

Finding HCV2a – DCHA Administrative Plan

In this finding, please find the following:

- a. DCHA Administrative Plan (see HCV 1) as it relates to DCHA's waiting list
 1. DCHA manages selecting applicants from the waiting list with the same preference qualification in accordance with Chapter 76, Housing Choice Voucher Program, Waiting Lists, Local Preferences, and Applicant Selection of its Administrative Plan (please see HCV1 DCHA Administrative Plan p.504). Additionally, families are placed on DCHA's waiting list in accordance to date and time of application, as stated in Chapter 76, Housing Choice Voucher Program, Waiting Lists, Local Preferences, and Applicant Selection of its Administrative Plan. Chapter 76 was adopted at 53 DCR 1153 Feb. 17, 2006.
- b. Information about DCHA's waiting list
- c. DCHA FAQ for the waiting list
- d. Resolution 11-07 - Regulations about DCHA's waiting list



As of 6/23/2014 –

- DCHA has sent communication to 56,539 postal addresses and to 11,239 unique email addresses.
- First round of mailing (56,539 units) arrived in households on 6/13.
- We have received 14,303 total replies (online, call in, and USPS).
- Receipts are available online immediately and will be batch mailed monthly.
- Average daily response rate of 376 (online, call in, and USPS).
- Replies (online, call in, and USPS) have arrived from the below listed zip codes:

20001: 163	20015: 56	20049: 1	20237: 2	20505: 2	20554: 2
20002: 526	20016: 116	20057: 41	20240: 1	20507: 1	20565: 2
20003: 207	20017: 79	20059: 59	20250: 2	20510: 21	20570: 1
20004: 3	20018: 46	20064: 33	20340: 1	20515: 5	20571: 1
20005: 29	20019: 3785	20076: 7	20373: 5	20523: 2	20577: 1
20006: 20	20020: 361	20201: 1	20374: 6	20527: 1	20580: 1
20007: 58	20024: 73	20202: 5	20375: 1	20540: 4	20585: 1
20008: 67	20032: 213	20206: 2	20405: 1	20543: 1	20590: 3
20009: 362	20036: 50	20210: 9	20420: 11	20546: 1	20594: 1
20010: 144	20037: 27	20212: 1	20431: 2	20548: 1	
20011: 498	20040: 2	20229: 6	20433: 7	20549: 2	
20012: 29	20043: 1	20233: 2	20503: 3	20551: 1	

- We have received 20 bins of undeliverable mail from the USPS. The total unit count of undeliverable mail is approximately 8,500.
- Impact on the Call Center:

	Monday	Tuesday	Wednesday	Thursday	Friday
Wk. of June 2	1,013	900	881	755	696
Wk. of June 16	1,375	1,526	1,268	919	794
Increase	27% ^	42% ^	31% ^	18% ^	13% ^

- Second round of mailing will begin on July 15. To avoid a glut of incoming calls, the mailing will be subdivided and parceled out weekly versus dropped on a single day.

FREQUENTLY ASKED QUESTIONS ABOUT DCHA'S WAITING LIST

What is the DC Housing Authority waiting list?

The DC Housing Authority waiting list is a database of applicants who want to participate in DCHA's housing assistance programs.

How many people are on the waiting list?

Currently, approximately 72,000 applicants are on the list requesting housing assistance.

Is the waiting list closed?

Yes. No additional applications are being accepted at this time. DCHA will make formal announcements on our website, www.dchousing.org, and through various news and community outlets once housing opportunities are available. Please check back periodically.

Why is the waiting list closed?

Last year DCHA suspended the intake of new applicants to the waiting list to achieve the following:

1. Determine true size of the waiting list
2. Calculate a realistic time frame by which applicants will be contacted for housing options

What happens if I am already on the list?

DCHA is contacting current applicants to confirm their housing needs. Applicants are encouraged to update their application online, by mail, or by phone.

How do I know if I'm currently on the waiting list?

DCHA is contacting all applicants who have not updated their information in the last year. If you believe you are on the waiting list but have not received any communication from DCHA, you can check your status online at www.dchousing.org/NOW or by phone at 202-535-1000 during business hours (Monday – Friday 8:15 a.m. to 4:00 p.m.).

Are applicants being removed from the list?

No.

What if I've moved or my family size has changed? Where can I update my application?

You can update your housing application online at www.dchousing.org/NOW or by calling the DCHA at 202-535-1000.

What happens to people who don't respond to the DCHA mailers?

If a person doesn't respond to notices, their application status will be deemed inactive.

If I'm not on the waiting list how can I get on it?

DCHA will make formal announcements on our website, www.dchousing.org, and through various news and community outlets once housing opportunities are available. Please check back periodically.

So, after I respond to this mailing, when can I expect to be housed?

Through this outreach effort, DCHA will be better able to determine true size of the waiting list, which will allow us to calculate a more realistic time frame by which applicants may be contacted for housing opportunities. DCHA will continue in its mission to provide quality affordable housing in an efficient manner, based on the time and date of an application.

If you have any more questions call DCHA at (202) 535-1000.

RESOLUTION 11-07

**TO APPROVE FINAL REGULATIONS REGARDING THE DCHA WAITING
LISTS AND RELATED COMMUNICATIONS WITH APPLICANTS**

WHEREAS, under the District of Columbia Housing Authority Act of 1999, the District of Columbia Housing Authority ("DCHA") is empowered to establish rules and regulations governing its programs and operations; and

WHEREAS, DCHA has published the proposed regulations in the District of Columbia Register for thirty days for Notice and Comment and received no critical comments; and

WHEREAS, the proposed regulations will improve service offered to DCHA clients and save administrative costs.

NOW THEREFORE, BE IT RESOLVED, that the Board of Commissioners of the District of Columbia Housing Authority hereby adopts and approves the attached proposed regulations governing the restoration of applicants to active status on DCHA waiting lists.

Adopted by the Board of Commissioners and signed in authentication of its passage the 9th day of March, 2011.

ATTEST:

APPROVAL:



Adrienne Todman
Executive Director/Secretary



Fernando Lemos
Vice Chairman

APPROVED AS TO FORM AND LEGAL SUFFICIENCY:



Hans Froelicher
General Counsel

Attachment to Resolution 11-07

Amendment: Amend Chapter 61, Admission and Recertification, Eligibility Determination, Section 6103.7, to read in its entirety as follows:

- 6103.7 DCHA will mail a waiting list update form to each applicant periodically.
- (a) Applicants who return a completed update form to the DCHA within the time frame specified in the update package, which shall be at least 60 days, shall retain their place on the waiting list and remain active;
 - (b) If the applicant indicates that his/her circumstances have changed, the appropriate changes shall be made on the waiting list; and
 - (c) Applicants who do not return the completed update form within the specified time frame shall have their waiting list status changed to inactive.
 - (i) An applicant whose status is inactive will not receive offers of housing placement from DCHA
 - (ii) If an inactive applicant submits a completed update form at any time after the expiration of the specified time frame, then the applicant shall be restored to active status on the waiting list with the applicant's original application date.
 - (d) If an applicant has been inactive for three years prior to October 1, 2006 for all types of housing assistance offered by DCHA and requested by the applicant; the applicant must reapply for any type of housing assistance offered by DCHA.

Amendment: Amend Chapter 61, Admission and Recertification, Eligibility, Section 6106.4, to read in its entirety as follows:

- 6106.4 **Eligibility**
Delete existing section 6 106.4 and replace it with:
If an applicant does not respond to notice of an eligibility interview and does not request an alternate appointment in advance of the scheduled interview date, then the applicant shall be deemed inactive on the waiting list for the type housing assistance offered. If the applicant informs DCHA that the applicant remains in need of the housing assistance at any time after the scheduled interview date, then the applicant shall be restored to active status on the waiting list for the relevant type of housing assistance with the applicant's original application date. The applicant shall be scheduled for another eligibility interview based on the restored application date and any updated applicant information.

Attachment to Resolution 11-07

Amendment: Amend Chapter 61, Admission and Recertification, Eligibility Determination, add new Section 6106.13, to read in its entirety as follows:

6106.13 Briefings

- (a) Applicants must attend a full briefing prior to issuance of a Housing Choice Voucher unless this requirement is waived by the Executive Director in emergency cases.
- (b) DCHA will mail notice of the briefing via U.S. mail to the last address provided by the applicant or existing participant.
- (c) Families or applicants who provide prior notice of inability to attend a Briefing will automatically be scheduled for the next available briefing and notified by mail of its date and time. If a family or applicant fails to attend a scheduled briefing another notice will be mailed for a second briefing date.
- (d) If an applicant fails to attend two scheduled briefings, and does not notify DCHA in advance of their inability to attend the second briefing appointment then the applicant shall be deemed inactive on the waiting list. If the applicant informs DCHA that the applicant remains in need of the housing assistance at any time after becoming inactive then the applicant shall be restored to active status on the waiting list with the applicant's original application date.
- (e) If vouchers of the type that would have been issued to the applicant at the missed briefings are still available and the inactive applicant asserts the need for housing assistance less than 30 days after initial eligibility determination then a new briefing appointment shall be made with the applicant.
- (f) If the inactive applicant requests assistance more than 30 days after the initial eligibility determination by DCHA, and vouchers of the type that would have been issued to the applicant at the missed briefings are still available; DCHA shall schedule the restored applicant for another eligibility interview. If the applicant is determined to be eligible, the applicant shall be scheduled for a full briefing. If vouchers of the type that would have been issued are not available, the applicant will be restored to the waiting list as an active applicant with the date and time of the original application

RESOLUTION 11-07