Procedure for Application Intake and Processing

1. Because of such variables as size of agency and staff, number of units, waiting list length, and local customs, it is difficult to develop a generic procedure for the intake/application process. PHAs should develop their own step by step procedure designed to provide clear guidance to the staff responsible for the critical functions of receiving and processing applications.
2. Initial intake is the point at which most families first encounter the PHA and the crucial first impression they gain from the way they are treated is likely to carry forward for their residency/participation.
3. Of all the activities the PHA carries out, the application process is the one that has the heaviest burden of statutory compliance and the greatest possibility for an inadvertent error resulting in Civil Rights violations .
4. The Procedure should explain how staff are to perform the various tasks required to carry out the PHA’s Admissions and Continued Occupancy Policy by describing the specific steps and methods to ensure that the process is:
   1. In full compliance with HUD requirements and the Board’s policies;
   2. Clear and understandable to applicants; and
   3. As convenient as possible for applicants.
5. The procedure needs to provide a clear roadmap to lead staff through the entire application process in a manner that answers the majority of staff questions and eliminates, as much as possible, the likelihood that two applicants in similar circumstances would be treated differently.
6. Some points to consider are:
   1. Do you want to have a pre-application stage to your process or have the applicant fill out the full application on the first visit? If you have a long waiting list, pre-applications may be a good idea.
   2. Are you going to prepare file folders with all the applicable materials and forms in advance or "pull them off the shelf " as needed? Pulling them off the shelf will save on copy expense, since when a family first applies, you will not know which verifications will be applicable. On the other hand, having files prepared in advance with such things as information that everyone receives and general release forms will save time and ensure consistency.
   3. Are you going to do individual or group briefings/orientations?
   4. Are you prepared for assisting applicants with special needs?
   5. What is your process for entering data into PIC?
   6. How will you track everything?
7. Application Options

There are several methods of taking applications and all of them are acceptable but the method selected may change the way you order applications on the waiting list

1. In Person – hardcopy application filled out at or returned complete to the PHA
2. Online through PHA Kiosk – submitted through kiosk at the PHA office or kiosks that are at resources centers, such as the library, Texas workforce, Homeless Commission.
3. creates a working application list that will have to be sorted through a lottery method or numbering system if the Kiosk does not date and time stamp the receipt time of the application.
4. A randomizing software could be used to sort the applications. (such as random.org) to order them on the waiting list
5. they would be added by number and with the same date but no specified time
6. The documentation used to randomize the applications would be kept on file.
7. Online through PHA software portal – these are submitted online through the PHA software
8. uploaded to the PHA either at time of receipt or each morning when the application uploads are initiated
9. date and time stamped by time of submission through the portal
10. Email – appropriate method for accepting applications and an easy method to date and time stamp
11. Fax – an easy method of receipt and can be date and time stamped by the fax machine when received
12. Mail – difficult to date and time stamp if multiple applications are received at one time.
13. A randomizing software could be used to sort the applications. (such as random.org) to order them on the waiting list
14. they would be added by number and with the same date but no specified time
15. The documentation used to randomize the applications would be kept on file.
16. Phone - difficult to date and time stamp if multiple applications are received at one time.
17. A randomizing software could be used to sort the applications. (such as random.org) to order them on the waiting list
18. they would be added by number and with the same date but no specified time
19. The documentation used to randomize the applications would be kept on file.
20. Applicable Forms
21. **Pre-Application**
22. is appropriate when a waiting list is at least four months long.
23. information used for admission must not be older that 90 days old for PHA or 60 days old for the HCV program.
24. Full **Application** is appropriate when the waiting list is shorter than four months.
25. **Applicant/Tenant Certification**
26. **Wait List Acknowledgment**
27. **Notice on Section 214 (citizenship) Requirements**)
28. **"Things You Should Know"**
29. **Reasonable Accommodation Notice**
30. **Suitability Criteria**
31. **Notice of Eligibility Requirements (state requirement)**
32. **Optional Contact Information**
33. **Application for SSN (if applicable)**
34. **Application or Renewal Update Form**
35. **Notice of Rejection**