SECTION 8 WAITLIST OPENING

TRAINING FOR PARTNER ORGANIZATIONS & AGENCIES

OVERVIEW OF TRAINING AND AGREEMENTS

- What is Section 8?

- What is the Waiting List Lottery for Section 8?

- How to Complete the Online Application for the Waiting List Lottery

- What happens After the Lottery

- Additional Information

- **To ensure we complete the training, we are asking that we agree to hold our questions until AFTER our demonstration of HOW to fill out the short application.**

WHAT IS SECTION 8?

- Housing Assistance program run by the Federal Government.
- Provides eligible low-income households with the opportunity to live in privately-owned properties.
- **Participants pay about 30% of their income toward rent with HACLA paying the rest of the contract rent to the landlord (called a Housing Assistance Payment).**
- Voucher-holders (Participants) choose where they want to live, as long as the unit is:
  - Approved by HACLA through an inspection
  - A reasonable rent based upon comparable units in the area
  - Affordable to the family (family portion does not exceed 40% of monthly adjusted income)

Los Angeles County HCV Program 50% Income Limits – Fiscal Year 2017									
Persons in Family									
1	2	3	4	5	6	7	8	9	10
$31,550	$36,050	$40,550	$45,050	$48,700	$52,300	$55,900	$59,500	$63,050	$ 66,650

HACLA SECTION 8 WAITING LIST OPENING

- The Section 8 Waiting List has been closed since 2004.

- HACLA administers more than 49,000 Section 8 vouchers.
  - Upon turnover, vouchers will be made available.

- Why now?
  - HACLA will be exhausting their current Section 8 Waiting List likely by the end of the year.
    - New Waiting List applicants may be scheduled for an eligibility interview as soon as early 2018.
    - People on the current waiting list will <u>not</u> need to apply again.

- **Online Applications Only**

HACLA.HCVLIST.ORG

Waiting List Opening Period:

OCTOBER 16, 2017 6:00 A.M. PST –

OCTOBER 29, 2017 5:00 P.M. PST

APPLICATION PORTAL

- **How To Apply Video**
- https://www.youtube.com/watch?v=kE42pcdrPgw

APPLICATION PORTAL

- **Application (in 6 languages and English)**
- **Frequently Asked Questions (in 6 languages and English)**
- **Service Locator**
  - Free email set-up assistance
  - Free computer/Internet access
  - Free computer/Internet access + application assistance
- **"How-To" Videos (subtitles available in 6 languages and English)**

SELECTING A LANGUAGE

- The Applicant Portal has been translated into English, Spanish, Tagalog, Korean, Chinese (Mandarin), Armenian, and Russian.

- The default language is English, but applicants may change the site to another language by selecting it from the Language dropdown menu in the top-right corner of <u>any</u> page.

- You can return to this homepage anytime by clicking the Home Icon.

FREQUENTLY ASKED QUESTIONS

- From this page, you will see a list of commonly asked questions about the Section 8 Program and the application process. To get more information on any of the subjects listed, simply click the question to open up additional information.

Frequently Asked Questions

IMPORTANT NOTICE: The Housing Authority of the City of Los Angeles (HACLA) is opening its Waiting List to receive applications for the Section 8 Program. The S... housing. After all applications are received and the open period closes, a lottery will be conducted to select applications to be placed on the Waiting List for the Sectio...

Applications for the Section 8 Waiting List lottery must be submitted online ONLY at WEBSITE TO BE DETERMINED and will not be available in paper form. Applicati...

If you require assistance completing an application because of a disability, language translation or need for a specific communication format, you may call (213) 205-5... Individuals with hearing or speech disabilities using TDD or TTY technology may call California Relay Services by dialing 7-1-1 for assistance.

Please note that there is no cost to submit an application, and no one w...

Before you begin the application process, please prepare the following:

1. Your email address (to create an email account, go to gmail.com or yahoo.com or get help at your local library);
2. The name of the head of household, his/her date of birth, current address and mailing, phone number, and social security number or alien registration number, if...
3. The name of the spouse/co-head of the household (if applicable), his/her date of birth, current address, phone number, and social security number or alien regist...
4. The total number of people (including yourself) that will live in the household;
5. Your household's total annual income from all sources; and
6. A paper and pen ready to write down the confirmation number of your submitted application for the lottery (you will also receive an email with this information).

DISCLAIMER
Submission of a lottery application provides an opportunity for applicants to be selected for the Section 8 Waiting List. **Submission of an application does not guara...**

Applicants who require assistance in completing an application because of a disability, or who require language translation or communication in an alternate format, ca... 5:00 p.m. Pacific Time, every day during the application period. Applicants with hearing or speech disabilities using TDD or TTY technology may call California Relay S...

BASIC INFORMATION

- What is the Section 8 (Housing Choice Voucher) Program?
- When is HACLA opening its Section 8 Program Waiting List?
- Who can apply for the Section 8 Waiting List?
- What are the requirements for an applicant to be admitted into the Section 8 Program?
- If I am already on a Waiting List, can I still apply?
- How can I apply for the Section 8 Waiting List?
- What if I do not have an e-mail address?
- Why only accept applications online?
- What if I do not have a computer?
- Do I have to be a US citizen or legal resident to apply?
- What if I am homeless and do not have an address?
- Does the Housing Authority of the City of Los Angeles have any Waiting List preferences?

DURING THE APPLICATION PROCESS

- How do I fill out the application?
- Is there a cost to submit an application for the Section 8 Waiting List lottery?
- Can I use my smartphone to apply?
- Can someone else sign up for me?
- How many lottery applications may I submit?
- Does applying for the Section 8 Waiting List lottery mean I will receive a voucher?
- If my kids live with me and they are 18 years or older, do I have to include their annual income?
- I was on the site and began to complete my application. I lost internet connection in the middle. Is my application complete?
- What does the "Close Session" link mean?
- What happens after I submit the application?

AFTER THE APPLICATION PROCESS

- How do I know my application was submitted?
- How do I check the status of my application?

INTERNET ACCESS & EMAIL SETUP CLASSES

- For a list of locations with Internet access as well as a free computer courses in the area, click the "Internet Access & Email Setup Classes" link located on the top of the Applicant Portal Homepage.

- This will bring you to a map of the Los Angeles area.

- By entering an address into the Search Bar located in the top right corner of the map a listing of computer/internet access and training class locations will display.

- You can get additional information on the listing by clicking the point on the map. Clicking the location on the map will display the contact information and services offered by the facility.

- You can zoom in and out using the + and - buttons on the top left side of the map.

- **NOTE: The mobile version will locate the closest centers based on the GPS location of the device**
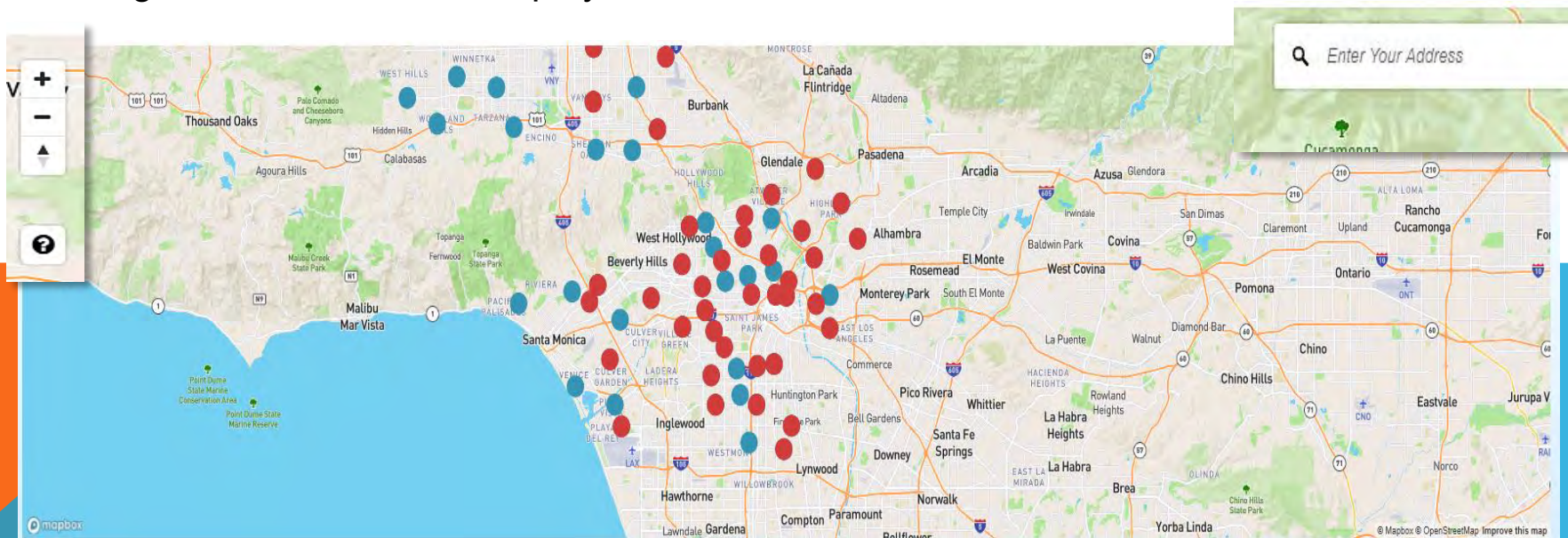
INTERNET ACCESS & EMAIL SETUP CLASSES

- Clicking the ? button on the top left of the map will open the help menu, which will list additional options, allowing you to filter the map based the type of assistance needed
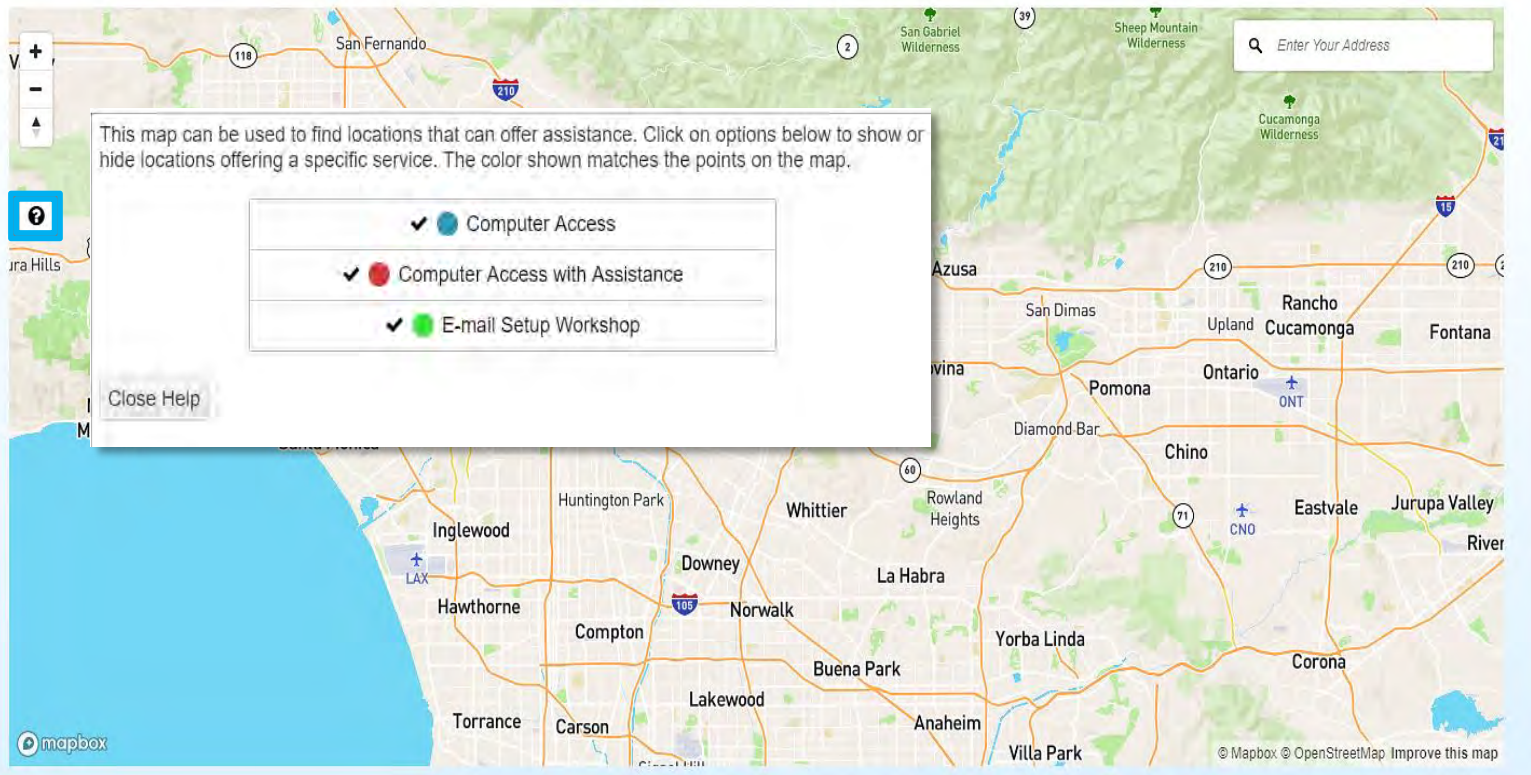
HOW TO APPLY VIDEO

- A How To Video detailing instructions on how to navigate the Applicant Portal and complete the Application process can be found by clicking the "How to Apply Video" link located at the top of the Applicant Portal Homepage.

- The 12 minute instructional video will open in a separate page (YouTube) and feature instructions on how to complete the application process.

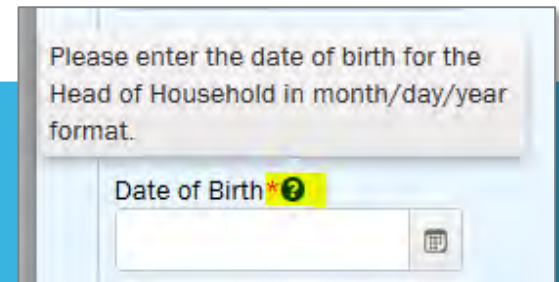- Closed captions available in English + 6 other languages

Housing Authority of the City of Los Angeles
Section 8 Waiting List Lottery
Applicant Portal How To Apply Video

0:01 / 12:33

How to Apply - HACLA Section 8 Waiting List - Desktop

COMPLETING THE APPLICATION

- To begin the application process click "Apply Now" in the lower part of the Homepage.

  Apply Now

  If you require special assistance or reasonable accommodations due to a disability, or language translation services, or communication in an alternative format, please contact the waiting list hotline at (888) 816-6955.

- All questions in the portal require you to type in an answer, choose from a dropdown, or click a number of boxes.

- Most questions provide help text that can assist you in submitting the correct information **(blue circle with a question mark).**

- There is no "SAVE APPLICATION" function.

- If your computer freezes or otherwise are unable to complete the application, please start the application over from the beginning

- The system will log you out after 30 minutes of inactivity.

Please enter the date of birth for the Head of Household in month/day/year format.

Date of Birth *❓

APPLICATION: PAGE 1

- Enter the email address, phone number, name, and date of birth of the Head of Household (person responsible for the household).

- Email address and phone number where the applicant can be reached are mandatory.
  - If a person is called in for an eligibility interview, HACLA will call them if they cannot reach them via email.

APPLICATION: PAGE 1

- Multiple applications can be submitted with the same email address (e.g., caseworker for multiple clients).

- Be sure to check the box located next to "I'm not a robot".
  - The ReCAPTCHA may ask the user to complete an additional picture test, before moving forward.

- Choose "Save and Continue" to move to the next page.
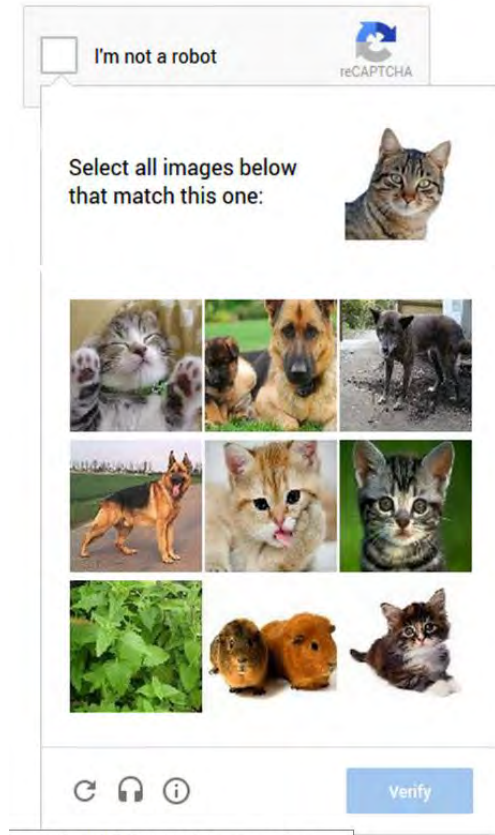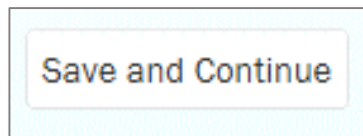
If the user has forgotten to fill out any information, the applicant will not be able to move forward. Applicants should double check that all sections are complete.

APPLICATION: HEAD OF HOUSEHOLD

- The head of household first name, last name, and date of birth will automatically populate using the information you entered on the first page of the application.
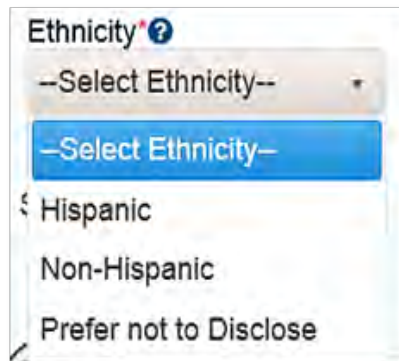
Head of Household

Please enter information for the person who serves as the Head of the Household (applicant).

First Name* ❓
> connie

Middle Initial ❓

Last Name* ❓
> choi

Date of Birth* ❓
> 12 / 22 / 1990

Citizenship* ❓
> --Select Citizenship--

Social Security Number* ❓
> ### - ## - ####

Ethnicity* ❓
> --Select Ethnicity--

Sex* ❓
> --Select Sex--

Race* ❓
- [ ] White
- [ ] Black/African-American
- [ ] American Indian/Alaska Native
- [ ] Asian
- [ ] Native Hawaiian/Other Pacific Islander
- [ ] Other
- [ ] Prefer not to Disclose

Disability* ❓
> --Select Disabled--

Save and Continue

PAGE 2, HEAD OF HOUSEHOLD

- For all options where "Prefer Not to Disclose" is a choice, choosing it will <u>not</u> adversely affect an applicant's eligibility.
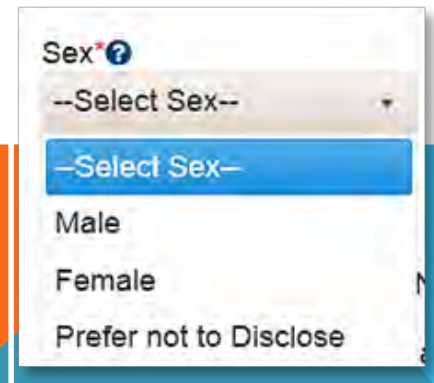
Ethnicity*❓
--Select Ethnicity-- ▼
--Select Ethnicity--
Hispanic
Non-Hispanic
Prefer not to Disclose

<u>Ethnicity</u>
* Hispanic
* Non-Hispanic
* Prefer not to Disclose
(Used for statistical purposes only)

Sex*❓
--Select Sex-- ▼
--Select Sex--
Male
Female
Prefer not to Disclose

<u>Sex</u>
* Male
* Female
* Prefer not to Disclose
(Not used to determine eligibility.)

PAGE 2, HEAD OF HOUSEHOLD

Citizenship Status

* U.S. Citizen – SSN required

* US Legal Resident – Alien Registration Number required

* Non-Legal Resident – No other information required

If living in a mixed immigration status household,   you can apply as long as at least one household   member (even if a minor) has legal status in the U.S.

Race

Select as many choices as desired.

(Used for statistical purposes only)

Disability

Disability status is not used to determine eligibility. However, please be advised that the amount of assistance may be affected.

APPLICATION: CO-HEAD OR SPOUSE

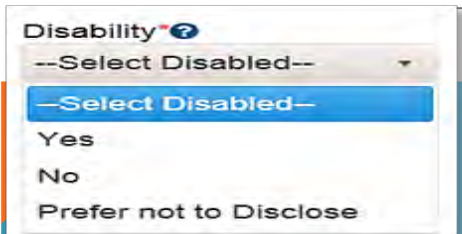- If you have a spouse or co-head, the same information will be asked of him/her/them, similar to the head of household.
  - If "Yes", the next page will look exactly like the Head of Household info page, and fill out the information requested in the same manner.
- <u>Spouse</u> = marital partner
- <u>Co-Head</u> = legally responsible for the lease (e.g., roommate, etc.)

Spouse/Co-Head
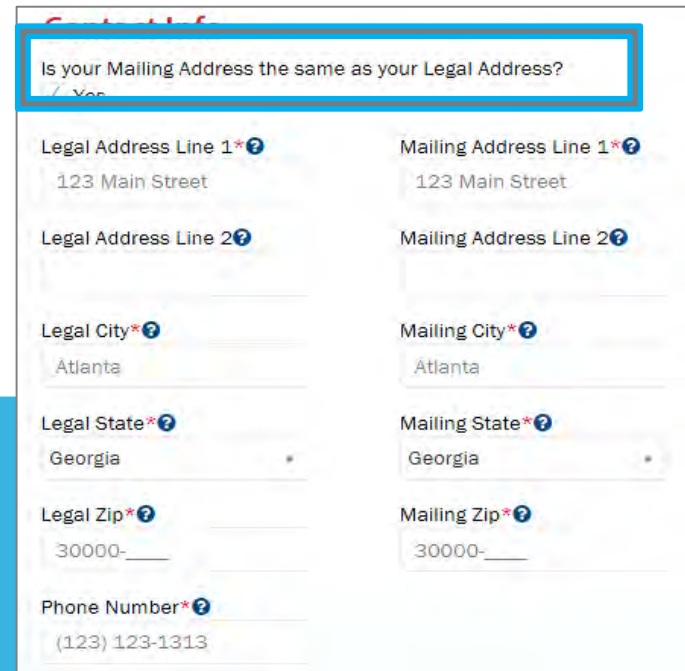
Do you have a Spouse or Co-Head?*❓

--Select Yes or No--   ▾

Go Back To Previous Page   Save and Continue

CONTACT INFORMATION

- On this page, the user must enter the applicant's legal address, city, state, and zip code. The phone number will populate using the number entered earlier.

- This will allow the housing authority to provide the applicant with updates through the mail, if needed.

- If the mailing address is the same as the legal address, click the check box in the top left corner.

• If the applicant is homeless, they may type "Homeless" in the current address box.

- •The applicant must still provide city and a zip code where they are homeless.

APPLICATION: CONTACT INFORMATION

- The "Current Address" will help determine whether the applicant gets the LOCAL preference.

- Most communications will be via email.
    - For the eligibility interview, HACLA will call the applicant if he/she is non-responsive via email.

- A "Mailing Address" is required for mailing purposes.
    - This will allow HACLA to provide the applicant with updates via snail mail.
        - E.g., sending package through mail if pulled off waiting list for eligibility interview.
    - Applicants may check with family and friends, churches, shelters, other organizations to see if they may use their mailing address,
    - Applicants may also use a P.O. Box to apply.

APPLICATION: CONTACT INFORMATION

- Once you hit "Save and Continue," the Portal may bring up a possible, more correct address based on a map search.

- The site will default to using the address that our system found. If the applicant does not want to use this address, select the radio button for "Your Input Address" and click "Save and Continue".
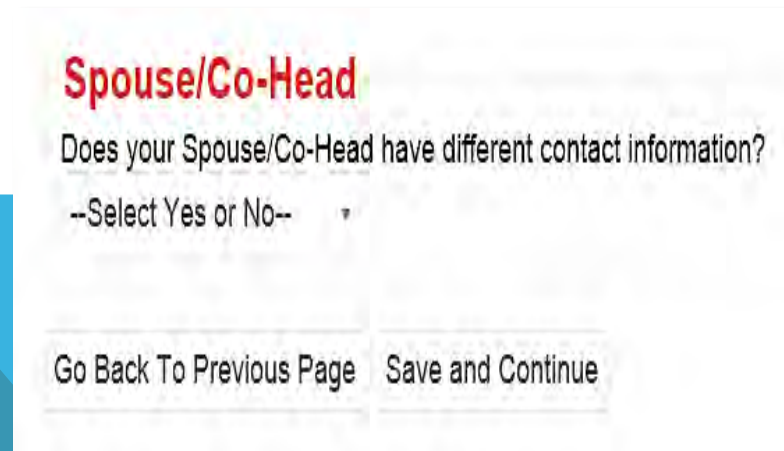
Validate Your Address

Current Address

We checked the address you entered against the US Postal Service (USPS) database and found a different address. If this address is correct, please select Save and Continue. If this address is not correct, please either select the radio button next to Your Input Address to keep the address you entered or select Go Back to Previous Page to enter a new address. Address found by the US Postal Service:

APPLICATION: CONTACT INFO FOR THE SPOUSE OR CO-HEAD

- If the applicant has a Spouse or Co-Head, the next page will ask if he/she/them has different contact information from the Head of Household.

- If yes, the user will be prompted to enter this person's contact information (similar to info asked of the Head of Household).
  - If they do not have different contact info from the Head of Household, the user will be taken to the next section of the application.

Spouse/Co-Head

Does your Spouse/Co-Head have different contact information?

--Select Yes or No--   ▾

Go Back To Previous Page   Save and Continue

APPLICATION: HOUSEHOLD INFORMATION

- Household = entire group of people living in a unit, including the Head of Household and Spouse/Co-Head, and any other household members
  - Essentially, anyone who is likely going to be moving into the unit with you when you use your voucher.
  - Family relationship is <u>not</u> necessary.

- *Total Household Members* – Enter the total number of people in the household.
- *Household Total Annual Income* – Enter the total amount of income for all family members combined.

Household Information

How many family members (including yourself) will live in the household?*❷

[   ]

What is the total income for ALL household members from ALL sources?*❷

[   ]

APPLICATION: HOUSEHOLD INFORMATION

- If the household income is larger than the amount allowed for a family of that size, the application will not move forward.

> Based on the information you have provided, your household is over the income limits for this program, and you are ineligible for assistance.

- With that income, the household is ineligible for assistance. If the family thinks the annual income entered is incorrect, return to the previous page (using the "Go Back to Previous Page" button) and enter a different income.

APPLICATION: HOUSEHOLD INFORMATION

Common Sources of Household Income
- Wages and salaries
- Net income from business/profession – e.g, ,self-employed
- Social Security, disability benefits
- Payments in lieu of earnings – e.g., unemployment, etc.
- Welfare assistance payments – e.g., TANF
- Alimony and child support payments
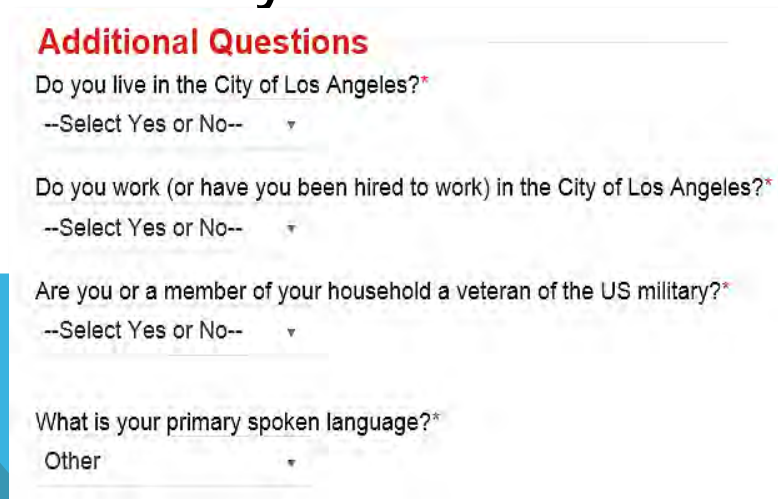- Pay/allowances to a member of Armed Forces

NOT Included:
- Income from employment monies of minor children
- Lump sum additions – e.g., inheritance, insurance payout, reimbursements, etc.
- Payments received for foster care to children/adults
- Income of live-in aide
- Food stamps

Source: HUD Definition of Annual Income
https://portal.hud.gov/hudportal/documents/huddoc?id=Calculatingattachment.pdf

APPLICATION: ADDITIONAL QUESTIONS

- The user must answer all of these questions in order to proceed with the application process.

- This will also help determine whether the applicant will be given preferences in the randomized lottery.

Additional Questions

Do you live in the City of Los Angeles?*
--Select Yes or No--

Do you work (or have you been hired to work) in the City of Los Angeles?*
--Select Yes or No--

Are you or a member of your household a veteran of the US military?*
--Select Yes or No--

What is your primary spoken language?*
Other

APPLICATION: CERTIFICATION AND SUBMISSION

After all questions are answered, the user must certify the accuracy of the information on the summary and certification page.

- Read the warning statement before affirming that the information is correct.
- Review the summary of the application to ensure all information is correct. If anything is incorrect, the user should go back to the relevant page and edit the information.

The last page will have a confirmation number

- The confirmation number will be listed at the top of the page in bold lettering.
- Please ensure that the applicant knows this number, as this will help him/her/them find out the status of their application online or through the call center.

Warning!

I certify that all information provided on this pre-application is accurate and complete for all household members. Warning: Section 1001 of Title 18, of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the U.S. as to any matter within its Jurisdiction.

I affirm that my information is correct* ✓

All eligibility information will be displayed and can be printed for the applicant's records.

SIMPLE ONLINE APPLICATION PROCESS

➢ The online application for the Section 8 waiting list lottery is simple and convenient.

➢ It can be completed on your smartphone, tablet, mobile device, or computer from your home, work, on the go– just about anywhere – in only a few minutes.

➢ There's no need to hurry to apply the first day - as everyone who applies anytime during the two-week application period will be included in the lottery.

CALL CENTER APPLICATION SUBMISSION

If an applicant requires assistance as a reasonable accommodation due to a disability or needs language assistance, they can submit an application over the phone.

- E.g., visual impairment, language speaker other than 6 languages otherwise covered by HACLA
  - The call center has access to interpreters that speak over 200 languages.
  - Applicants with hearing or speech disabilities using TDD or TTY technology may call the California Relay Service by dialing 7-1-1 for assistance.

Call Center agents are available 8am-5pm PST each day of the Waiting List opening:
  - (213) 205-5585 (local) or
  - (888) 816-6955 (toll free)

WHAT HAPPENS AFTER THE APPLICATION IS SUBMITTED?

- Applicants will receive a confirmation number upon successful completion of the application. **Applicants should keep a record of the confirmation number**.
  - Applicants will also receive an email confirmation that the application was successfully completed.
- After the waiting list period closes, HACLA will conduct a random lottery.
  - More than 600,000 applications are anticipated.
  - Only 20,000 applicants will be randomly selected for the new Section 8 Waiting List.
  - Not all applicants are guaranteed to be placed on the waiting list.
  - Applicant families who qualify for a waiting list preference have priority for selection.
    - Local: Live or work in the City of Los Angeles
    - Veteran: U.S. veteran or family member of a U.S. veteran who was discharged with a status other than dishonorable

SECTION 8 WAITING LIST LOTTERY, CONT.

- By December 1, 2017, all applicants will receive an email (at the email address provided) notifying them if they were selected or not for the Section 8 Waiting List.
  - After this date, applicants are also able to check their status using their confirmation number at <u>hacla.hcvlist.org or call the call center</u>.
- As funding is available, HACLA will reach out to families who reached the top of the official Section 8 Waiting List.
  - The waiting time to be scheduled for an interview could be up to 10 years, but hopefully within 5-6 years.

BEWARE OF ANY SOLICITATIONS!

- There is <u>no cost</u> to submit an application.

- No one from HACLA will ask an applicant for any payment.

- Beware of people that guarantee an applicant a spot on the Waiting List. No one can guarantee a place on the Section 8 Waiting List, improve chances to be placed on the Section 8 Waiting List, or ensure that an applicant will receive any HACLA benefits.

- **Do not provide personal information to anyone claiming he or she can help an applicant in any of these ways.**

OTHER HACLA PROGRAMS

Current Inventory:
- Section 8 Vouchers: 49,798
- Special Rental Subsidy Programs: 17,277 allocations (e.g., Shelter + Care)
- Public Housing units: 7,501
  - Low-Rent Public Housing Program - Public Housing office at (213) 252-1020

HACLA Homeless Initiatives:
- Waiting List Limited Preference:
  - Homeless Program
  - Tenant-based Supportive Housing Program
  - Homeless Veterans Initiative (HVI)
- Shelter Plus Care – Continuum of Care
- Permanent Supportive Housing PBV Program
- HUD-VASH Program
- Moderate Rehabilitation SRO Program

For additional information about HACLA's programs, please visit:

http://www.hacla.org

Other Housing Authorities:

http://affordablehousingonline.com/open-section-8-waitinglists#now

Many Housing Authorities may have waiting lists open. Applicants may apply to as many waiting lists as you wish, however you can only receive assistance from one Housing Authority.

QUESTION & ANSWER SESSION

Thank you for attending!

We will take questions if we have time remaining.

If you have follow-up questions, please consult the FAQ.