

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 Intake Workflow

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

1.A Intake Notification

Staff will initiate the intake workflow for selected clients. The workflow will require the client to upload all pertinent documents

The *Intake Workflow initiation* 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 Intake Workflow

Staff will give applicants **seven (7) calendar days** from staff’s email date to complete their file or their certification will be canceled and their application will be withdrawn.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 Intake Workflow Process

Staff will review each case to ensure all documentation is provided. Each family will complete the same forms and supply all information required of them. During the intake workflow, the electronic system 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 review each applicant prior to an offer of a voucher. Thereafter, AHFC may conduct reviews with the family as necessary. The components of an interview are described below.

2.A Intake Workflow Information

The intake workflow process 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 intake workflow process 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 intake workflow process 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.

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