

Chapter 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION INTRODUCTION

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

BCHD is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or BCHD that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

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

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

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

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

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes BCHD policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes BCHD's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

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

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits BCHD to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by BCHD. BCHD must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of BCHD's application.

BCHD Policy

Depending upon the length of time that applicants may need to wait to receive assistance, BCHD may use a one- or two-step application process.

A one-step process will be used when it is expected that a family will be selected from the waiting list within 60 days of the date of application. At application, the family must provide all of the information necessary to establish family eligibility and level of assistance.

A two-step process will be used when it is expected that a family will not be selected from the waiting list for at least 60 days from the date of application. Under the two-step application process, BCHD initially will require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

Available methods to submit applications:

Online Pre-applications: Families will only be allowed to submit applications through the online application site located at www.berncounty.gov/housing.

Other methods of submitting the pre-application will be considered to meet a Reasonable Accommodation request.

If an application is incomplete, BCHD will notify the family of the additional information required.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

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

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

Limited English Proficiency

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

4-I.D. PLACEMENT ON THE WAITING LIST

BCHD must review each complete application received and make a preliminary assessment of the family's eligibility. BCHD must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, BCHD must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

BCHD Policy

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

Eligible for Placement on the Waiting List

BCHD Policy

BCHD's online application process will issue a confirmation number once an application is finalized by applicant. Confirmation number will be used in lieu of written notification to the applicant.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

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

The applicant has two dates in the system- The application date and the sequence date.

An applicant can declare a preference at the time of application or after the application is submitted. When preferences levels change, the sequence date is the only date changed in the system reflect the date of preference declaration. The application date and time should never change unless a new application is received for the applicant family.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

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

In addition, HUD imposes requirements on how a BCHD may structure its waiting list and how families must be treated if they apply for assistance from a BCHD that administers more than one assisted housing program.

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

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

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

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any local preference;
- Racial or ethnic designation of the head of household.

HUD requires BCHD to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. BCHD is permitted, but not required, to maintain a separate waiting list for each county or municipality served.

BCHD Policy

BCHD will maintain a single waiting list for the HCV program.

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

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

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

BCHD Policy

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

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

Closing the Waiting List

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

BCHD Policy

BCHD will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 24 months for the most current applicants. Where BCHD has particular preferences or funding criteria that require a specific category of family, BCHD 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 BCHD 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.

BCHD Policy

BCHD 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.

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

Local Newspaper and other media available

***Community partners such as, but not limited to: nonprofits,
community centers***

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

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

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

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

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

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

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

BCHD Policy

BCHD will monitor the characteristics of the population being served and the characteristics of the population as a whole in BCHD's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

BCHD Policy

While the family is on the waiting list, the family must keep all file information on the pre-application up to date---primarily mailing address, phone number and changes in preference designation.

Methods of reporting changes:

In person- with a waiting list addendum which is available at BCHD's front desk.

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

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

BCHD Policy

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

To update the waiting list, BCHD will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that BCHD 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 BCHD not later than 30 business days from the date of BCHD letter.

If the family fails to respond within 30 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 30 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, BCHD may reinstate the family if it is determined that the lack of response was due to BCHD error, or to circumstances beyond the family's control.

Removal from the Waiting List

BCHD Policy

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

If a family is removed from the waiting list because BCHD has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding BCHD's decision (see Chapter 16) [24 CFR 982.201(f)].

PART III: SELECTION FOR HCV ASSISTANCE

4-III.A. OVERVIEW

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by BCHD and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

BCHD must maintain a clear record of all information required to verify that the family is selected from the waiting list according to BCHD'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, BCHD may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. BCHD must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a BCHD funding for a specified category of families on the waiting list. BCHD must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, BCHD may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

BCHD Policy

BCHD administers the following types of targeted funding:

Family Unification Program Vouchers (FUP): This program has vouchers available to assist families reunify with their children or are about to lose their children due to adequate housing.

When drawing off the waiting list for program vacancies, FUP will be drawn first until the program is at capacity and then the rest of the draw will come from the Section 8 waiting list to meet the total draw request made by management.

Non-Elderly Disabled: This program has vouchers available to assist households who are under 61 years old and have a disability.

When drawing off the waiting list for program vacancies, these households will be drawn from the Section 8 waiting list. Until all vouchers are filled, it will be determined during the screening process that meet the qualifications for an NED voucher and will be assigned to that program until they reach 62. At 62 the household will be automatically switched to the regular Section 8 HCV program.

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.

SPECIAL PROGRAMS

VASH- Housing Assistance for Homeless Veterans. Referred by the VA. Must have Case Management

Renee's- Project-Housing Assistance for Homeless Women and Families with Substance Abuse. Referred by MATS. Must have Case Management.

Downtown 700- Housing Assistance for individuals (No Dependents) whom are chronically Homeless.

Linkages- Housing Assistance for Chronically Homeless referred by the Linkages Program, Health Care for the Homeless, St. Martin, or 1st Nations. Must have Case Management.

FUP- Housing Assistance for families who are in imminent danger of losing their children must be referred by CYFD and compliance with unification.

Community Connections (MDC)- Housing Assistance to families being released by Metropolitan Detention Center. Must have case management.

4-III.C. SELECTION METHOD

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

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

BCHD is permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits BCHD to establish other local preferences, at its discretion. Any local preferences established must be consistent with BCHD plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

BCHD Policy

BCHD will use the following local preferences:

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

The BCHD will work with partnering service agencies

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

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

1. Federal Disaster-Affected Families (7pts): Families displaced as a result of a federal declared disaster that are Section 8 Voucher holders or public housing residents in another jurisdiction will receive preference over other waiting list place holds for admission to public housing and the voucher program.
2. Insufficient Program Funding (6 pts): that has been terminated from its HCV program due to insufficient program funding.
3. Homeless/Displaced Families Preference (5 pts): Displaced Families/Households:

This preference is extended to those living in the unincorporated area of Bernalillo County whom have been displaced by Bernalillo County official (condemnation of home which caused the displacement or fire which caused the displacement).

Required documentation: Letter from County Zoning Official or Fire Report documenting and confirming the displacement.

Homeless Preference (5 pts): This preference is not open to the general population. It is a specific referral to the waiting list by PHA approved agencies who are certifying the referred household meets the PHA's definition of homelessness.

4. Working/Veterans/Elderly/Disabled/Foster Youth Preference (4 pts):

Working: Must be working 30 hours a week from the date of application/declaration of preference until ready for housing (drawn from waiting list). Break of employment cannot exceed 45 days. Specifically, for the working preference (4 pt pref): If an applicant is selected from the waiting list and issued a voucher with the working preference, but while searching for a place to live they lose or quit their job, they must re-gain employment within 45 days from the loss of the job. Moving packets will not be accepted and inspections will not be scheduled until the applicant can provide verifiable documentation to show employment that meets the working preference criteria of 30 hours per week. If the applicant does provide verifiable documentation to show employment within the 45 days from the loss of the job, the applicant is still eligible for the current voucher and housing offer.

If the applicant does not provide verifiable documentation to show employment within the 45 days from the loss of the job, the applicant is not eligible for the current voucher and housing offer and will be re-sequenced back to the waiting list with the correct preference points and the date of eligibility for that preference

- Veterans: An honorably discharged veteran. We require an official copy of the DD214 Discharge Record.
- Disabled: Anyone in the family who meets the definition in CFR 5.403 for disabled.
- Elderly: Head or spouse who are 62 and over.
- Foster Youth: CYFD transitioning youth category: Must be CURRENTLY involved with CYFD transition services either through Juvenile Justice or Protective Services and participating in the supportive housing program. We require a referral letter from CYFD. This preference is not open to the general population

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

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during BCHD's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a BCHD 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)].

BCHD Policy

BCHD will monitor progress in meeting the income targeting requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

Order of Selection

BCHD system of preferences may select families based on local preferences according to the date and time of application. If BCHD does not have enough funding to assist the family at the top of the waiting list, it is not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

BCHD Policy

Families will be selected from the waiting list based on the targeted funding or selection preference(s) for which they qualify, and in accordance with BCHD's hierarchy of preferences, if applicable. Within each targeted funding or preference category, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by BCHD. Documentation will be maintained by BCHD as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that BCHD does not have to ask higher placed families each time targeted selections are made.

Reissuance of Vouchers and Special Purpose Vouchers- After Shortfall Funding

All families and individuals must go through the application and interview process. All documentation that is required on any waiting list participant will be required. The qualification will be treated as a newly issued voucher. All other regulations and requirements in the BCHD Administrative Plan will apply to the qualifications and processes.

A Special Purpose Voucher that has been rescinded or terminated due to Insufficient Funding will be re-issued vouchers: to those first on the waiting list until the required number of special purpose vouchers and/or all of the rescinded or terminated vouchers are reissued.

The Special Purpose Vouchers that are rescinded or terminated will be placed on a waiting list. The waiting list will be kept by rescinded or terminated date starting from most recent date. BCHD will pull from the waiting list by date placed on the waiting list from oldest to newest date.

All families and individuals must go through the application and interview process. All documentation that is required on any waiting list participant will be required. The qualification will be treated as a newly issued voucher. All other regulations and requirements in the BCHD Administrative Plan will apply to the qualifications and processes.

4-III.D. NOTIFICATION OF SELECTION

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

BCHD Policy

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

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

Who is required to attend the interview?

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

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

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if BCHD determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by BCHD [Notice PIH 2012-10].

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

BCHD Policy

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

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

The head of household or spouse/cohead must provide acceptable documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity.) If the family representative does not provide the required documentation at the time of the interview, he or she will be required to provide it within 10 business days.

Pending disclosure and documentation of social security numbers, BCHD will allow the family to retain its place on the waiting list for **30 Calendar days from the date of interview/review appointment**. If not all household members have disclosed their SSNs at the next time BCHD is issuing vouchers, BCHD will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, BCHD will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

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

Interviews will be conducted in English. For limited English proficient (LEP) applicants, BCHD will provide translation services in accordance with BCHD's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact BCHD in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, BCHD will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without BCHD approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

4-III.F. COMPLETING THE APPLICATION PROCESS

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

BCHD Policy

If BCHD determines that the family is ineligible, BCHD 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, and preference), the family will be returned to the waiting list position in which they are eligible for based on the screening. BCHD will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

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