

USDA-RD ELECTRONIC WAITING LIST POLICY

All USDA-RD sites are currently using the OneSite Electronic Waiting List program.

Placement on the Waiting List:

A Live-in Aide/Attendant will not be placed on the Waiting List because they are not applying for housing on their own. They are living in the unit “only” to provide care for a disabled household member. They have no right of continued occupancy should the person they are caring for move out of the property. See forms RA-13 and TC-48.)

An additional adult member will not be added directly to the Waiting List. This should be accomplished through “RESIDENT Tab/Summary Page”, “Contacts” – “New” in OneSite. The additional adult is not applying for his/her own apartment. (Please also refer to the “Admission of Additional Members Policy.”)

Existing Resident Transfer request will not be added directly to the Waiting List. A unit transfer request is automatically added through the “RESIDENT Tab/Screen” for the household. An asterisk (*) will appear next to the person’s name on the appropriate Waiting List once the request has been processed. (Please also refer to the “In-House Preferences” policy.)

Before placing an Applicant on the electronic Waiting List, the preference, program type, income level and unit type must be determined. This information is based on the information the Applicant lists on the Rental Application. ***Every completed application must have the required information.*** Verification of the placement (where applicable) must be done immediately. Do not wait for the Applicant screening requirement. The status of an application can be changed at any time circumstances warrant after being placed on the Waiting List. (See below for information regarding notifying the Applicant.)

Immediately after an application is received and is determined to be substantially COMPLETE as set forth in the “Application Instructions”, the Applicant is placed on the electronic Waiting List in OneSite. *The date and time recorded on the application must match the date and time recorded on the OneSite Waiting List.*

Every Applicant whether his/her application is complete or incomplete must be notified of his/her *Waiting List Status* by way of form RS-30hr “Notice of Status of Application”, as applicable. Every Existing Resident Transfer must also be notified via form RS-30out “Notice of Status of Unit Transfer”.

The RS-30hr or RS-30out must be mailed to the Applicant or Resident within 10 days of the application submission or unit transfer request date.

For all actions regarding the Waiting List, “Notes” explaining the actions must be recorded in OneSite under the “Applicants/View/Activity/Waitlist Audit/Notes/New tabs. This is required for every RS-30hr or RS-30out sent to an Applicant/Resident and any type of subsequent contact with applicant/resident. i.e. Phone calls, visits, etc.

NOTE: Final eligibility for residency is not assessed at this time.

Waiting List Format:

THE WAITING LIST IS MAINTAINED IN STRICT CHRONOLOGICAL ORDER BY APPLICATION DATE AND TIME (date of receipt) regardless of preference, income level, or unit type.

Applicants will be placed on the Waiting List for each bedroom size for which they meet the Occupancy Standards (see "Screening Process" section for Occupancy Standards). Remember that the unit size and status for an Applicant can be changed at anytime circumstances warrant after being placed on the Waiting List. Be sure to indicate which income level preference they may qualify for: Very Low, Low, or Moderate.

The requirements for keeping and maintaining the electronic Waiting List can be found in the USDA-RD (handbook) HB-2, 3560, Chapter 6, Section IV, Page 6-28.

Preference Assignment:

EVERY COMPLETED APPLICATION IS ASSIGNED A PREFERENCE. NOTE: Verification of the LOPE priority (where applicable) must be done immediately (see below). The preference for an application can be changed at any time circumstances warrant after being placed on the Waiting List.

Preference Codes:

The preference is assigned according to USDA-RD Instruction HB-2 3560, Chapter 6, and is based on the Adjusted Income Limits for the household size (refer to the annually updated USDA-RD income limit chart).

- V-** Applicants who are classified under RHS regulation as **Very Low Income**.
- L-** Applicants who are classified under RHS regulation as **Low-Income**.
- M-** Applicants who are classified under RHS regulation as **Moderate Income**.
- I-** Applicants who are classified under RHS regulation as **Ineligible**.

Priority codes:

LOPE - Letter of priority Entitlement

Removal from the Waiting List:

Once an "Applicant" is placed on the Waiting List, he/she can only be removed under the following codes: (Does not apply to unit transfers on the Waiting List)

OneSite Waiting List Codes:

- C - (Cancelled)
- F - (Failed to respond)
- M - (Moved in)
- R - (Rejected) (Denied)
- W - (Voluntarily withdrew)

Definition of Codes as they apply to the Waiting List:

(C) - Failure of the Applicant to renew the active status of the application every 6 months.

(F) - Phone numbers disconnected, or no response to RS-30hr, or no return calls from messages left, (after 3 attempts in a 24 hours period) etc.

(M) - Applicant meets/passes the requirements in the "Screening Process" policy and moves into a unit. **Note:** *When an applicant is approved and moves into an apartment, a photocopy of the Waiting list page where his/her name appears should be placed with the original rental application in the resident file as a compliance reference.*

(R) - Failure to comply with Management's requests for information, including but not limited to household composition, household identification, Social Security numbers, income and assets, special unit type requirements, etc.; **and/or**,

Failure to meet company Criminal, Credit or residency background (See "Screening Policy"); **and/or**,

Household **does not** meet the Occupancy Standards for the apartment size (See Occupancy Standards policy); **and/or**

Household's income **does not** meet the *minimum* program income requirements or the household's income *exceeds* the program income limits.

(W) - Withdrawal of the application by the Applicant. Applicant asked to be removed from the Waiting List or Applicant refused to accept the apartment when it became available.

IN ALL CASES OF CANCELLATION, FAILURE TO RESPOND or Withdrawal, the Applicant will be mailed, a "Notice of Status of Application" (RS-30hr) within 10 days stating the reason for removal from the Waiting List. (Remember to record this information under "Notes" in OneSite as explained above.) In addition, it is **mandatory** that a copy of each and every RS-30hr produced for an Applicant be included with and attached to the application.

In the event that an applicant is removed from the Waiting List and subsequently the Owner/Management Agent determines that an error was made in removing the applicant, the applicant will be "reinstated" on the Waiting List at the "original" application date and time. A new RS-30hr "Notice of Status of Application" will be mailed to the applicant to confirm the correction.

IN ALL CASES OF REJECTION (or denial) The applicant will be sent the RS-30hr and the USDA-RD Grievance Procedure via CERTIFIED MAIL within 10 days stating the reason for the rejection/denial and removal from the Waiting List. (Remember to record this information under "Notes" in OneSite as explained above.) The certified receipt will be stapled to the file copy of the RS-30hr and Grievance Procedure - NO EXCEPTIONS. In addition, it is **mandatory** that a copy of each and every RS-30hr produced for an Applicant be included with and attached to the application.

Please be aware that the applicant has the right to respond to Management in writing or to request an informal meeting to discuss the rejection of his/her application. Any meeting to discuss the applicant's rejection must be conducted by a member of Management's staff who was not involved in the initial decision to deny admission or assistance.

This is in accordance with USDA-RD Grievance and Appeals procedures under subparts 7 CFR 3560.154 and 7 CFR 3560.160(f). The Grievance Procedure must be posted in the Management Office. A photocopy of the procedure will be supplied upon request.

In the event that a rejected applicant is removed from the Waiting List and subsequently the USDA-RD and/or Owner/Management Agent determines that an error was made in removing the rejected applicant, the applicant will be “reinstated” on the Waiting List at the “original” application date and time. A new *RS-30hr “Notice of Status of Application”* will be mailed to the applicant to confirm the correction.

Printing of the Waiting List:

The Waiting List will be printed on the first of every month when the Project Worksheet and reports are processed.

To access and print the Waiting List, go to “Reports, SDE and Tasks/All Reports/Waiting List/Generate/ then please choose the “Parameters” as follows:

“Run report for” – first of the month (at Project Worksheet time)
“Wait Lists” - Master
“Bedrooms” – ALL
“First Sort” – Bedroom
“Second Sort” – Application Date and Time

“Select Statuses” as follows: Mark “all” boxes.

Include: Mark “all” boxes.

Then “Generate” and print the Waiting List.

Storing the printed Waiting List:

Property Managers will print the Waiting List on the first of every month. (See instructions below.) Each month’s copy will be placed in a separate manila folder labeled by month and year; and stored in a locked file cabinet. For example: January 2012 Waiting List pages will be placed in a folder labeled “Waiting List for January 2012”. (**NOTE:** A copy of all prior years’ Income Limits must be kept in the Management Office in a file labeled “Income Limits” by year as a reference for verifying income eligibility.)

Monthly Waiting List folders for the three most current and consecutive calendar years must be kept in an easily accessible place in the Management Office for reference during Management Reviews. The Rental Applications and copies of the Waiting List must be retained for at least three years or until the next compliance review is conducted by the Agency. Once the USDA-RD Review has been conducted, finalized and approved by all parties, the “oldest” – by year – Waiting List monthly file copies can be destroyed”.

For example: Review completed/approved 2012; years 2011, 2010, and 2009 will be saved; year 2008 and before can be purged/destroyed. In 2013, 2009 files can be purged/destroyed and so forth. These steps can be taken for the “paper copies” because OneSite stores the information forever. Therefore, if a 10-year old waiting list is needed– it can be retrieved from OneSite.

Failure to follow USDA-RD Waiting List requirements on the Waiting List can lead to criminal charges, penalties, fines and employee dismissal. Always adhere to Management and Government policies and Waiting List preferences for Applicant selection.

Changes to the Resident Selection Plan or Policies:

In the event that a new or revised “Resident Selection Plan or Policy” is implemented that could affect an applicant’s eligibility for housing or tenancy, Management will notify persons on the “Waiting List” immediately, via mail. The letter will include information regarding the change or changes and that they need to contact Management right away to update their “Waiting List” status. If the change causes an application to be removed from the “Waiting List”, the applicant will be sent a “Notice of Status of Application” (Form RS-30hr) to confirm their removal from the “Waiting List”.