that particular Housing Authority. The Action Plan includes such things as:

- demographics of the population served
- selection procedures
- incentives to encourage participation
- outreach efforts, and
- termination and grievance procedures

Once the initial plan is approved by HUD no further amendments are required. However, if policies or procedures change, amendments must also be submitted to HUD for approval. SHA has from time to time submitted amended plans to HUD as its program has evolved and HUD policies or SHA priorities have changed.

FACTS AND FINDINGS

The attached Action Plan describes current FSS program policies and practices. Amendments (in red) have been made to keep the plan consistent with current practices and in line with recent instruction from HUD.

Key changes in this revision (in red) include:

- Addition of an introduction
- Section 1. Updated demographics
- Section 5. Additional incentives described
- Section 6. Additional language regarding outreach efforts
- Section 7. Supportive Services chart updated
- Sections 8 & 9. Minor additions to text

**HOUSING AUTHORITY OF THE CITY OF SALEM
FAMILY SELF-SUFFICIENCY PROGRAM
ACTION PLAN**

(Revised December 2011)

Salem Housing Authority (SHA) has been providing rental assistance to families residing in the Salem and Keizer communities since 1969. In April 1994, SHA introduced the Family Self Sufficiency (FSS) Program.

To date (Dec. 2011), 400 people have completed contracts of Participation and have graduated. Over \$900,000 in escrow money has been paid to our FSS graduates.

The purpose of our FSS program is to enable families on the Housing Choice Voucher (HCV) and Public Housing programs to achieve economic independence and self sufficiency through education and the improvement of employable skills.

An individual training service plan (ITSP) is signed with each FSS contract. The ITSP is a very specific, detailed goal plan for the individual joining the program. These goals focus on Education, Employment, Personal, Financial, & Legal goals. It is the job of the coordinator and individual to make sure that the goals are met by the end of the contract in order to successfully graduate.

- Original Effective Date: April 1, 1994 with 26 SC8 contracts
- Amended 12/1/94 to add 25 SC8 contracts to reflect Section 8 Conforming Regulations
- Amended 7/1/97 to add 44 Mainstream vouchers
- Amended 11/1/97 to add 50 Mainstream vouchers
- Amended 7/15/98 to add 45 voluntary Public Housing contracts
- Amended 6/30/99 to reflect a voluntary addition of 50 FSS Contracts based on an agreement with Oregon Dept of Adult and Family Services
- Amended 1/1/00 to reflect a voluntary addition of 5 FSS Contracts dedicated to families, who are victims of domestic violence. These additional temporary slots were in response to a grant application and subsequent award to the Housing Authority of Salem under HUD's Welfare to Work program
- Amended 6/20/2005 to reflect a voluntary addition of 50 PH FSS Contracts to reflect the application for an additional PH FSS Coordinator
- In SHA's 2006 HCV FSS Coordinator grant application SHA committed to a 10% voluntary increase in program size to 116 participants
- Amended 6/22/06 (per Elizabeth Santone letter) to reflect the deletion of the 50 PH contracts due to the deletion of the second PH FSS Coordinator

The balance of mandatory and voluntary Section 8 and Public Housing FSS contracts each year was as indicated on the following table:

Date	Increment	Mand S8	Waivers	Grads > 10/21/98	Cum S8 Grads	Remain Waivers	Reduced Mand	Vol S8	Total S8	PH Vol	Total S8&PH
4/1/1994	26	26					26		26		26
12/1/1994	25	51					51		51		51
1996		51					51		51		51
7/1/1997	44	95	44			44	51		51		51
11/1/1997	50	145	50			94	51		51		51
7/15/1998		145		2	2	94	51		51	45	96
6/30/1999		145		14	16	78	51	50	101	45	146
1/1/2000		145		14	30	64	51	55	106	45	151
9/30/2001		145		9	39	55	106	0	106	45	151
9/30/2002		145		11	50		95	11	106	45	151
9/30/2003		145		15	65		80	26	106	45	151
9/30/2004		145		10	75		70	36	106	45	151
6/20/2005		145		8	83		62	44	106	95	201
5/12/2006		145			83		62	54	116	95	211
6/22/2006		145		13	96		49	67	116	45	161
9/30/2007		145		10	106		39	77	116	45	161
9/30/2008		145		9	115		30	86	116	45	161
9/30/2009		145		13	128		17	99	116	45	161
9/30/2010		145		11	139		6	110	116	45	161
9/30/2011		145		5	144		1	115	116	45	161

*As participants graduated, waived slots were reduced one for one, until 2001 when waivers expired and remaining waived slots became mandated slots.

1. FAMILY DEMOGRAPHICS

The following demographics of the Housing Choice Voucher and Public Housing programs are provided to give an indication of the types of households that are expected to be candidates for the FSS program. Also provided are demographics of actual FSS program participants as of January 2010.

The racial/ethnic compositions of the entire Voucher and Public Housing programs are:

Housing Choice Voucher:

Public Housing:

Not Hispanic or Latino	2328	85%	White, Non-Hispanic	225	76%
Hispanic or Latino	407	15%	White, Hispanic	71	24%
White	2087	76.3%	White	197	66.6%
Black	111	4.1%	Black	9	3.0%
American Indian	64	2.3%	American Indian	3	1.0%
Asian, Pacific Islander	36	1.3%	Asian, Pacific Islander	14	4.7%

The racial/ethnic composition of the Family Self-Sufficiency Program is:

Housing Choice Voucher:

Public Housing:

Not Hispanic or Latino	82	84%	White, Non-Hispanic	34	75%
Hispanic or Latino	16	16%	White, Hispanic	8	19%
White	69	70%	White	32	72%
Black	9	9.2%	Black	0	0.00%
American Indian	2	2.0%	American Indian	1	2.4%
Asian, Pacific Islander	4	4.1%	Asian, Pacific Islander	1	2.4%

Other Characteristics of Voucher and Public Housing Program Participants:

Housing Choice Voucher:

Public Housing:

Disabled	1009	36.9%	Disabled	66	23.3%
Non-Disabled	1726	63.1%	Non-Disabled	217	76.7%
Head of Household	Families	Percentage	Head of Household	Families	Percentage
Male	604	22.4%	Male	62	21.9%
Female	2087	77.5%	Female	221	78.1%
Average Age			Average Age		
Male	51		Male	49	
Female	45		Female	44	
Bedroom Sizes			Bedroom Sizes		
One-Bedroom	748	27.8%	One-Bedroom	61	21.6%
Two-Bedroom	1046	38.9%	Two-Bedroom	22	7.8%
Three-Bedroom	675	25.1%	Three-Bedroom	156	55.1%
Four Plus	185	6.9%	Four Plus	44	15.5%

Other Characteristics of FSS Program Participants:

Housing Choice Voucher:

Public Housing:

Disabled	18	18.4%	Disabled	0	0%
Non-Disabled	80	81.6%	Non-Disabled	42	100%
Head of Household	Families	Percentage	Head of Household	Families	Percentage
Male	9	9.1%	Male	7	16.7%
Female	89	90.8%	Female	35	83.3%
Average Age			Average Age		
Male	40		Male	40	
Female	36		Female	35	
Bedroom Sizes			Bedroom Sizes		
One-Bedroom	10	10.2%	One-Bedroom	0	0.00%
Two-Bedroom	32	32.7%	Two-Bedroom	4	9.5%
Three-Bedroom	46	46.9%	Three-Bedroom	32	76.2%
Four Plus	10	10.2%	Four Plus	6	14.3%

2. ESTIMATE OF PARTICIPATING FAMILIES

The activities and supportive services described in **Section 7** below are anticipated to be available to eligible families participating in the FSS Program. Eligibility criteria vary among the supportive services. In addition, the time that some services are available can vary, depending upon waiting lists and staff limitations.

Housing Authority staff and the Program Coordinating Committee will work to arrange access to the services needed by the families in the FSS Program, as indicated in their Individual Training and Services Plans. The FSS Coordinators will continue to develop additional services and resources to serve the needs of FSS families.

3. ELIGIBLE FAMILIES FROM OTHER SELF-SUFFICIENCY PROGRAMS

Since Salem Housing Authority has not participated in previous HUD self-sufficiency programs, such as Operation Bootstrap or Project Self-Sufficiency, there are no families from other such programs who will be participating in the FSS Program.

4. FSS FAMILY SELECTION PROCEDURES

Notification: All new Housing Choice Voucher holders are provided information about the FSS Program at their briefing session. New Public Housing residents are informed about the FSS Program at their tenant orientation session. Those wishing to participate in the program may submit an application, and are placed on the waiting list according to the date and time their applications are received. The waiting lists for Section 8 FSS and Public Housing FSS are kept separately. In addition, information about the FSS Program is provided at the time of annual recertification to both Public Housing and Section 8 residents.

Eligibility- Although other family members may participate, the head of the FSS family shall be required to seek and maintain employment. Therefore only heads of household who are citizens, or eligible (to work) non-citizens are eligible to participate in FSS. All participants must have valid SSNs.

An individual or family that has successfully completed the FSS program and received an escrow payment, may not participate a second time, if there are others on the waiting list to participate. If there is no one on the waiting list, FSS graduates may participate again. A family or individual who participates in FSS, but fails to complete their contract may participate again and attempt to become self sufficient.

Non-discrimination: The Housing Authority will not deny any family eligible to participate the opportunity to apply for or participate in FSS on the basis of race, color, sex, religion, creed, national or ethnic origin, age, familial status, marital status, handicap or disability. In addition, selection for participation in the Program will not depend upon the level of education, job history, job performance or credit history of the applicant. Individuals with disabilities may participate in the program and may graduate, even if they are unable to work. However, no FSS escrow will be established for the participant unless there is an increase in earned income.

Enrollment Preference: In order to fill a maximum of 25% of the available slots, preference for selection to participate in the FSS program may be given to assisted and public housing applicants who are recommended for participation by a cooperating agency, by virtue of the applicant's participation in JOBS, Worksource Oregon, Vocational Rehabilitation Division, or a program of a similar social service agency. Such a recommendation will be accepted in cases

where the FSS Program would help address a service need of the family that would not otherwise be addressed.

Selection: As FSS slots become available potential participants will be selected from the FSS waiting list based on date and time of their FSS application unless they meet an enrollment preference. Letters will be sent to the top five applicants on the FSS waiting list for the program in which they qualify for each slot that is available. Those applicants who have been notified will be required to contact SHA by a specific date as stated in the letter. After the specified date has arrived, those applicants who notified SHA of their continued desire to participate in the FSS program will be invited to an orientation. At the orientation SHA will provide instructions concerning the steps necessary to ensure placement on the FSS Program. Final placement will be determined by those applicants who complete the process first, they will then be assigned a FSS Coordinator who will schedule their initial appointment to complete their Individual Training and Services Plan and to sign the Contract of Participation. Those applicants who finish the process after all of the available slots have been filled will remain at the top the waiting list and receive the next available slot based on the date and time that they finished the initial orientation process.

5. INCENTIVES TO ENCOURAGE PARTICIPATION

As an incentive to encourage families to participate in the FSS Program and actively work toward achieving the goals in their Individual Training and Services Plan, Salem Housing Authority will establish an escrow savings account according to the provisions of 24 CFR 984.305. **Coordinators will also encourage participation by assisting with employment applications, job leads, budgeting, asset building, VIDA accounts for those who are eligible, and provide strong case management to ensure success in the program.**

6. OUTREACH EFFORTS

Outreach efforts for the Section 8 allotment were as follows:

Initially, to recruit prospective FSS participants from among eligible families, all two- and three-bedroom Housing Choice Voucher holders were notified by mail about the FSS Program. Interested families were encouraged to complete and return a simple form to the Housing Authority within one month. Those who returned the form were invited to attend an orientation session to learn about the program and then fill out a formal application if they were still interested.

Section 8 staff were available to respond to inquiries about the program from those who received letters, whatever their racial or ethnic background. Hispanic families represent the largest non-English speaking minority group in the Section 8 Program, and staff were available to answer inquiries in Spanish.

Orientation meetings were scheduled at various times of day and evenings to provide flexibility for families to attend. Families were advised to contact the Housing Authority to change their orientation meeting time if they could not attend. If a family representative failed to attend its orientation meeting and contacted the Housing Authority, another opportunity was provided to attend an orientation. Special orientation meetings with interpreters were scheduled for non-English speaking families who requested it.

The initial participants for the program were selected by lottery from among the applications submitted at the orientation meetings. Those not selected were placed on a waiting list according to lottery drawing as well.

The initial interest shown in the program was very strong, with 119 applications submitted for 26 slots. With a remaining waiting list of over 90 applicants, additional special outreach efforts were not necessary. Ongoing outreach to Housing Choice Voucher holders about the availability of the FSS Program is carried out as described in Section 4 above.

Outreach efforts for the Public Housing allotment were as follows:

Initially, to recruit prospective FSS participants from among public housing families, all public housing residents were notified by mail about the FSS Program. In addition, the FSS program was promoted at resident meetings, by the Central Resident Council, and through additional fliers and the SHARP newsletter. Housing Authority staff working at public housing sites were educated about the FSS program in order to promote the program with residents.

Interested families were encouraged to complete and return a simple form to the Housing Authority as soon as possible. Those who returned the form were invited to attend an individual or small group orientation session to learn about the program and then fill out a formal application if they were still interested.

The Public Housing Coordinator was available to respond to inquiries about the program from public housing residents, whatever their racial or ethnic background. Interpreters were available at orientation sessions for minority and ethnic families who indicate a need. Accommodations for persons with disabilities or handicaps were also made upon request.

Promotion and outreach efforts for the 6/30/99 voluntary expansion targeted both Public Housing and SC8 families currently receiving benefits from Adult and Family Services in the manner described in this Section and Section 11 of this Plan. With the January 1, 2000, amendment in place, the (50) FSS contracts under the Welfare to Work grant award was promoted to all Section 8 families.

Promotion and outreach efforts for the January 1, 2000, voluntary expansion also targeted five (5) Section 8 families who were victims of domestic violence. Case management services were initially provided through the Salem Women's Crisis Center.

Section 8 families receive the FSS brochure and application upon receiving their new rent amount letters after an annual recertification, interim, or move is finalized. Section 8 Housing Specialists promote the program during interviews and briefing sessions. FSS families are greeted at their home by the Public Housing Coordinator and are given an informal briefing on the program and are offered a brochure and application. Public Housing Property Managers (PM) and assistants are also promoting the program during interviews and being offered a brochure and application to join the program. If the PM sees that a family is struggling and in need of assistance the PM will brief on the FSS program and recommends contact immediately.

7. FSS ACTIVITIES AND SUPPORTIVE SERVICES

The following local groups and agencies are currently providing resources and supportive services for FSS participants such as:

Employment	Education	Family/Household	Medical	Homeownership	DHS-related
Worksource Oregon	Chemeketa CC	MVCAA - LEIP	New Perspectives	ABCs of Home Buying	TANF
Workforce Integration	Head Start	Consumer Credit	Willamette Family Medical Center	HOME Down Payment assistance	Oregon Health Plan
GALT Foundation	Merit Program	FamilyMend Grants	Salem Lions Club	Habitat for Humanity	SNAP
OR Vocational Rehabilitation	GED program	NW Natural Gas	Salud de Familia	Homeowner Ed Collaborative	Child Welfare
Job Growers (MOU)	SESNA ESL program	CASA of Oregon VIDA program	Guadalupe Clinic	Homestreet Bank	Healthy Kids
Easter Seals	OR School of Massage	Salem Electric	Marion County Mental Health	OR Housing and Assoc. Services	FHIAP
	Providence Health Services - CNA	United Methodist Church	Bridgeway Drug and Alcohol Tr	US Rural Development Agency	
	SKCDC - Financial Fitness (MOU)	YWCA	West Salem Clinic	Chase Bank	
	School Supply Grants	Mid-Valley Community Action Agency		Wells Fargo Bank	
	Lifeskills	YMCA		Bank of America	
		Mid-Valley Women's Crisis		Bank of the Cascades	
		Salvation Army		CASA of Oregon	
		Legal Aid		OSU Credit Union	
		NW Human Services		West Coast Bank	
		Boys and Girls Club		NEDCO	

8. METHOD FOR IDENTIFICATION OF FAMILY SUPPORT NEEDS

Every family accepted into the program will meet with their assigned FSS Coordinator for preliminary planning. At this first meeting, the FSS Coordinator and the family will discuss the program goals and expectations, and they will do an assessment of the family's baseline status and the family's goals, needs, and resources. The FSS Coordinator will describe the services available.

An Individual Training Service Plan (ITSP) will be drafted by the FSS Coordinator **and enrolling participant**. The agencies that have agreements with the Housing Authority's FSS Program, as well as other agencies will provide services. **If a service is not available through an agency the FSS Coordinator will coordinate with a private sector or local community**

partner to provide the service that is creating the barrier. The FSS Coordinator and the family will both sign the FSS Contract and attached Individual Training and Services Plan (ITSP).

The FSS Coordinator will assist the family, as needed, to make appointments with appropriate service providers. (The FSS Coordinator with the family will determine the appropriate service providers based on the particular needs of the family.) Service providers may change as the needs of the family change. The FSS Coordinator will help identify and match needs to services. The FSS Coordinator will be in contact with the service providers regularly to share information on other services and concerns. If changes to the family's ITSP are needed due to changing family circumstances, both the family and the FSS Coordinator must agree to the changes and sign Amendments to the FSS Contract Individual Training and Services Plans.

9. TERMINATION FROM THE FSS PROGRAM, WITHHOLDING OF SUPPORTIVE SERVICES

FSS participant families who fail to meet the requirements of their FSS Contract of Participation will be advised verbally and in writing of which requirements they are failing to fulfill. The family head will be directed to meet with the FSS Coordinator to discuss the problem and try to negotiate a mutually acceptable resolution.

If an acceptable resolution cannot be reached, the family will lose the supportive services provided for them under the Program. The family will be issued a letter of warning, advising them that they have lost their supportive services and may be terminated from the FSS Program, if the provisions of their contract cannot be met, or if the activities in their Individual Training and Services Plan cannot be satisfactorily renegotiated.

Before such termination from the Program, the family will be issued a letter, **allowing them to request a hearing in writing within 14 days to the FSS Supervisor.** The FSS Supervisor will make a decision on the case after meeting with the family and will notify them in writing of the decision. The family may request and receive a review of the case by the FSS Program Coordinating Committee, which will then make a recommendation to the FSS Supervisor. The **FSS** Supervisor will then take final action on the case.

FSS participant families who fail to meet their Family Obligations under the Section 8 Program or their Lease Agreement under the Public Housing program may be terminated from the FSS Program with no review by the FSS Program Coordinating Committee. The Housing Authority will follow the review procedures in the Section 8 and Public Housing Administrative Plans in considering termination of the Family's housing assistance.

10. NON-INTERFERENCE WITH RIGHTS OF NON-PARTICIPATING FAMILIES

If a family elects not to participate in the FSS Program, neither the family's admission into the Housing Choice Voucher or the Public Housing Program or the family's right to occupancy under the terms of its lease will be affected.

11. TIMETABLE FOR PROGRAM IMPLEMENTATION

A timetable for implementation of the original FSS allocation was approved in the original FSS Action Plan, and has been amended as needed over the years as additional allocations have been allocated. (See Appendix A)

12. CERTIFICATION OF COORDINATION –

The Housing Authority of the City of Salem certifies that development of services and activities under the FSS Program has been coordinated with the Job Opportunities and Basic Skills (JOBS) Training Program under part F and Title IV of the Social Security Act, the Job Training Partnership Act (JTPA), and other relevant programs.

13. ADDITIONAL PROVISIONS

A. Definition of Terms

ELIGIBLE FAMILY - a family, which holds a Housing Choice Voucher¹ or a family who is a resident of public housing². Participation in the FSS Program is voluntary, and Salem Housing Authority may enroll any current assisted or public housing resident who chooses to participate in the program and who satisfactorily completes the orientation for the program.

EMPLOYMENT INCOME - see "Annual Income" in the Housing Choice Voucher or Public Housing Administrative Plan.

ESSENTIAL SERVICE - a service that must be available before the family can take advantage of other available services. Transportation to job or school, childcare and basic literacy training **are** examples of essential services.

SEEKING EMPLOYMENT - activities such as looking for a job, applying for work, going to job interviews, and otherwise following up on employment opportunities. Quarterly progress reports and documentation as requested by the FSS Coordinator are required to substantiate seeking employment.

SUITABLE EMPLOYMENT - employment, which will eventually make the family independent of all types of welfare assistance as, defined in 24 CFR 984.103. The FSS Coordinator, in consultation with the **FSS** Supervisor and the family, determines suitable employment.

B. Contract Amendments

Amending the FSS contract terms: Either the family or the FSS Coordinator may suggest amendments. Amendments may be to the service plan, goals, the terms, including

¹ Those individuals who do not have legal immigration status are ineligible to participate in the FSS Program per Section 23 of the 1937 Housing Act, which provides that a Public Housing Authority can only enter into a contract with someone receiving assistance.

² Ibid

extensions³, and change to head of household⁴. The FSS Coordinator, in consultation with the family and the **FSS** Supervisor will have the final decision on the acceptability of amendments. Changes to major goals (employment, education, housing or welfare) will be allowed only if there are at least six (6) months remaining on the FSS contract.

C. Completion of Contract and Escrow Disbursement (Not all participants will establish escrows, and a person, such as a person with disabilities, may graduate without an increase in earned income.)

A Family has met the conditions of its FSS contract when the Head of Household certifies that no member of the household has received any federal, state, local, or other public welfare assistance for at least one year (welfare assistance includes “post-TANF payments) and:

1. A family has met all the conditions of its FSS contract, or
2. When 30 percent of the family’s monthly adjusted income equals or exceeds the published existing housing fair market rent for the size of the unit for which the FSS family qualifies based on the Housing Authority’s occupancy standards.

At the time that the escrow account is to be received by the family, the escrow amount will be calculated, any family debt to the SHA will be deducted and any interest accrued will be added. A check will be issued to the family head of household within 60 days of successful completion of the contract and receipt of family certification.

Early Release of Escrow:

Prior to completion of the Contract of Participation, the Housing Authority may also advance the family a portion of the escrow account, if the Housing Authority determines that the family has completed certain interim goals, and the family needs the funds to be able to complete the contract. Such needs could be to pay for school, job training expenses, business start-up expenses, or an automobile (if no other means of transportation are available). This advance payment of escrow funds may be allowed only if there is no other source of funds available for the completion of the specific goal(s) for self-sufficiency in the contract. A budget will be requested from the participant to show the lack of alternative funding sources. Escrow advances will not be authorized for the purpose of paying bills, debts, or other needs not directly related to the family’s goals. In order to be eligible for an escrow advance the family must be current on rent payments with no outstanding debts or payback agreements with SHA or the Landlord. Escrow advance checks will ordinarily be made payable to third parties if possible, not to the FSS participant. The following are guidelines in approving a FSS Escrow Advance:

1. The participant will be required to have accumulated no less than 12 months of escrow.
2. When requesting escrow advances, no more than 50% of the accumulated escrow will be disbursed.

³ Must be approved by the **FSS Supervisor**.

⁴ Ibid

3. The participant must be in compliance with their FSS Contract, including compliance with their lease and family obligations.

In addition, prior to completion of the Contract of Participation an FSS participant may request an early withdrawal of a maximum of 95% of the current escrow balance when the funds are to be used to purchase a home. The following criteria must be met for disbursement for homeownership.

1. The FSS Head of Household must be suitably employed.
2. No cash TANF funds may be received by the household.
3. The FSS Head of Household must be an applicant on the loan.
4. Homeownership must be a goal in the Training and Services Plan.
5. The FSS family must be approved for the loan by a lender.
6. The family must give notice to vacate their Housing Choice Voucher or Public Housing residence prior to disbursement of funds, and must move out within one month of closing.

D. Termination-

SHA may terminate the participant's FSS contract if SHA determines that the family is not in compliance with the terms of the individual contract, or for other reasons specified in the contract. Termination from the FSS program will not affect the participant's status in the Housing Choice Voucher or Public Housing program.

E. Program Coordinating Committee (PCC)

The PCC consists of appointed social service professionals from the local community, representatives of public or private sector employment, educational, medical or other professions or services, and interested representatives of Salem Housing Authority FSS participants. This group acts as a liaison with community partners.

The committee meets quarterly to modify and review the Action Plan when necessary, assist in securing and coordinating services, and to monitor the ongoing operation of the FSS Program.

F. Portability

The Housing Authority will treat all portable FSS families in accordance with its Housing Choice Voucher Administrative Plan. As an initial PHA, however, Salem Housing Authority will first determine if the family is able to complete its FSS contract in the receiving PHA's jurisdiction. If not, the family's portability will be denied, or FSS contract will be terminated.

G. Monitoring

1. FSS Coordinators will monitor the family's use of the FSS services and compliance with the FSS contract. The FSS Coordinators will issue a report to the FSS Supervisor on a routine basis, providing both monthly and annual reports.

2. The FSS Supervisor will ensure that program meets with federal regulations and this action plan.

TIMETABLE FOR PROGRAM IMPLEMENTATION

- A. 9/1/92 - HUD notification of approval of application for FSS.
- B. 2/01/93 - SHA notified all current Section 8 participants of the opportunity to participate in FSS and includes a response sheet for interested people to return. Further, as families were certified for Section 8, they were given a copy of the same notice regarding the availability of the program and a response sheet. As response sheets were returned, they were filed to record families' interest in participating.
- C. 3/01/93 through 3/15/93 - SHA scheduled an appropriate number of orientation meetings for those families who mailed in FSS response sheets.
- D. 3/15/93 through 4/08/93 - Orientation meetings were held for interested family heads, in which the program was explained and there was an opportunity to complete an application.
- E. 4/15/93 - A lottery was held to determine who initial FSS participants would be and the waiting list order of the rest of the applicants. Families selected to participate and those on the waiting list were notified appropriately.
- F. 5/01/93 through 8/31/93 - Interviews were held with the initial participants. Following this interview a preliminary plan was drawn-up, and participants were enrolled as necessary in the Life Skills Program at Chemeketa Community College.
- G. 8/31/93 - At least one FSS contract was signed by this date.
- H. 9/1/93 - First Annual Report to HUD on FSS.
- I. 9/1/94 - All 26 families scheduled to be under FSS contract.
- J. 3/31/96 – All 51 families scheduled to be under FSS contract.**

Implementation of Public Housing allotment was as follows:

- A. HUD notification of approval of application for FSS slots for public housing.
- B. Within one month of HUD approval: Salem Housing Authority notified all current Public Housing residents by letter of the opportunity to participate in FSS and include an application for interested people to return. Further, as families sign public housing Lease Agreements they were given a copy of a brochure regarding the availability of the program and an application.

- C. Orientation meetings were held for interested families in which the program was explained.
- D. Within one year of HUD approval: At least twenty-two (22) FSS contracts were signed by this time.
- E. 9/30/99: First Annual Report to HUD on Public Housing FSS programs.
- F. Within two years of HUD approval: All (45) families were scheduled to be under FSS contract including FIC client's transitioning between FIC and FSS.

After HUD approval of the 1/1/00 amended Action Plan, implementation of the fifty-five (55) voluntary SC8 slots was as follows:

- A. The existing SC8 FSS waiting list and all present Section 8 participants were notified by mail about the new slots in the FSS program. Interested families were encouraged to complete an application and bring it to the Housing Authority within one month. The application included eligibility information specific to the new slots.
- B. Resident Initiatives staff were available to respond to inquiries about FSS from interested residents whatever their racial or ethnic background. Interpreters were available at orientation sessions for minority and ethnic families who indicate a need. Accommodations for persons with disabilities or handicaps were also made upon request.
- C. A total of fifty-five (55) families were offered the opportunity to sign a contract Within one year of this amendment, until all FSS contracts in the Welfare to Work voluntary expansions of FSS were signed.
- D. 9/30/00: Annual Report to HUD includes progress on the voluntary allocation of fifty-one (55) additional FSS contracts under Welfare to Work.
- E. 1/1/2001: All 55 additional SC8 FSS contracts were signed.

**FOR HOUSING ADVISORY COMMITTEE MEETING OF: JANUARY 23, 2012
AGENDA ITEM NO. 4.1**

TO: HOUSING ADVISORY COMMITTEE

FROM: ANDY WILCH

**SUBJECT: EXECUTION OF MEMORANDUM OF UNDERSTANDING
WITH EASTER SEALS OREGON**

ISSUE:

Should the Housing Advisory Committee recommend that the HA Commission authorize the Executive Director to execute a Memorandum of Understanding between the Housing Authority of the City of Salem and Easter Seals Oregon?

RECOMMENDATION:

Staff recommends the Housing Advisory Committee recommend that the HA Commission authorize execution of a Memorandum of Understanding between the Housing Authority of the City of Salem and Easter Seals Oregon.

BACKGROUND:

The Housing Authority of the City of Salem (SHA), as the City's lead housing agency, has committed to the priority to end homelessness by increasing the supply of adequate transitional and permanent supportive housing, combined with meaningful coordination with local service providers. Addressing and ending homelessness is the highest priority in the Salem-Keizer Housing and Community Development Consolidated Plan.

Easter Seals Oregon (ESO) applied for and was awarded the Homeless Veterans Reintegration Program (HVRP) grant to assist veterans in securing meaningful employment and to develop effective service delivery addressing the complex problems affecting homeless veterans.

The SHA has an existing relationship with ESO. Both agencies provide services to similar and overlapping populations, especially since the SHA began administering Veteran Assisted Supportive Housing (VASH) vouchers. ESO participates in the SHA-sponsored Emergency Housing Network and is otherwise active in the community-wide integration of services to meet the needs of homeless and at-risk veterans. The SHA recognizes stable housing as a key component to self-sufficiency and employment success.

FACTS AND FINDINGS:

The SHA and ESO have developed a Memorandum of Understanding (MOU) (Attachment A) to delineate partnership roles and responsibilities. ESO pledges to provide case management to HVRP clients. The MOU designates up to five Housing Choice Vouchers per month to be made available to HVRP clients through a local preference in the SHA's Administrative Plan. The MOU also provides ESO with 1) a reserved seat at the Emergency Housing Network, 2) referrals to the Veterans Affairs case manager for VASH vouchers, and 3) a description of the Family Self-Sufficiency program for any HVRP clients who become clients of the SHA.

The SHA requests authorization to execute the attached MOU with ESO.

**FOR HOUSING ADVISORY COMMITTEE MEETING OF: JANUARY 23, 2012
AGENDA ITEM NO. 4.2**

TO: HOUSING ADVISORY COMMITTEE

FROM: ANDY WILCH

**SUBJECT: REVISIONS TO SECTION 8 VOUCHER AND MODERATE
REHABILITATION ADMINISTRATIVE PLAN**

ISSUE

Should the Housing Advisory Committee recommend HA Commission adoption of revisions to the Section 8 Voucher and Moderate Rehabilitation Administrative Plan (Plan) to incorporate changes establishing a waiting list preference for homeless veterans?

RECOMMENDATION

Staff requests the Housing Advisory Committee to recommend HA Commission adoption of the Section 8 Voucher and Moderate Rehabilitation Administrative Plan to incorporate changes establishing a waiting list preference for homeless veterans.

BACKGROUND

HUD requires the Housing Authority Board of Commissioners to consent to revisions of Section 8 Voucher and Moderate Rehabilitation Administrative which governs the eligibility and continued participation of persons assisted under the Section 8 Program. Periodically, SHA updates the plan to incorporate regulatory and policy changes to improve program responsiveness to local needs.

FACTS AND FINDINGS

The plan proposed for adoption is the October 10, 2011 Administrative Plan with revisions to Chapter 4-III.C., Selection Method – Local Preferences (24 CFR 982.207).

HUD permits public housing authorities to establish local preferences for selecting families for assistance based on local housing needs and priorities. Eligibility determination is made based on generally accepted data sources and must be consistent with the SHA Public Housing (PHA) plan and the City of Salem Consolidated Plan.

SHA currently provides local preferences for the following groups of individuals:

- Homeless or Near Homeless Individuals
SHA provides up to five (5) Vouchers each month by lottery drawing for families certified to be homeless or about to be homeless and who are nominated by members of the Emergency Housing Network.
- Victims of Domestic Violence
SHA provides up to three (3) Vouchers each month by lottery drawing for victims of domestic violence nominated by either Salem or Keizer Police Department, Marion County Sheriff's Department, Mid Valley Women's Crisis Center, or Marion or Polk County District Attorney's Office.

Chronically Disabled Homeless Individuals

SHA provides up to 10 vouchers to chronically disabled homeless individuals through direct referral from Northwest Human Services.

The Plan is being revised to add a local preference for Single Homeless Veterans. SHA will provide up to five (5) vouchers each month for homeless veterans through an agreement with Easter Seals of Oregon. The agreement is listed as a separate item on this agenda.

The revisions to the Section 8 Voucher and Rehabilitation Administrative Plan can be found at the following link:

<http://www.cityofsalem.net/Residents/HousingAuthority/Documents/2010%20Voucher%20and%20Mod%20Rehab%20Admin%20Plan%20w%20Ch%2019%20FINAL.pdf>

A complete version of the proposed Section 8 Voucher and Moderate Rehabilitation Administrative Plan incorporating the proposed revisions can be found at the following link:

<http://www.cityofsalem.net/Residents/HousingAuthority/Documents/Link%20to%20Proposed%20VP%20Revisions.pdf>

Further information about Section 8 Voucher program requirements is located at the following link:

http://portal.hud.gov/hudportal/HUD?src=/topics/housing_choice_voucher_program_section_8

Further information about Section 8 Moderate Rehabilitation program requirements is located at the following link:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/progra

Chapter 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive Section 8 HCV assistance, the family must submit an application that provides SHA with the information needed to determine the family's eligibility. HUD requires SHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, SHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan. SHA is required to adopt a clear approach to accepting applications, placing families on the waiting list, selecting families from the waiting list and must follow this approach 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 SHA to receive preferential treatment. Funding earmarked exclusively for families with particular characteristics may also alter the order in which families are served.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that SHA 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 SHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

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

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

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

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

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide SHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement on the waiting list. This part also describes SHA's obligation to ensure the accessibility of the application process to elderly persons, persons with disabilities, and people with limited English proficiency (LEP).

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

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits SHA 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 SHA. This part describes the policies that guide SHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list. This part also describes SHA's obligation to ensure the accessibility of the application process to elderly persons, persons with disabilities, and people with limited English proficiency (LEP).

Families who wish to have their name placed on the waiting list(s) for any of SHA's programs may do so as follows:

- 1) By written waiting list request;
- 2) TDD line;
- 3) Through an advocate for seniors or persons with disabilities;
- 4) Through an outside agency referral (via community partnerships);
- 5) Internet; or
- 6) Telephone request (a waiting list form will be mailed to the family).

Families who request to be placed on the waiting list or have pertinent information updated must do so in writing. SHA will provide the family with the appropriate form to change the information. Once the updated information is received by SHA it will be updated on the computer system and the form imaged for auditing purposes.

The waiting list request process involves two phases. The first is the "initial" request to be placed on the waiting list. This first phase results in the family's placement on the waiting list.

Waiting lists request are entered into a computerized waiting list, by date and time of waiting list request and/or referral, and are then reviewed for quality control purposes to ensure accuracy. The computerized waiting list request becomes the final record of the request for placement on the list. Applicants are sent a confirmation letter to acknowledge their name being placed on the

waiting lists(s), indicating the date and time the request or referral was received and the anticipated waiting period for each program for which they requested to be placed on the list.

Second Phase

The second phase is the final determination of eligibility (referred to as the long application process).

When the family's name reaches the top of the waiting list based on date and time of application and funding is available, SHA will notify the family by mail that their name has come to the top of the waiting list. At that time, the family will be required to verify their continued interest in receiving assistance by returning a "request to participate" form that SHA has provided to the family. If the family does not submit the form back to SHA within the time specified in the letter, the family's name will be withdrawn from the waiting list and no further action will be taken.

Once SHA receives the request to participate within the specified response time, a packet will be mailed to the family. The packet will contain the following forms: Pre-Application, Declaration Form, Family Obligations, Reporting Requirements, Release Forms or other forms determined necessary to determine eligibility. The family will have at least 10 business days to submit the requested information back to SHA.

Once SHA receives the requested forms from the family, an initial assessment of eligibility (screening) will be made. The initial assessment will include:

- A criminal background check
- A determination of income eligibility
- A determination to ensure that the family does not owe SHA money for past participation on housing program
- Verification that SHA or another housing authority has not determined the family to be ineligible due to past participation in any housing program.

If the initial determination finds that the family is ineligible the family may request an informal review by a date specified by SHA. The family will have at least 10 working days to request the informal review. The request must be in writing and received by SHA by the date specified in the denial letter.

If the initial determination finds that the family may be eligible for housing assistance, the family will be scheduled for a long application interview. After the long application interview, and review and verification of all relevant documentation provided by the family, SHA will make a final determination of eligibility consistent with federal regulations and SHA policy. Families determined to be eligible will be scheduled to receive a voucher. Families determined to be ineligible will be given the opportunity for an informal review as discussed above.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

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

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

Limited English Proficiency

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

Organization of the waiting list (24 CFR 982.204 and 205)

SHA's waiting list will be organized in such a manner to allow SHA to accurately identify and select families for assistance in the proper order, according to the admission policies in this plan.

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

- Applicant name
- Date and time of application
- Qualification for any local preference
- Racial or ethnic designation of the head of household
- Disability status

4-I.D. PLACEMENT ON THE WAITING LIST

SHA will review each application received and make a preliminary assessment of the family's eligibility. SHA will accept applications from families 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)]. When a family is determined to be ineligible, SHA will notify the family in writing [24 CFR 982.201(f)]. Where the family is determined to be eligible, 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)].

Ineligibility for Placement on the Waiting List

SHA Policy

If SHA determines from the information provided that a family is ineligible, the family will not be placed on the waiting list. When a family is determined to be ineligible, SHA will send written notification of the ineligibility determination within 10 business days of receiving a completed 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).

Initial review of the request to be placed on the waiting list will be made to determine if the family is ineligible based only on the following criteria:

- *A household member is required to register as a sex offender in any State.*
- *A household member has been convicted of the manufacturing or the production of methamphetamines*
- *The sole member of the household is currently incarcerated in a penal institution*
- *No member of the household is a citizen of the United States or has eligible immigration status.*
- *An individual who is a member of another participant's household may not be placed on the waiting list except in the following cases:*
 - *The household member is disabled and qualifies for their own housing assistance*
 - *The household member is age 62 year or older and qualifies for their own housing assistance.*
 - *The household member was a minor who has reached the age of accountability and who has a dependent child.*
- *An individual who desires to be added to another participant's household except as otherwise noted in this administrative plan will not be added to the household if they are also an applicant to receive housing assistance.*

All applicants requesting waiting list placement that appear eligible will be placed in active status on the waiting list. Duplicates will not be accepted.

Applicants determined to be ineligible based on the above stated criteria will be denied and offered the opportunity to request an informal review or in the case of immigration status, an informal hearing.

Final eligibility will be determined during phase two of the application process and after all verifications have been reviewed.

Applicants are required to inform SHA in writing of any changes in family composition, income, address, as well as any changes in their preference.

Applicants are required to respond to requests from SHA to update information on their waiting list request, or to determine their continued interest in assistance.

Failure to provide accurate information or to respond to mailings will result in the applicant being withdrawn from the waiting list.

Eligible for Placement on the Waiting List

SHA Policy

SHA will notify applicants in writing of preliminary eligibility determination within 10 business days of receiving a complete application.

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

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 (name moves to the top) of the waiting list.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

SHA has 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]

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

The waiting list contains 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.

SHA Policy

SHA will maintain a single waiting list for the HCV program with the following exceptions:

- *The Veterans Administration Supportive Housing (VASH) program special purpose vouchers.*
- *The Veterans Administration Supportive Housing (VASH) project-based program special purpose vouchers.*

SHA will also maintain a separate waiting list for these Moderate Rehabilitation Program privately-managed residential rental properties:

- *Appleblossom Apartments*
- *Coral Avenue SRO*

Families determined to be in critical need that have been nominated for special purpose vouchers through the Homeless, Domestic Violence, Family Unification (FUP) and Chronically Disabled Homeless programs will be placed on the primary Housing Choice Voucher waiting list according to date and time of application. Only applicants selected for a special purpose voucher will receive additional points allowing them to receive a voucher sooner than other applicants on the list.

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

HUD permits SHA to maintain separate program waiting lists for 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.

SHA Policy

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

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

Closing the Waiting List

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

SHA Policy

SHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 36 months for the most current applicants. Where SHA has particular preferences or funding criteria that require a specific category of family, SHA may elect to continue to accept applications from these applicants while closing the waiting list to others.

Reopening the Waiting List

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

SHA Policy

SHA 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. SHA will give public notice by publishing the relevant information in suitable media outlets.

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

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

Because HUD requires SHA to serve a specified percentage of extremely low income families (see Chapter 4, Part III), SHA 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].

SHA 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
- Ensuring that outreach efforts are inclusive and do not exclude people who are members of a protected class. SHA outreach efforts will be designed to inform qualified families about the assistance available 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

SHA Policy

SHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in SHA's jurisdiction. Targeted outreach

efforts will be undertaken if a comparison suggests that certain populations are being underserved.

Limits on who may apply: When the waiting list is open any family asking to be placed on the waiting list will be given the opportunity to complete a request to be placed on that waiting list.

Depending upon the composition of the waiting list with regard to family types and preference, and to be responsive to specific community needs, SHA may at times accept waiting list requests only from families claiming a local ranking preference.

When the waiting list request is submitted to SHA it will establish the family's preference as well as date and time for placement order on the waiting list.

Waiting List Preferences

Single individuals that are not elderly or disabled will be given a 3-point preference and will not receive housing assistance unless all other family types have been assisted, regardless of date and time that the applicant applied.

SHA Policy

Drug Court participants who are not classified as other singles will be given -1 points until they have successfully completed their program at which time they will be given the 5-point preference that is issued to all eligible families except those noted above.

Single veteran's who met the definition of disabled per the United States Department of Veteran Affairs will be given a 5-point preference that is issued to all eligible families except for those listed above.

Chronically disabled homeless individuals who are nominated through Northwest Human Services will receive an additional 15 points to bring them to the top of the waiting list under SHA's local preference policy. A maximum of ten (10) such individuals will receive this preference; additional slots will not be made available until a participant on the chronically disabled homeless program has left the program and an opening slot has been created. At that time the next nominated individual will receive the additional points.

Family Unification Program participants who are referred to SHA by DHS will receive an additional 20 points at the time of the referral to bring that family to the top of the waiting list. A maximum of 100 families will be eligible to receive this form of housing assistance.

Additional slots may become available once a participant of the family unification program has left the program.

For SRO Moderate Rehabilitation applicants SHA will assign the applicant a point score of -1 in order to hold the applicant's place on the waiting list. Once the applicant is able to provide the SSN of each family member in the household, SHA will assign the applicant a point score of 5, which will place them in correct date and time order on the waiting list; thus when SHA sends out a new batch of GNL's the family would then be at the top of the waiting list.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

SHA Policy

While the family is on the waiting list, the family must inform SHA of changes in contact information, including current residence, mailing addresses, and phone number. The changes must be submitted in writing prior to the family being purged from the waiting list for no response to letters requesting updates.

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

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

Purging the Waiting List

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

SHA Policy

If the waiting list suggests that the wait for families is longer than 24 months SHA will update the list to ensure that all applicants and applicant information is current and timely.

To update the waiting list, SHA 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 the program. This update request will be sent to the last address that SHA 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, or by fax. Responses should be postmarked or received by SHA not later than 15 business days from the date of SHA letter.

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

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

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

If a family is removed from the waiting list for failure to respond, the Office Manager over the waiting list or a Housing Services Supervisor may reinstate the family if s/he determines the lack of response was due to SHA error, or to circumstances beyond the family's control; under no circumstances is SHA required to reinstate a family due to family caused reasons.

Removal from the Waiting List

SHA Policy

If at any time an applicant family is on the waiting list, SHA determines that the family is not eligible for assistance (Chapter 3); the family will be removed from the waiting list. If a family is removed from the waiting list because SHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding SHA'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 receive assistance from the waiting list depends on the selection method chosen by SHA and is impacted in part by any selection preferences that the family qualifies for. The source of HCV funding also may affect the order in which families are selected from the waiting list.

SHA will maintain a clear record of all information required to verify that the family is selected from the waiting list according to SHA'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, SHA may admit families that are not on the waiting list, or without considering the family's position on the waiting list. SHA will maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award SHA funding for a specified category of families on the waiting list. SHA must use this funding only to assist the families within the specified 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.

SHA Policy

SHA administers the following types of targeted funding:

- *95 Mainstream Disabled Families*
 - *Initially families who met the requirements of this targeted funding allocation were given a higher priority and provided assistance based on regulations for the funding source.*
 - *Currently as a family ends their participation in this targeted HCV program new families from the waiting list are placed under this allocation based on date and time order from the HCV waiting list.*

- 25 *Veteran Administration Supportive Housing (VASH) vouchers.*
 - 100 Family Unification Program (FUP) vouchers
 - 13 Project-Based Veteran Administration Supportive Housing (VASH) Vouchers.

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

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

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

SHA is permitted to establish local preferences that give priority to serving families based on specific criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits SHA to establish other local preferences at its discretion. Any local preferences established must be consistent with the SHA Public Housing (PHA) Plan and the City of Salem Consolidated Plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

SHA Policy

- *Other Singles – Veterans*

SHA will provide assistance to single veterans that meet the United States Department of Veterans Affairs definition of “Disabled Veteran.” The veterans disability uses a percentage rating system of 0 to 100% to determine disability. Single veterans applying for a local preference for housing must be able to provide the following:

- *A VIC, an identification card issued to a verified eligible veteran for the specific purpose of identifying the veteran when seeking VA health care benefits; and enrollment in priority groups 1, 2, or 4 described below:*
 - *Group 1: Veterans with service-connected disabilities rated 50% or more disabling.*
 - *Group 2: Veterans with service-connected disabilities rated 30% or 40% disabling.*
 - *Group 4: Veterans who are receiving aid and attendance or housebound benefits, veterans who have been determined by VA to be Catastrophically*

Disabled (Individuals who have a severely disabling injury, disorder, or disease which permanently compromises their ability to carry out the activities of daily living to such a degree that they require personal or mechanical assistance to leave home or bed or require constant supervision to avoid physical harm to self or others.

Single veterans may apply for the HCV program and wait for assistance based on the normal date and time order, or may receive a homeless voucher through the homeless lottery process operated by SHA.

Per HUD regulations, single veterans who meet the VA definition of disability but do not meet the Social Security definition of disability are not eligible for a disability allowance or medical or other deductions when determining eligibility for a voucher.

Other Local Preferences

SHA will offer a preference to any family terminated from the HCV program due to insufficient funding. These families will be offered Vouchers before all other families on the waiting list, regardless of whether or not the other families are eligible for other local preferences.

SHA may also offer other established local preferences consistent with the SHA plan and the consolidated plan as follows:

- *Homeless or Near Homeless*
SHA will provide up to five (5) Vouchers each month for families certified to be homeless or about to be homeless and who are nominated by members of the Emergency Housing Network.
- *Victims of Domestic Violence*
SHA will provide up to three (3) Vouchers (when available) each month for victims of domestic violence nominated by either Salem or Keizer Police Department, Marion County Sheriff's Department, Mid Valley Women's Crisis Center, or Marion or Polk County District Attorney's Office.

Homeless and domestic violence vouchers will be selected by SHA based on lottery drawing of names referred by community partner organizations the preceding month. Families not chosen to receive a local preference voucher will have their names placed on the Housing Choice Voucher waiting list based on the date and time of the request.

- *Homeless Veterans*
SHA will provide up to five (5) vouchers each month for homeless veterans. The selection of homeless veterans will be by direct referral from Easter Seals. The referred homeless veteran must meet the definition of homeless as

defined herein and meet all other established criteria for local preference programs.

- Chronically Disabled Homeless
SHA will provide up to ten (10) vouchers to chronically disabled homeless individuals. The selection of chronically disabled individuals will be by direct referral from Northwest Human Services. The referred chronically disabled homeless individual must meet the definition of chronically disabled homeless as defined herein and meet all other established criteria for local preference programs.

If a family is not selected the community partner may re-submit a new request for the next month's drawing as long as the family continues to meet the definition of homeless¹ or is a victim of domestic violence².

Once the initial drawing has been made for each local preference SHA will complete an initial review to determine if the family is eligible for assistance based on SHA's administrative plan.

If the family is not eligible, the family will be given the right to an informal review as outlined in the administrative plan. If the family is eligible, SHA will place the family's name on the waiting list and schedule the family for a long application appointment for final determination of eligibility.

SHA has discretion to reduce the number of vouchers issued under these local preferences when due to funding limitations.

If a family is determined not eligible to receive assistance due to HUD's or SHA's eligibility requirements no additional families will be selected for that month.

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

HUD requires that extremely low-income (ELI) families make up at least 75% of the families admitted to the HCV program during SHA's fiscal year. ELI families are those with annual incomes at or below 30% of the area median income. 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)].

¹ Homeless is defined as a family who currently is living in a shelter, living on the street, or in immediate danger of losing their housing assistance. To be housed the family must meet all other requirements found in this administrative plan.

² A victim of domestic violence must meet the criteria found in the administrative plan.

4-III.D. NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, SHA will notify the family.

SHA Policy

SHA will monitor progress in meeting the ELI 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.

When vouchers are available SHA will notify those families at the top of the waiting list and request that each family verify their desire to participate on the HCV program. Each family will be given a reasonable amount of time to reply.

Once a family replies in the affirmative, SHA will send the family a verification packet to complete and return to SHA within a reasonable amount of time.

Once this packet is returned SHA will make a preliminary determination of eligibility based on the information provided by the family.

If the family appears to be eligible, the family will be scheduled for an appointment to complete the certification process. (see 4-III E)

If a family is found to be ineligible at any point in the process, the family will be given a written notice of the reason that they are ineligible and the opportunity to request an informal review.

Disabled families will be given the opportunity to request a reasonable accommodation per SHA policy.

If a notification letter is returned to SHA 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 SHA obtain the information and documentation needed to make an eligibility determination through a private interview [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

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

SHA Policy

Families who have returned the certification packet and who appear to be eligible for housing assistance are required to participate in an eligibility interview.

The head of household and the spouse/co head will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/co head 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 SHA.

The interview will be conducted only if the head of household or spouse/co head provides appropriate 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, the appointment may be rescheduled when the proper documents have been obtained.³

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

Required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview.

Documentation for Social Security

If SHA determines that the applicant is otherwise eligible to participate in the Housing Choice Voucher or Moderate Rehabilitation programs, the applicant may retain its place on the waiting list for the program but cannot become a participant until it can provide the complete and accurate assigned SSN for each family member of the household and the documentation referred to in the social security regulations found in 24 CRR 5 and 908 (See Chapter 3).

Eligible Noncitizen Status

*See 7-II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS [24 CFR 5.508]
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, SHA will provide translation services in accordance with SHA's LEP plan. If the family is unable to attend a scheduled interview, the family must contact SHA at least twenty-four hours in advance of the interview to schedule a new appointment.

In all circumstances, if a family does not attend the first scheduled interview, SHA will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without SHA 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.

³ In all cases except where noted by HUD regulations additional information must be submitted within 10 business days.

4-III.F. COMPLETING THE APPLICATION PROCESS

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

SHA Policy

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

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

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