

Procedures - Chapter 4

I. Initial Eligibility Interview ("The Interview")

- A. Schedule appointments by letter after choosing eligible applicants **in order** from the waiting list considering the Singles Rule. Make a copy of the AP screen or the Query screen to verify their place on the waiting list.
- B. If applicant is offered housing because of a preference, they must provide proof that the preference is still valid. Failure to provide such proof will negate the preference and the family's application will be reassigned to the waiting list.
- C. If the applicant does not attend the appointment, withdraw him or her from the waiting list.
- D. If the applicant fails to provide the required documentation or is otherwise discovered to be unqualified for rental assistance, send an ineligible letter with a copy of the grievance procedure attached.
- E. An applicant with a preference **must** accept the first type of assistance offered between Section 8 Tenant-based, Public Housing, or Section 8 Project-based, **IF** the client requested that housing, is eligible, and is on more than one wait list. Failure to do so will negate the preference and the family's number on the waiting list will be reassigned.
- F. All adult members 18 years of age or older must attend "The Interview". All forms must be signed and completed. The income sources must be verified. Enter the information into the computer. (See CCS manual for instructions.) Print intake interview worksheet "HER200". If computer is not available use manual HER200 and enter information into the computer at a later date. All adult family members **must** sign this worksheet as it contains statements mandated by the CFR.
- G. If income verifications or other required documents are missing or inadequate, the interview will be suspended and the clients informed that the missing information must be provided. Inform the clients of all deadlines, in writing. If the information is not supplied and the interview is not completed, the family will be found ineligible and removed from the waiting list, in writing. See Chapter 3 for acceptable forms of income verifications.
- H. At "The Interview" you must gather and copy information to assure the client is eligible and to build the client file.

I. These items must be in the client's file.

1. original application for client;
2. preference verification letters
3. waiting list verification (AP screen or Query screen)
4. assistance notification letter
5. proof of social security number for each member over 6 years of age;
6. birth certificate for each family member under 18 years of age;
7. picture I.D. for all family members 18 years of age or older;
8. evidence of citizenship;
9. Authorization for Release of Information, HUD 9887;
10. income;
11. assets;
12. allowances;
13. disposition of assets;
14. client worksheet signed by all adult (18 years of age or older) family members (HER200, Income Declaration Form, or Form HER200 (manual)).

II. Acceptable Forms of Verification

A. Social Security Numbers:

Social Security cards, Social Security letter or computer match, Native Corporation I.D., stub from APFD check, military I.D., or DD214. You should obtain Social Security number proof for all family members. (24 CFR 5.216, April 1, 1997) The above verifications are preferred, but less acceptable forms can be in the form of printouts from public agencies.

B. Birth Certificates

Copy of a birth certificate for each family member under the age of 18. Birth certificates are preferred, but other forms showing the date of birth can be accepted, such as Native Corporation documents, Social Security, Alaska Public Assistance, and school enrollment records.

C. Picture I.D.

Copy of a picture I.D. of all family members 18 years of age or older. Acceptable forms of picture I.D. include drivers license, current passports, student I.D., or picture from year book.

D. Evidence of Citizenship

Sign applicable form at eligibility interview only. Anytime a new member is added to the household, this form will be updated. If a family member refuses to declare eligibility, that family member will not be eligible for assistance. Follow the Eligibility Verification process as directed in Chapter 3. See the overall Process Flow Chart in the forms portion of the Procedures.

E. Methods of Verification

1. All information relative to income, eligibility and rent, net assets, and preference rating will be verified, documented, and recorded in the applicant's file. The head of household and spouse, regardless of age, and all persons on the application 18 years of age or older, must sign and submit a Form HUD-9887, "Authorization for Release of Information" in accordance with Section 904(b)(1) and (2) of Title IX of the McKinney Act of 1988 and the Privacy Act of 1974, as amended. As other members of the household attain age 18, they must also sign HUD-9887. AHFC will use this form to verify any suspected unreported or misreported facts. Failure to sign the consent form constitutes grounds for denying admission or continuing participation in the program.
2. Documentation obtained as part of the verification process may include:
 - checklists completed as part of the interview process and signed by the applicant,
 - verification forms completed and signed by third parties, including printouts from Social Security, Public Assistance, and other Public Agencies,
 - reports of interviews,

- letters, and
- telephone conversations with reliable sources.

At a minimum, such reports will indicate the date of the conversation, source of the information, name and job title of the individual contacted, and a written summary of the information received.

The primary responsibility to provide verification documents falls upon the applicant/tenant.

AHFC staff assesses the credibility of any verification submitted by an applicant, and determines its validity.

3. Sources of Information

- a. Written third-party verification (with an appropriate release) through an employer or public agency, including, but not limited, to the Alaska Department of Labor. AHFC staff may update this verification by phone, provided a memorandum to the file is prepared.
- b. AHFC review of documentation provided by the family such as:
 - (1) Benefit checks,
 - (2) Income tax returns,
 - (3) W-2 forms.
- c. In the absence of any of the above, notarized affidavits from the family describing the amount and type of income are acceptable documentation.

Always date stamp and initial forms received in your office. The very least acceptable form of verification is a signed statement by the client. You may accept telephone verifications by completing the telephone verification form.

III. Annual Interview and Reexam

A. Renewal Interview - In-Office Interview

1. Use CCS to directly enter client information when possible. If the CCS system is not available during the interview, a manual HER200 form will be used. However, this information must still be entered into the computer later.

2. Verify income and family composition. If income verifications are missing or inadequate the interview should be suspended. Inform clients of any deadlines (e.g., the end of contract date).
3. See the above verification section for required verifications for additions to the household and Chapter 3 for income verification procedures.
4. Update and print worksheet if the interview was directly entered into CCS.
5. Attach calculator tape showing how the tenant portion was calculated. Review with clients.
6. All adult members of the household must sign the worksheet (either the CCS or handwritten worksheet), if they agree. If they disagree, review and correct as needed.
7. The worksheet, income documentation, and required releases and forms are placed in the file as per procedures on files.

B. Failure to Attend

See Chapter 4 if the family misses the appointment. Families failing to respond to the initial appointment will be given a second appointment. A third and final notice will be given to the family if they fail to appear for the second appointment. Failure to respond to the final request from AHFC will result in the tenant being issued a lease violation and a notice they will be responsible for full Market Rent.

C. Income Declaration Form

This form can be mailed out or handed out for reexams. It would be appropriate to use it for an elderly client, clients who are employed full time, or for families reporting a change in income that is easily documented. (See Section V for procedures.)

IV. Interim Interview and Reexam

When a change in income or family composition is reported prior to a scheduled annual reexam, an interim reexam may be needed. If there is a change in family composition an interview will definitely be scheduled. This appointment may be scheduled in person, by phone, or by letter. If the change is related to income, it must be determined whether the income change will result in a rent change. This can be done by simply asking the client the nature and amount of the change they are reporting. If it is obvious the income change will not result in a rent change, an interim reexam is not necessary (see policy in this section). If there is **any** question, an interview should be scheduled. The management staff may decide

an Income Declaration or mail-out reexam will be sufficient. (See Section V in these procedures for Income Declaration forms.)

A. Interview

1. At the interview, as with the initial exam and annual reexam, income and family composition must be verified. Any new additions to the family must provide the same information as outlined in Section II of these procedures. (e.g., social security number, date of birth, declaration of eligibility status). Income should be verified as outlined in Chapter 3.
2. The interim information will be entered into the CCS system. Follow directions in the CCS manual for input questions. A printed worksheet will be produced for all household members over 18 to review and sign. A HUD form 50059 should be completed and signed at this time.
3. If the CCS system is not available during the interview, a manual HER200 will be used and all household members over 18 will be required to sign this form. However, this information must still be entered into the computer.
4. If you are using the Income Declaration reexam form, and **all necessary information and all necessary signatures** are provided, this form will replace the worksheet. Again, it will still be necessary to enter this information into the computer.

B. Rent Change

1. For changes reported during an interim review resulting in a rent change, follow specific policy for rent change time lines and notices. It is important to note that increases in rent can be made retroactive if it is determined that the family failed to report income changes in a timely manner or the original information is found to be incorrect. For example, if an adult member of the household returned to work, but failed to report for two months, the rent increase would be retroactive to the first of the month following the change.
2. If the changes reported during an interim review result in a bedroom size change (see occupancy standards in Chapter 2), the tenant will be placed on a transfer list. See the Transfer Policy in Chapter 13 for more details. Although action on the bedroom size can be held off, income changes due to family composition will fall under interim procedures.
3. Place interim documentation in the file as you would for the annual reexamination. A calculator tape with income and rent calculations should be attached to the worksheet

or substitute form. Procedures may vary from office to office for noting differences between annual and interim reexams. See your supervisor or office manager for information on the procedure for your office.

V. Income Declaration or Mail-Out Reexamination

The Income Declaration Form is a versatile form that can be mailed out or handed out for annual and interim reexams. The intent of this form is not to replace all interviews but to accommodate the elderly, disabled, housebound families, clients who are employed full time, or families reporting a change in income that is easily documented. It will always be the judgment of the management staff or supervisor when an Income Declaration form is allowed and when an interview is required. Follow-up will be extremely important and often this form will result in a scheduled interview.

If an Income Declaration form is mailed or handed out to a family, **the file must be noted**. This is important in determining whether the information is returned in a timely manner.

A. Annual Reexams

The following forms should be attached to the Income Declaration:

1. Authorization for the Release of Information, HUD 9887,
2. Disposition of Assets,
3. List of Income and Assets, and
4. List of Medical/disability-related expenses, if applicable.

B. Interim Reexams

The following forms should be attached to the Income Declaration.

1. List of Income and Assets, and
2. List of Medical or Disability-related expenses, if applicable.

C. Procedures

1. When the form is received, it must be thoroughly checked. It must be signed by all adults, include any required forms, and must be complete.

2. **Income and family composition must be verified. Unverified income or any additions to the household will require an interview.**
3. **Update the information in CCS and print worksheet.**
4. **Attach the calculator tape showing tenant rent calculation.**
5. **File the Income Declaration, releases, and verifications as per file procedures.**

The client is responsible for returning the completed form and attaching proof of income. This information must still be verified by a third-party. If it is not returned in a timely manner or is incomplete, a reexam should be scheduled. Rent may be charged retroactively or a repayment agreement may be necessary if the reexam is not completed in a timely manner due to client delays. (See the Collection Policy for questions regarding a repayment agreement.) If a rent change is necessary, follow the applicable policy for annual and interim reexam notices.