

## **Exhibit 4-1**

### **Initial Examination Process**

The family must provide accurate and current information on the following:

1. Family composition to determine the correct subsidy standard is applied.
2. Proof of Social Security Numbers for all family members – see Exhibit 3-5 for instruction.
3. Citizenship status for all family members – see Exhibit 2-3.
4. All family members must pass AHFC’s screening process – see Chapter 2 for required screening.
5. Annual income and sources of income of all family members, including assets. See Exhibit 3-1 to determine annual income.
6. Deductions for computing adjusted income. Deductions are applicable to Traditional programs only. See Exhibit 3-2 for information on deductions and computing adjusted income.

#### **1. Scheduling the Eligibility Interview**

As vouchers become available, staff will schedule eligibility interviews for the applicants at the top of the waiting list following the client selection process in Chapter 2.

##### **1.A Interview Notification**

Staff will send the *Interview Notification* to schedule eligibility interviews. The *Interview Notification* gives the local office the option of scheduling an appointment or requiring that all pertinent documents be submitted before an appointment is scheduled. The letter directs the applicant to call for another appointment if the time scheduled is inconvenient.

The *Interview Notification* advises the applicant to supply all documents necessary to verify their eligibility, family composition, income, deductions, and preference verifications, if applicable. It also prepares the family to sign releases to permit verification of information.

Failure by the family to comply with the directions on the letter or failure to reschedule an interview will result in the removal of their name from the HCV waiting list. Failure to attend or reschedule does not affect their position on any other waiting list.

### **1.B Incomplete Interview Appointments**

Staff will give applicants **seven (7) calendar days** from their appointment date to complete their file or the application will be withdrawn. Staff may grant an extension in extenuating circumstances.

### **1.C Preference Ineligibility**

If a family was selected due to a preference and the family no longer qualifies for the preference, the family must be re-ranked on the waiting list.

- If the family still falls within the pool of selected applicants after removal of the preference, staff may continue with the eligibility determination.
- If the family's new rank causes them to fall outside the pool of selected applicants, the family must be returned to the waiting list. Staff will use the *Change to Waiting List Application Status* to inform the family of their position change on the waiting list.

Failure to qualify for a preference is not a reason to remove a family from a waiting list.

### **1.D Documentation of the Waiting List Date**

Staff will document the applicant file with the pull date of the waiting list from which the applicant was selected. Staff will put this date on the *File Index* in the field "Waiting List Date Pulled".

### **1.E Ineligible Applicants**

Applicants that do not meet program eligibility or screening criteria will be eligible for the grievance procedure described in Chapter 9. Staff will notify the applicant of ineligibility by sending the *Ineligibility Notice*.

## **2. The Interview Process**

Staff will complete the interview forms and questionnaires uniformly among applicant families. Each family will complete the same forms and supply all information required of them. During the interview, staff will:

- Ask each family the same questions regarding income and family composition.
- Provide reasonably similar explanations about the family's obligations while receiving assistance under the HCV program.

AHFC will personally interview each applicant prior to an offer of a voucher. Thereafter, AHFC may conduct interviews with the family as necessary. The components of an interview are described below.

## **2.A Interview Information**

The interviewer will:

1. Explain the types of information that are needed to determine eligibility, and explain that the same information is required of applicants and participants.
2. Explain that this information is kept in strict confidentiality.
3. Explain that AHFC is required to thoroughly verify all of the information provided.
4. Explain how information is verified (EIV/UIV, wage verification, computer matching, etc.).
5. Explain the consequences for an applicant/participant who furnishes false information.
6. Ask if the family has any questions or is unclear about their obligations.
7. Explain that additional questions will be addressed after completing the paperwork.

## **2.B Data Analysis**

The interviewer will:

1. Ask the questions on the interview form. All questions must be asked of each family and each line completed. "NA" is not an answer.
2. Evaluate the information and documents provided by the family to determine what needs to be verified.
3. Determine whether or not the family must provide any additional documents or information.
4. Resolve any discrepancies between the family's statements and any UIV, EIV, or other type of verification that AHFC has obtained. For interviews of families coming off the waiting list, see Chapter 3 for further information on verifications.

## **2.C Closing**

The interviewer will:

1. Review and complete all forms with the family.
2. Ensure all forms are signed by all household members 18 and older.
3. Obtain consent forms as needed – *Authorization for Release of Information/Privacy Act Notice* and the *Release of Information to AHFC* are mandatory.
4. Provide the family with written instructions about any further information or documents that they must provide.
5. Answer any questions the family may have.

6. For MTW voucher families, determine if the family qualifies for the Classic or Step program. For a definition of which families qualify for the Classic or Step program, see Chapter 1.
  - a) If an adult claims a disability qualifies him or her for the Classic Program, that person must meet the definition of a Disabled Person (See Exhibit 2-1 for the definition; see Chapter 3, verification section, for verification standards).
  - b) If an adult is unable to verify that she or he meets the Disabled Person definition, but still disputes the classification as a Step Program participant, the person may request a reasonable accommodation.
  - c) Staff will assist the person with the *Reasonable Accommodation Request*, collect any supporting documentation, and forward the package to the Housing Operations Director for a decision.
    - 1) Staff can check “other” as the reason for the request.
    - 2) Staff will not evaluate the request.
    - 3) Staff will log the request in the Reasonable Accommodation log.
  - d) The Housing Operations Director will respond to the person in writing with a copy to staff for the family’s file.
7. Provide any information the family may need to understand the program rules and requirements.

## **2.D Verification Expiration**

Because files may be held from one waiting list to the expiration of the next waiting list, verifications may expire. Staff must update any expired verifications before housing an applicant from the pool. See the Data Analysis section of this Exhibit and Chapter 3 for Timing of Verifications.

## **3. Offer of Assistance**

If an applicant meets all program eligibility criteria, staff may tender an offer of admission by scheduling the applicant for a Briefing Class. See Chapter 5 for the briefing process.

## **4. Changes After Interview**

When a family reports changes in income or composition after the initial eligibility determination, but before the effective date of the HAP Contract, AHFC will process those reported changes. See Chapter 5 to issue the family’s shopping guidelines.

## **5. EIV Reports**

See Enterprise Income Verification (EIV) System exhibit for deadlines to pull reports and resolve discrepancies.

### **Numbered Memo**

19-13v Step Extension Process