

- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA 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

PHA Policy

The PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the PHA'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

PHA Policy

While the family is on the waiting list, the family must immediately inform the CWL administrator of changes in contact information, including current residence, mailing address, email address, and phone number. The changes must be submitted via the CWL online portal within 10 days of the change.

4-II.F. UPDATING THE WAITING LIST

[24 CFR 982.204]

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

PHA Policy

On an annual basis, the CWL administrator will update the centralized applicant pool on behalf of the participating housing authorities to ensure that all applicant information is current and accurate.

To accomplish this, the CWL administrator will send an [electronic](#) update request to each family on the waiting list to determine whether the family continues to be interested in the program. This [electronic](#) update request will be sent to the last email address that the CWL administrator has on record for the family. The [electronic](#) 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.

If the family fails to respond within 10 business days, the CWL administrator will ~~mail a letter~~ [send a second electronic update request](#) to the last ~~mailing email~~ [address](#) ~~on~~ record. The family must utilize the Centralized Wait List portal to respond, except in the case where the family has received the PHA's approval to use another method in order to accommodate the needs of a person with disabilities or the PHA prescribes another method due to unforeseen technical issues. Responses must be provided not later than 10 business days from the date ~~of the letter~~ [that the second electronic update request was sent](#).

If the family fails to respond to the second contact attempt, the family will be removed from all applicable PHA waiting lists without further notice.

~~If the mailed notice is returned by the post office, the PHA will make one attempt to forward mail to the applicant's new address, if available. However, if no response is received within an additional 10 business days, the applicant will be removed from all applicable PHA waiting lists without further notice.~~

If a family is removed from the waiting list for failure to respond, the CWL administrator or the PHA Director or Assistant Director of Leased Housing and Rental Services may reinstate the family if he or she determines that the lack of response was due to error by the CWL administrator or the PHA, or if reinstatement would reasonably accommodate an applicant with a disability.

Removal from the Waiting List

PHA Policy

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance, the family will be removed from all applicable PHA waiting lists. However, the family's position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities will not be affected.

If a family is removed from the waiting list(s) because the family has been determined ineligible for assistance by the PHA, a notice will be sent to the family's email and postal addresses of record. The notice will state the reasons the family was removed from the waiting list(s) and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

When a family is housed by a participating agency (i.e., has entered into a lease and HAP contract with the landlord and the participating agency), the CWL administrator will remove the family from all other participating agency Housing Choice voucher waiting lists. The CWL administrator will run periodic reports to check this status. If the family later ends participation in the program, they may reapply via the Centralized Wait List portal.

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 the PHA 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.

The PHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA'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, the PHA 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. The PHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award a PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the PHA 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.

PHA Policy

The PHA administers the following types of targeted funding:

Non Elderly Disabled Vouchers (275)

[Tenant Protection Vouchers for the Foster Youth Initiative \(up to 25\)](#)

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

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