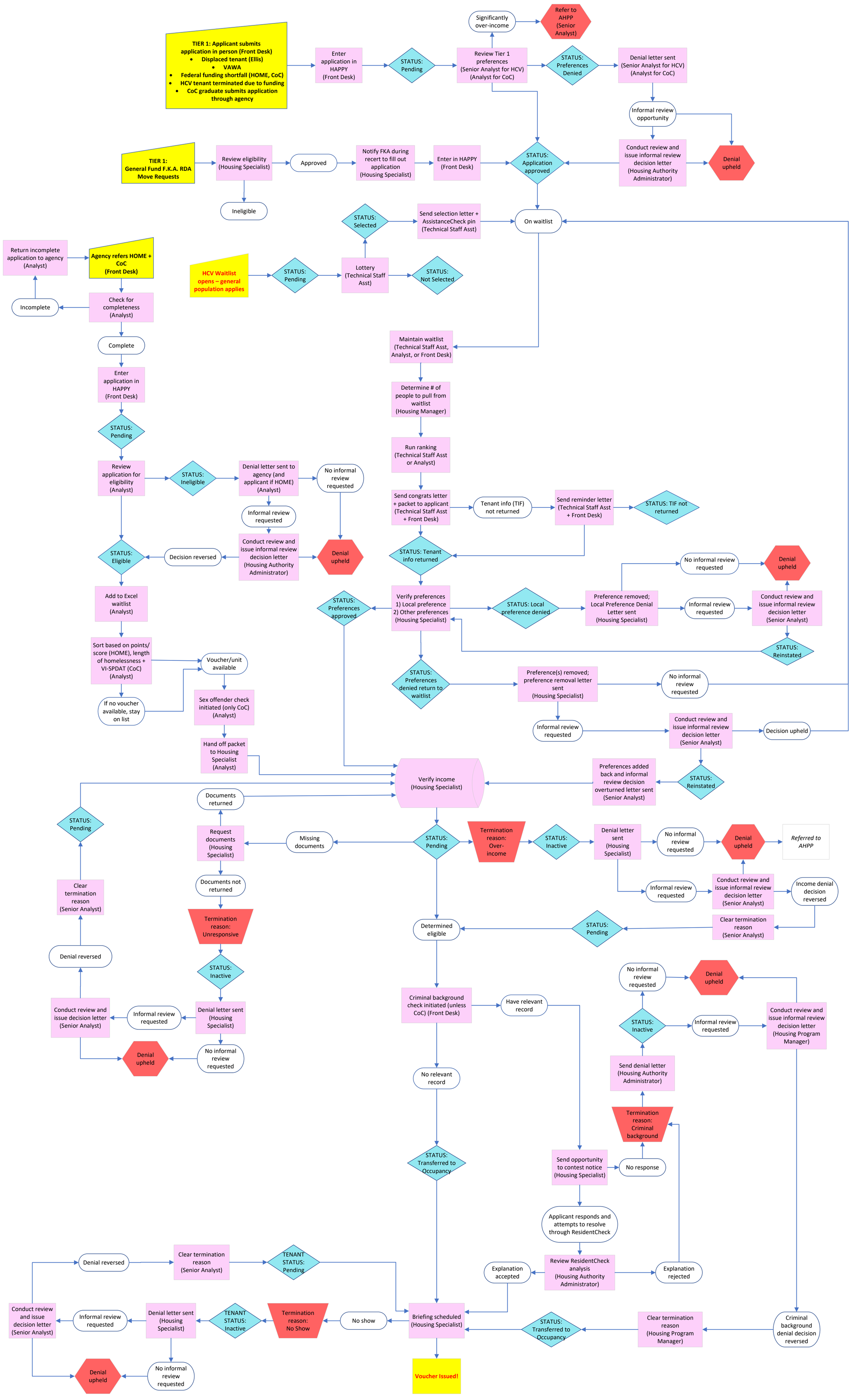
TIER 1: Applicant submits application in person (Front Desk)
Displaced tenant (Ellis)
VAWA
Federal funding shortfall (HOME, CoC)
HCV tenant terminated due to funding
CoC graduate submits application through agency
Enter application in HAPPY (Front Desk)
STATUS: Pending
Review Tier 1 preferences (Senior Analyst for HCV) (Analyst for CoC)
Significantly over-income
Refer to AHPP (Senior Analyst)
STATUS: Preferences Denied
Denial letter sent (Senior Analyst for HCV) (Analyst for CoC)
Informal review opportunity
Conduct review and issue informal review decision letter (Housing Authority Administrator)
Denial upheld
TIER 1: General Fund F.K.A. RDA Move Requests
Review eligibility (Housing Specialist)
Approved
Ineligible
Notify FKA during recert to fill out application (Housing Specialist)
Enter in HAPPY (Front Desk)
STATUS: Application approved
On waitlist
STATUS: Selected
Send selection letter + AssistanceCheck pin (Technical Staff Asst)
HCV Waitlist opens – general population applies
STATUS: Pending
Lottery (Technical Staff Asst)
STATUS: Not Selected
Return incomplete application to agency (Analyst)
Agency refers HOME + CoC (Front Desk)
Incomplete
Check for completeness (Analyst)
Complete
Enter application in HAPPY (Front Desk)
STATUS: Pending
Review application for eligibility (Analyst)
STATUS: Ineligible
Denial letter sent to agency (and applicant if HOME) (Analyst)
No informal review requested
Informal review requested
Conduct review and issue informal review decision letter (Housing Authority Administrator)
Denial upheld
STATUS: Eligible
Decision reversed
Add to Excel waitlist (Analyst)
Sort based on points/ score (HOME), length of homelessness + VI-SPDAT (CoC) (Analyst)
Voucher/unit available
If no voucher available, stay on list
Sex offender check initiated (only CoC) (Analyst)
Hand off packet to Housing Specialist (Analyst)
Maintain waitlist (Technical Staff Asst, Analyst, or Front Desk)
Determine # of people to pull from waitlist (Housing Manager)
Run ranking (Technical Staff Asst or Analyst)
Send congrats letter + packet to applicant (Technical Staff Asst + Front Desk)
Tenant info (TIF) not returned
Send reminder letter (Technical Staff Asst + Front Desk)
STATUS: TIF not returned
STATUS: Tenant info returned
Verify preferences 1) Local preference 2) Other preferences (Housing Specialist)
STATUS: Preferences approved
STATUS: Local preference denied
Preference removed; Local Preference Denial Letter sent (Housing Specialist)
No informal review requested
Denial upheld
Informal review requested
Conduct review and issue informal review decision letter (Senior Analyst)
STATUS: Reinstated
STATUS: Preferences denied return to waitlist
Preference(s) removed; preference removal letter sent (Housing Specialist)
No informal review requested
Informal review requested
Conduct review and issue informal review decision letter (Senior Analyst)
Decision upheld
Preferences added back and informal review decision overturned letter sent (Senior Analyst)
STATUS: Reinstated
Verify income (Housing Specialist)
Documents returned
STATUS: Pending
Request documents (Housing Specialist)
Missing documents
STATUS: Pending
Termination reason: Over-income
STATUS: Inactive
Denial letter sent (Housing Specialist)
No informal review requested
Denial upheld
Referred to AHPP
Informal review requested
Conduct review and issue informal review decision letter (Senior Analyst)
Income denial decision reversed
Clear termination reason (Senior Analyst)
STATUS: Pending
Clear termination reason (Senior Analyst)
Documents not returned
Termination reason: Unresponsive
STATUS: Inactive
Denial letter sent (Housing Specialist)
Informal review requested
Conduct review and issue decision letter (Senior Analyst)
Denial upheld
No informal review requested
Denial reversed
Determined eligible
Criminal background check initiated (unless CoC) (Front Desk)
Have relevant record
No relevant record
STATUS: Transferred to Occupancy
No informal review requested
Denial upheld
STATUS: Inactive
Informal review requested
Conduct review and issue informal review decision letter (Housing Program Manager)
Send denial letter (Housing Authority Administrator)
Termination reason: Criminal background
Send opportunity to contest notice (Housing Specialist)
No response
Applicant responds and attempts to resolve through ResidentCheck
Review ResidentCheck analysis (Housing Authority Administrator)
Explanation accepted
Explanation rejected
Denial reversed
Clear termination reason (Senior Analyst)
TENANT STATUS: Pending
Conduct review and issue decision letter (Senior Analyst)
Informal review requested
Denial letter sent (Housing Specialist)
TENANT STATUS: Inactive
Termination reason: No Show
No show
Briefing scheduled (Housing Specialist)
STATUS: Transferred to Occupancy
Clear termination reason (Housing Program Manager)
Criminal background denial decision reversed
Denial upheld
No informal review requested
Voucher Issued!