**video1788836022**

0:00
Hello everyone, welcome to the joint partner webinar training for the Housing Choice Voucher and property wait wait list opening.

0:11
My name is Jimmy Rutfusuk, I'm the Housing Choice Voucher Director.

0:16
And hi everybody, my name is Elise Anderson, I'm the director for Property Management and my team has the project based waiting lists.

0:28
Shannon.

0:31
Thanks, Jimmy.

0:32
My name is Shannon and I am Assistant Director of Property Management and I will pass it on to Carrie Anne.

0:39
Hello and good afternoon, everyone.

0:41
I'm Carrie Anne.

0:42
I'm the Assistant Compliance Manager here at Home Forward.

0:48
Hi, everyone.

0:49
I am Tina Staples and I am a Rent Assistance Service Coordinator on our leasing team.

1:06
And do we have everyone?

1:08
Yeah, I think, I think everyone unless Suzanne and Stephanie want to introduce themselves, but they're they're going to be responding to your guys's questions I think in the background.

1:18
And then we'll we'll be answering the questions primarily at the end.

1:22
We'll answer some of the questions in Q&A during the presentation.

1:26
But we wanted to have a time where the questions are read and then also answered so that everyone has an opportunity to be able to hear them.

1:33
So let me move on to the next slide.

1:39
And Home for its mission is to is creating a better community by providing housing stability through affordable housing development, housing choice, expansion services that's support, quality of life and advocacy to import local and National Housing systems.

1:55
So thank you for taking the time to learn about the wait list openings.

1:58
We're really excited.

1:59
This is the first time the home Board and our property side has a wait list together.

2:04
And this is the opportunity for us to be able to have different types of housing services for people in our communities.

2:12
So there's we'll have a presentation and questions at the end.

2:15
And also just want to tell you that we'll be probably in a couple days or so, we'll be sending the slides to all the attendees.

2:30
OK, sorry, go ahead Tiana.

2:32
OK, so at home forward, we have decided that there will just be one wait list opening for both the housing choice voucher and for several of our property based sites.

2:43
There's a couple of reasons that we made this decision.

2:45
Since housing is at the core of what we do and people are the reason it matters, we believe that one wait list opening will be easier and more beneficial for applicants.

2:55
So we won't be offering agencies access to the partner portal, but we do ask that you help support your clients through the application process and reach out to us if you need me help problem solving issues.

3:10
Another reason that Home Forward is embracing technology and that we're slowly making those changes and implementing Rent Cafe over the next couple of years.

3:24
This is a way the applicants can use the application portal and Rent Cafe, setting them up for using this tool later down the road.

3:34
And the Rent Cafe allows applicants, participants and residents to complete applications and other paperwork online.

3:41
And so as we start using technology more with applicants, residents and participants, we are committed to providing tools to support that work.

3:56
So the agenda for today, an overview of dates, program overview, eligibility, the applicant guide and other resources, how you can help.

4:04
There will be a partner tool kit, preview of the application, how to register and apply and of course the Q&A session at the end of our presentation.

4:16
So again, the housing choice voucher and property based wait list opening will begin Tuesday, April 15th at 9:00 AM Pacific Standard Time, closing Monday, April 21st, 11:59 PM Pacific Standard Time.

4:30
It's really important to note that these are Pacific Standard times, as folks can be applying from other time zones.

4:43
So what is the Housing Choice Voucher program?

4:46
This is a rental assistance program funded by HUD.

4:50
This gives people more options to where they can live in the private market.

4:56
This program pays a portion of the rent.

5:00
It's going to be based on the household's income as well as the household size, and we pay that directly to the property owner or the manager on behalf of the participant.

5:12
Every property or unit must also meet HUD requirements.

5:17
And this is a program administered by Home Forward and it is specific to Multnomah County.

5:24
And some of you guys might be familiar with this project.

5:28
Sorry, this program that's formerly known as the Section 8 Housing Program.

5:35
So what is a property based program?

5:37
A property based wait list is for rent assistance that's tied to a specific home forward apartment community.

5:43
Home Forward is opening 13 property based waiting lists with a variety of bedroom sizes available.

5:48
Applicants can apply for one or more of these waiting lists, including the Housing Choice voucher wait lists.

5:55
Individuals are selected off the waiting list as units become vacant and the residents will pay rent to the property based on income, unit and household size.

6:06
So the difference between the Housing choice voucher program and property based.

6:11
The housing Choice voucher can be accepted in the private market.

6:15
Property based assistance is tied to the property.

6:17
Each property has its own wait list.

6:20
The HCV program pays a portion of the rent to the property on behalf of the participant and property based home forward is the landlord and the resident pays home forward rent.

6:33
In both programs, rent is subsidy based on the income and the household size and for both properties and units must meet certain HUD requirements.

6:48
So here is a snapshot of all of our waiting lists that will be opening April 15th including the Housing choice voucher waiting list as well as a description of those bedroom sizes.

7:01
Next slide, please.

7:05
Here's a more detailed snapshot again of all of our waiting lists along with those bedroom sizes and the occupancy, the minimum and maximum for those unit sizes.

7:16
In addition, there's a 50% income limit, and we'll go over what that looks like a little bit in another slide, paying careful attention to some of our properties that do have a preference for senior and disabled seniors 55 and over, but they're all 50%.

7:36
So a little bit more of a breakdown in regards to what a household composition looks like for the bedroom size.

7:42
So bedroom 1 would be a head of household or a couple, one or two people.

7:46
Bedroom 2 would be next to household members 2-3 or four people.

7:51
Bedroom 3 would be next to household members 5 and 6 people, and bedroom 4 would be next to household members 7 to 8 people.

8:01
So who is eligible?

8:04
Households with an income less than 50% of the area median income.

8:10
That would be up to 43,450 for an individual and up to 62,000 and 50 for a family of four.

8:19
The head of household needs to be 18 years or older or they can be an emancipated minor.

8:26
At least one household member needs to be AUS citizen or of eligible immigration status.

8:33
And lastly, they will be participating in a criminal background check.

8:40
So who can apply for these wait lists?

8:43
We encourage anyone who believes that they may be eligible to apply for the waiting lists.

8:49
You don't need to upload any documentation to apply for these waiting lists.

8:54
And lastly, the program eligibility is not going to be checked until an applicant is actually selected off of one of these wait lists.

9:06
So how can your clients apply for our waiting lists?

9:10
They can apply online at homeforward.org/wait Lists.

9:14
This is between April 15th at 9:00 AM through April 21st at 11:59.

9:21
Applications will be available in English, Spanish, Somali, Russian, and Vietnamese.

9:27
We do have a hotline and we've got it listed here so people can call in and home.

9:33
Forward staff will be available to help troubleshoot and triage issues with the application or login process.

9:41
The hours of operation for that is April 15th through April 21st, it's 9:00 AM to 5:00 PM and we just want to note that the weekends we won't have that helpline available.

9:54
And then lastly, Home Forward can mail paper applications, but only in instances where electronic methods are not available to a client that you're working with.

10:05
So we're hoping that with your guys's help that you can help people go through the online process and if they need a paper application, it is available and those paper applications must be postmarked before or on April 21st.

10:25
So what's needed for the clients to apply for a waiting list?

10:30
They will need to have the full names, date of birth, and Social Security numbers for all household members.

10:37
We do want to note that if they don't have a Social Security number, they can go ahead and enter in nines in that field instead.

10:45
They will need to have a mailing address.

10:47
So this would either be where the applicant is currently living, or they can list a stable address where they can receive mail.

10:55
So if an agency is able to receive mail on their behalf, they could list that address instead.

11:01
Or if there's another person that's assisting them and they're able to list their address, they're welcome to do so.

11:08
The next thing they're need, they're going to need to list is the household's gross income and then emancipated minors are going to need to call into our helpline for assistance when they're applying.

11:20
So just kind of make note if you are working with a client with this.

11:23
And then lastly, they will need to have an e-mail address or a phone number.

11:28
These are both ways that Home Forward communicates with our applicants on the wait list.

11:35
And then lastly, just a reminder, applicants are not going to be asked to upload any documents when they're applying.

11:41
And there is a full application guide online at homeforward.org/waitlist.

11:49
How the wait list works.

11:51
The waiting list is the first step to access rental assistance.

11:55
Families need to keep their contact information current.

11:58
When mail is returned or deadline is missed, families are removed from the waiting list.

12:01
So it's really essential that we have current addresses, emails and telephone numbers.

12:08
Background screening is conducted for all household members 18 and over and program eligibility is checked if selected from the waiting list.

12:15
So again, reiterating that there's not eligibility done at this time for the waiting list.

12:21
That would be done when selected from the waiting list, little bit more.

12:29
An application should take less than 15 minutes to submit.

12:32
However, if you do have larger households that you are assisting in this process, it could take a bit longer.

12:38
If the application is received in the application window, it will be entered into the lottery.

12:43
There's a total of 3000 Housing Choice Voucher applications that will be selected at random from the applicant pool and be added to the wait list.

12:50
Property based wait list will randomly select enough applicants to fill spots for the next three years.

12:56
Applying does not guarantee placement on the waiting list and being on the waiting list does not guarantee rental assistance.

13:04
So in a nutshell, timeline, applying online beginning from April 15th through April 21st and then notifications for who made the waiting list as well as who did not make the waiting list would be sent by September 2025.

13:22
So here are some resources for everyone.

13:24
There is a guide on homeforward.org/wait list.

13:28
There is an applicant FAQ on there.

13:32
And then we've also got the helpline listed.

13:34
So if you need help troubleshooting or if clients need help troubleshooting, that would be the phone number to give a call.

13:41
And then lastly, partners can access Home Forward's test portal to get a feel for how the application process works.

13:48
The portal instructions will be shared later on.

14:00
So how can you help promoting the wait list opening to your e-mail list or on social media channels?

14:08
Post information on your websites, Offer support to participants when they're applying for the waiting list and using our test application portal to get hands on knowledge of how the application flow and then some materials.

14:24
To assist you guys, we've got a partner toolkit, an application tutorial, as well as our website, homeforward.org/waitlist.

14:39
So for the application portal wait list, applications will be accepted through Home Forward's application portal.

14:45
Again, there's not a separate partner application portal.

14:49
You can visit homeforward.org/wait list for links to the portal and resources and you can we're going to talk a little bit about pre registering before April 15th.

15:04
So this is essentially what a website is going to look like for the pre registration and Apply now button.

15:11
There is some features here talking a little bit more about what the Housing Choice voucher waiting list is and the project based wait list is.

15:23
So here is an applicant guide.

15:25
Like we've mentioned before, when a household is applying their need, they're going to need to have the full name of every single member that's going to be applying.

15:34
They're going to need to know the date of birth for each member and then they're gonna need to know the amount of income for each member of the household applying, and that does include all types of support.

15:47
The next thing is Social Security numbers or items for each member in their household, and if that is not applicable, they can go ahead and enter in nines in that field.

15:58
They're going to need an address where they're either currently living or a stable, stable address where they can regularly receive mail.

16:06
Like I mentioned before, they're welcome to add an agency's address if they don't have one, or a person's address who is comfortable with receiving their mail instead.

16:17
The next one is an e-mail address and this is required as part of the online application process as well as a unique application password will be required as part of the account.

16:32
And then lastly, they're going to need a phone number or a phone number where they can be receiving messages.

16:40
There is also a downloadable applicant guide on our website, so go to homeforward.org/waitlist.

16:51
So here is the applicant portal.

16:55
So if you go to connect.

16:57
Homeforward.org, this is the page that you'll see.

17:00
There's two spots where people can log in to start the application process.

17:06
So you'll see the top part account login or applicant login at the top.

17:11
And then we've also got the applicant login in green below as well as if they click the about the wait list and eligibility or the resource and support, both of those will take them back to Home Forward's website to give them more information.

17:29
So from the applicant portal screen, your applicants will have the opportunity, if they don't already have e-mail addresses, to be able to set up an e-mail address.

17:38
There are three options they can choose from Google, Gmail account, Yahoo or Outlook.

17:44
There are links to those instructions for how to create those e-mail addresses as well.

17:52
And then so there's the link here to Click to register.

17:58
There will be some folks that may have, but it's rare, that may have a Rent Cafe account and have their e-mail and their password.

18:08
If they have their e-mail address but forgot their password, the link is also there right above.

18:13
Click to register.

18:15
If they do not, which is the likely scenario, then they would want to click here to register.

18:24
So again, what it means to have a registration code not have a registration code?

18:30
Folks that do have Rent Cafe accounts would have a registration code and the majority of applicants will not have a registration code and will need to register.

18:43
So here is the setup and again it does need to be a really unique password.

18:48
It is a requirement of a minimum of 10 characters long and it must contain 1 lowercase, 1 uppercase, 1 number and one symbol.

18:57
There is some of the common login errors are not having a long enough password.

19:04
So just kind of reiterating that.

19:06
Also, they will need to please read and accept the terms and conditions.

19:19
And so this slide here just the beginning of the portal process.

19:22
The first question asked is selecting the preferred language and then clicking next.

19:29
So some application tips questions with asterisks are required.

19:33
Household member screen has the most information to input.

19:37
Please be sure that an applicant enters all household members.

19:41
Most questions on the member screen are required.

19:43
Race and ethnicity are yes or no for each category, so every single race and ethnicity question will need to be yes or no.

19:54
The application does not need to be completed in one sitting.

19:58
It will time out after about 5 minutes.

20:00
If they're not actively entering information into the system.

20:04
However, it will say the information that they have entered up to that point.

20:09
The application is mobile friendly, they can complete this on our website from their phone in their Internet Explorer and applicants to log back into Rent Cafe after they've submitted an application and view it.

20:21
However, once that application is submitted, you cannot edit it.

20:29
So here is the next part of the application process.

20:33
There are links to the Housing Choice Voucher program and the property base list.

20:39
Those texts are in blue towards the top of the screen.

20:42
It will take them to the home forward web page and then they'll be able to read more about that program or property.

20:50
The area in Gray below that is where you can make the selections of what properties or program you want to apply for.

20:58
So the applicant would just select the box for each property or program that they want to apply for.

21:05
And it also gives you a description for every single property of the unit sizes available.

21:12
So you can make as many selections as you want.

21:16
Just make sure that you qualify for them and then once you check all the boxes you hit next.

21:26
Next, you're going to go to the screen, which is where you're going to review all of the application information.

21:33
Click the accept the terms and conditions, and then click Next.

21:40
From there, you'll be given this screen and it will show that the application has been submitted.

21:45
If your applicants want a copy, they can download, and we've got that circled there so they can keep a copy for their records.

21:56
They can go ahead and also take a screenshot with their phone and then after that you can log out and then you will also receive a confirmation e-mail.

22:07
It will look like this.

22:09
And that way applicants know that the application has been received.

22:26
So we'll be sending you the slides for the attendees as well as have access to this recorded presentation.

22:34
And and then in the slides, you'll have information about the sites that you guys were able to view.

22:41
And we encourage you to be able to look at this test site.

22:43
So then you're familiar with some of the questions when you're supporting the people that you that you serve completing the applications.

22:50
And I just want, I just do want to make a mention that there there was a mention of paper applications.

22:56
You know, that's something that we would, if someone does not have access to Internet service and would need a paper application, we encourage them to actually call the hotline and we actually could complete the application for them on on from, from from our site during their work hours.

23:12
So that's a more a fast way for people to get their applications completed rather than completing the paper applications.

23:19
Yeah, there's too many issues with paper applications with making sure that if you know, if it's not like stamped by the end of the by the time the wait list opens, we can't accept it.

23:29
And so we really encourage folks to use Rec Cafe.

23:33
And then if for some reason that doesn't work to reach out to us.

23:37
And if you all could help support folks in applying to that's great.

23:41
Are we are we ready to go to questions is are we, are we all right?

23:48
So I don't know, Jimmy, do you want to just start at the top?

23:50
The first ones a big answer and I don't know if I have the full answer or anyone in this panel does, but Tanya Brady asked what immigration statuses are eligible folks that are obviously citizens and have a Social Security number and birth certificate for in the US is most folks.

24:10
There's a group of folks that are that had refers to as eligible non citizens.

24:17
There is a long list.

24:20
The most common ones are folks who are refugees and they have some sort of designation in their home country's passport.

24:29
Folks will often have an I9 and again, as a reminder, only one person in the household has to have eligible status.

24:37
So you could have a head of household, you know, with three kids and one of the children was born in the US and the other two were not.

24:44
That one child was born in the US would qualify the household.

24:48
So just to reiterate, you only need to have one, one person with eligible status.

24:54
And if you have folks that have that you think might be in that, that might be something that you could reach out like during the wait list opening and we could dig deep with you on it to see if it was a, if that specific immigration status was made the person eligible or not.

25:11
We want to apply.

25:12
So whether you're not sure of the immigration status, we encourage you to apply anyways because that will be reviewed at the eligibility.

25:21
And then Maria had a question around what would disqualify someone We have so within the project based list, there's a screening criteria that we use.

25:32
It's it's fairly liberal.

25:34
The two like slam dunk.

25:36
We really can't we could never house you regardless of what you tell us is folks that are registered sex offenders.

25:41
And this is a HUD requirement to clarify, not a home forward requirement.

25:47
And then if you've ever, if a client had ever been convicted of manufacturing methamphetamine in publicly assisted housing, those are the two that we absolutely would have to deny someone for.

26:00
The latter obviously is not very common.

26:02
The the first one being a registered sex offender is more common.

26:07
And then for all other kind of crimes, there's like a look back.

26:12
And I'll answer another question I think I saw in here, which is like if folks have had a disability that's led to certain crimes, like you can think of a number of different, different scenarios, right?

26:25
Like if someone's mentally ill and they're not on their medication and that causes them to act in a way that they end up having something on their record, we ought we look at reasonable accommodation.

26:35
We also look at other extenuating circumstance.

26:37
The other one is rent burden.

26:40
Like if somebody's you know, their income is $1200 and their rent is $1500.

26:45
Like it's not a wonder why person might have an eviction on their record, for example.

26:50
So we do an individualized assessment for every applicant that come when they come to the top of the list.

26:57
Again, all of this happens.

26:59
Your applicants will apply and they probably will evading for a while.

27:02
And then when they come to the top of the list, that's what we would do.

27:05
All of this work.

27:06
I wouldn't, again, I would encourage folks like if, if they have a need, they should apply because that's, you know, all of that gets looked at kind of down the road.

27:16
And I know, Jimmy, do you have any more to add to that?

27:19
There's a question about the appeal process.

27:21
And in case of of denial, is there always an opportunity for any formal hearing?

27:25
So then you, yeah, you could present whatever information that could hire a recent for appeal, whether it's related to a disability or related to other mitigating factors.

27:35
And we'll review those assessments on one case by case basis.

27:39
Yeah.

27:39
And it's a great time while someone's waiting because again, it's folks often will wait.

27:44
We're pulling folks that we are going to house in the next three years, right?

27:47
So somebody could wait up to three years.

27:49
And so it's that's a good opportunity for folks to start kind of doing, you know, getting those letters or getting that doing that work that often can show that like what has happened in their past is not likely to happen in the future because of steps they've taken.

28:06
Are people able to register pre register on Rec Cafe?

28:10
I believe they are, yes.

28:13
And and we actually encourage you to be able to work with the people that you serve to get them registered right now, whether it's to Create an e-mail or to be able to get them registered for Rent Cafe.

28:23
So have that information already ready before the wait list opens would be make it more expedient for them.

28:29
And also see if you have a client that's registered in Rent Cafe with another landlord or with another that you need to register with Home Forward as well.

28:40
So that's a, that's just a heads up there.

28:42
Somebody might already have a Rent Cafe account with another agency.

28:46
They still would need to register with Home Forward.

28:48
And if you have a red Cafe or someone has a Rent Cafe account and forgets the password, there's a passport password and reset option.

28:57
So definitely get that ready for the wait list when applying.

29:04
Will the program crash?

29:07
It shouldn't, no.

29:08
And that's part of Rep Cafe, is it it?

29:11
In the past, Home Forward has had its own portal and that happened, I don't know, maybe six or seven years ago where we had, we got inundated and it, it was actually the, yeah, it was, there was too many people logging in.

29:23
It should not do that.

29:24
And Rec Cafe is, is used by Yardy and Yardy is like nationwide and they've had much larger wait list openings than sorry then we've had.

29:34
So, yeah.

29:36
So it should not crash.

29:38
I will say, I will say this, that even though it's a lottery and even though we advertise it's a lottery, that it doesn't matter if you apply on the first day or the last day, the call volume on the first day will be significantly higher.

29:52
We have, is it 60 people, we have answering phones on the first day.

29:57
But that said, like if folks for some reason can't get through or they've been waiting on hold or whatever, the issue is that they've been waiting for a long time and they can't continue to wait.

30:07
Encourage folks to call back later in the week.

30:09
That first day is insane.

30:12
We just get inundated with calls the first day and I completely understand why, but just know that if, if that happens to a client, like calling on day two or three is, is better.

30:26
If I understand correctly, a two person household can apply for a 2 bedroom.

30:31
I'm going to let someone else take that one.

30:35
Well, so depends on the makeup of the household.

30:38
Yeah.

30:38
So the, the, the one bedroom is for the, the head of household Cohen and spouse.

30:43
So apart from that, if there was an additional family member, then they would would qualify for for a 2 bedroom.

30:50
Like if there's a a single parent and a child or there's a maybe there's a head of household and their parents.

31:00
But if it's like the head of household and their partner, that's a one bedroom.

31:04
Is that do I have that right?

31:05
Carrie Anne and Tiana.

31:06
OK, yeah.

31:08
So it depends on the household make up is the answer to that.

31:15
Let's see, can unaccompanied homeless, homeless minors also apply if they are not emancipated?

31:23
No, they cannot.

31:24
Maybe if someone is 17 or younger, they have to be an emancipated minor to apply.

31:31
Is that, is that accurate, Jimmy?

31:33
And they, I mean, they would not apply for the voucher program.

31:39
There are certain programs such as the family unification program for youth that they would apply for.

31:45
And then we ask the people call on 211 to get connected through those referral processes.

31:51
Yeah.

31:51
But for the purpose of this wait list opening, there aren't any family.

31:55
There are any of those.

31:56
It's not part of the wait list opening, Right.

31:58
It's not.

31:59
Yeah.

32:00
OK.

32:01
Do disability payments from the VA count towards support when applying?

32:06
It would count towards income.

32:08
Yeah.

32:09
So if someone's on Ava pension because they were disabled, that that is counted as an income source is that I'm assuming that was the question.

32:19
Yeah.

32:19
And we do want to clarify that other types of income such as Social Security, SSD, TANF, those are all considered income and would be used in determining the event portion child supports the other one.

32:30
This kind of gets to the next question of what are what's financial support may not think of.

32:35
The only thing that's not counted is SNAP or food stamps.

32:38
That is not counted.

32:42
Financial aid is a tricky one, but by and large financial aid is not counted.

32:47
But yeah, child support wages, TANF, those are the any kind of Social Security SSI payment, VA payments are counted as income.

32:58
Any regular and recurring gifts would also be counted as income.

33:02
So for example, if someone's parent gives them, you know, a certain amount every month, that would also be counted.

33:10
So Lucas has a long one.

33:12
I think I've answered the first part.

33:14
So because this is a lottery system, does timing matter when applying within the window?

33:19
The answer is no, it does not.

33:20
If you apply, the very first person to apply and the very last person to apply have the same chance of, of being being pulled for one of the lists.

33:31
Yeah.

33:32
So it doesn't matter the the rush to do it ahead of, you know, to be first does does not get people really anywhere other than they've checked it off their list and it's done, which has to be, there has to be a sense of relief with that.

33:43
But there's no greater chance if you apply early.

33:47
And then the second one, because this is just to get on the waiting list for HCV.

33:51
And to clarify, this is not just HCV.

33:53
There's a number of project based voucher waiting lists that are also opening.

33:57
Is there a time frame folks can anticipate for actually receiving assistance?

34:03
The the short answer to that is we, we are adding as many people to the waiting list as we can process in three years.

34:11
So that, so people could expect it could be up to three years.

34:16
It could, it could be for, yeah, for them to be selected once.

34:21
Folks, we will send out a wave of letters in September, hopefully before, but definitely by September that will tell folks which list they made it on.

34:32
So they might make it, you know, just on the HCV list and none of the PBV.

34:36
They might not make it on the HCV, but they might make it on a couple PBV lists.

34:40
They might not make it on any.

34:42
And so once folks are on the list, they could be, they could check in to get have a sense of where and how long it would take.

34:50
But it's very much an estimate and very much an art and not a science because it's based on a number of factors for the PBV units, it's really based on turnover, right?

34:59
Somebody moves out of a unit and we pull, we pull people from the waiting list to fill that unit.

35:04
So the size of the property matters, right?

35:07
Is it 300 units?

35:08
Is it 10 units?

35:10
And so it's kind of a, like I said, it's more art than science and estimating how long it's going to be.

35:16
But yeah, that's a hard one.

35:19
I did.

35:19
Did I get out the rest of Lucas's question?

35:22
There was a question about someone that's already on the HCV wait list.

35:25
So we do have people that are currently on the 2023 wait list and we will be able will be serving those people and pulling those people from the wait list prior to moving on to the 2025 wait list.

35:37
And the same thing with the project based list.

35:39
We try not to exhaust our list.

35:42
We try to keep folks, you know, at least three to six months of folks before we would open them up, the new list up.

35:49
So we will, those folks will be ahead of anyone.

35:51
That's part of this wait list opening for senior disabled, can they just have a disability and not be a senior or do they have to be 55?

36:01
No, you can be you.

36:03
You can have disability and if you are getting SSI disability or Social Security disability and you're under 55, that's enough for us.

36:12
If you're not, there's a verification of disability form we might have you fill out to verify that you meet the disability requirement.

36:20
And then folks that are 55 or older obviously or meet the senior definition and you don't have to be both senior and disabled.

36:30
You can just be a senior.

36:35
So the income requirement for a family of seven to 8, the area median income was actually just released on April 1st.

36:42
And we could that information I believe should be on a web page as.

36:48
So yeah, you would have to look at see what that income maximum is for the family of five.

36:54
It would be 50% of area median income.

36:57
Yeah.

36:57
And I see Suzanne typing.

36:58
I'm not sure if she's, she's looking it up right now.

37:01
Looks like she is.

37:02
But yeah, it's, it's definitely on our website.

37:05
And the next one, Patrick asks if can client clients apply with no income?

37:10
Absolutely.

37:11
So because the rent is subsidized, if you have no income, you are you come in and basically you do not have to pay any rent.

37:18
And in cases where you have to pay, you know, utilities, we might potentially send you a check to help you pay those utilities.

37:26
So we have a number of folks that are that don't have any income and, and often times they come with no income and then they kind of stabilize in their lives and then they're able to establish income, which is what we like to kind of see.

37:38
Does the client qualify if the only person in the household with the Social Security number is a minor?

37:43
Yes, Yeah, they only need one person.

37:46
It can be a minor that would could qualify the household if we're talking if you're talking about citizenship status.

37:53
Yeah, for sure.

37:56
How does criminal background affect if it does?

37:59
It does.

38:00
And again, I will, I looked when this question came up to see if it was in our information that's on the website.

38:07
I didn't see it, but I I will add it and it varies.

38:11
I think the reason it's not there is it varies between the project base and the HCV.

38:17
But really the two slam dunk denials are the ones that I mentioned that we have no wiggle room around, which is again the registered sex offender and the convicted of manufacturing methamphetamine and publicly assisted housing.

38:31
Those are the two that we, if you that someone has that on their record, it's just HUD kind of has us handcuffed for those.

38:37
But everything else there's very much wiggle room.

38:39
And like I said, there's an individualized assessment, there is a look back.

38:44
That's based on the crime.

38:47
The crimes are looked at based on the impact if there if somebody was to commit the crime again.

38:54
So things like assault and in particular felony assault, obviously things like homicide and murder of those are ranked pretty highly.

39:05
Arson is one that's ranked pretty highly, again, just because of the, if there's a reoccurrence.

39:10
But even those ones are like if folks like can show a history of rehabilitation or like things that they've done since they committed that crime.

39:20
Those are the kinds of things that are considered as part of the individualized assessment process.

39:24
And I would just encourage folks to apply if even if they have those on their, on their record.

39:30
I do want to mention for the voucher program, So you know, although someone may be eligible for the voucher program and receive a voucher, you know, they, they use the voucher to be able to go to private market.

39:41
So the screening criteria for those landlords and property managers may be different than ours.

39:45
So although we may approve somewhat, it may not be approved by someone in the private market.

39:51
Good point.

39:51
Let's see, I think keeps hopping around here to any of the PBV waiting lists have priority forms that need to be submitted with the waiting list application.

40:01
No, they don't.

40:03
There's no, I mean, the only thing would be is if you know you have someone that is applying and they come to the box and it says are you disabled?

40:11
And they say no and they enter a date of birth that makes them under 55.

40:15
Like that application might be rejected because it doesn't meet the senior disabled requirement.

40:21
So that's just something to be aware of.

40:23
But that's, yeah, that's the only thing that I think really comes to mind.

40:29
And again, that's not a special form.

40:30
If you check disabled, we're not going to ask for a verification of disability until your name comes to the applicant's name comes to the top of the waiting list.

40:38
So none of that information needs to be sent ahead of time.

40:41
Same thing with like the the mitigating circumstances related to criminal behavior.

40:45
None of that needs to be submitted to apply.

40:47
This is just really to get your name on the waiting list or get applicants names on the waiting list.

40:55
There's a question about disability and for people who do not receive Social Security or SSI, there is a verification of disability form and it's it's Hud's definition of disability.

41:05
It does include physical as well as mental disabilities as as well as other definitions.

41:11
So as long as a provider confirms that they need that person's that definition of disability, then we would have them move into that court category.

41:22
And then is Williams Plaza location above the Urban League?

41:25
It is not.

41:26
Not sure what property that is.

41:29
Williams Plaza is on 20th and Northwest Everett in Northwest Portland.

41:34
It's kind of like by the Fred Meyers off of Burnside there.

41:38
It's where I would want to live if I was in our house.

41:41
Like it's a great location.

41:42
It's right by PGE Park, it's right in Northwest.

41:45
It's a very nice, I like, I like Williams Plaza.

41:47
But no, it's it's not affiliated.

41:49
It's not adjacent to the Urban League.

41:52
A household with one refugee participant and two roommates, would they qualify as a household?

41:59
Yes, they would.

42:01
And I mean it, it depends on how, if you're, if you're working with the person that's a refugee, they could be the head of household and then the other two folks would be considered other adults in the household.

42:12
Like I'm assuming they're not like related or it's not a yeah.

42:16
So if if they're not related, then they would be considered other adults.

42:19
They would they could qualify.

42:24
You get a code for current Rinkafa user that doesn't have a code.

42:29
I believe that we had send emails for people who are currently registered in home forwards database that has a rent cafe account to be able to re register.

42:41
However, in cases where you don't have a code I think the best thing to do is if you don't remember the password, click the forget password option and and and register and and.

42:53
I would, and If you don't have a code, then I would probably select I do not have a registration code.

43:00
Do addictions or credit impact eligibility?

43:03
They can.

43:04
It depends on what the evictions are for.

43:06
Again, things we consider is like rent burden.

43:09
Like if folks are, you know, folks show that they're getting $1200 a month in income and their rent was $1500, we very much consider that rent burden.

43:17
And so we wouldn't look at that.

43:19
We do pull for most of our properties a credit report.

43:22
It's not because we're going to deny you because of bad credit.

43:26
It's more just to see like we're are working or where they've been working, but we wouldn't deny someone with a that had a, you know, had something on their credit report evictions.

43:37
Again, it you know, if it's damages, if it's, there's other things other other than rent owing, we might ask questions about that.

43:45
I encourage folks if we talked about reasonable accommodation and disability and as it relates to extenuating circumstances, but also like if someone's a victim of domestic violence and they left a unit that had a lot of damages because their ex, you know, like, like to put his first through the wall or whatever the situation is.

44:04
Those are other things that we'd consider.

44:06
So just encourage folks to kind of look at that bigger picture and be able to share information.

44:10
Again, all of this is when you would come to the top waiting list.

44:16
So the question about levels one sex offense, you know, we deny people if they have to register for a lifetime, you know, sex sex offender.

44:24
And that's something that is determined through that conviction process.

44:28
So as long as they have to register in, in, in Oregon, again, if as long as you meet the criteria, you're considered a lifetime sex offender.

44:36
And currently that's that's situation.

44:38
So we would have to review to see whether that person has has registered.

44:42
And if so, then they would be denied.

44:43
Yeah.

44:46
So Angel had a question around the income guidelines, the one that's included on the slide.

44:52
Those are the income guidelines and it's 50% of area median income for both programs.

44:59
And so I totally appreciate that some people, people who are at 55% of area median income probably are still struggling to pay their rent.

45:08
But those are the two income guidelines that under for both programs.

45:13
And I totally, I totally emphasize Angela, because I know that just because you're 55% of area median income doesn't mean it's easy peasy.

45:21
I know that with the rents that exist and in the county that it's probably people still struggle, but that is the that is the cut off for the income guidelines for our programs average wait time for this for the hotline and we we don't know that information.

45:38
We, as Elise mentioned, the first day is going to be a lot of people calling with a lot of questions.

45:44
But one of the reasons why we're having this webinars is that something you could be able to maybe answer some of the questions for the people that that you serve.

45:51
I think if they're not able to call that the first day, probably waiting for a couple of days would be best if there if there's only a limited time for people to be use the the phones at your clinic.

46:03
Yeah.

46:06
And then how do you update the application if something changes?

46:09
I and folks can correct me if I'm wrong.

46:11
I believe when the application opens, you know, folks could go in and update, but then there isn't there a time period where folks can't and they have to go in after we've done stuff.

46:21
Do you guys remember the answer to this one?

46:22
I don't know.

46:24
I know that after September you can call us.

46:26
Folks can log in and make changes themselves and send them to us.

46:30
You can also call us and we can make changes.

46:34
But I do think there's a, and I don't know Amity, if you know this one, but I do think there's like a time period where is Amity said, yes, there's a time period.

46:42
She did.

46:42
Yeah.

46:42
So there is a time period where folks won't be able to make changes from the time they apply until the time we send out the letters to them telling them what list they're on, they won't be able to make changes.

46:52
So it would be there's a change they need to make between now and September 1st.

46:56
They're going to have to wait until after September 1st.

47:00
Can I just add a quick clarification on to that too, Elise, Because I know that I was saying that like once you submit the application, like as far as it's in the portal is concerned, you can't make it after that.

47:13
Unless I'm misunderstanding something because we can, we can log in, right.

47:17
If someone calls between like now and getting on that list and not convinced that's true.

47:22
I think, I think we have to wait until after we've done the lottery piece and then and then it gets put into into this is kind of technical into actually in the Yardy into our system.

47:33
OK.

47:34
Sorry.

47:34
Thank you for confirming that.

47:35
Great.

47:35
Yeah, Yeah.

47:37
So, Leah, trespassing notices on past home forward housing, I'm assuming you're asking can someone apply if they've been trespassed on a from a home forward property?

47:48
They can, but there might be questions when they actually come to the top of the list.

47:55
And again, that would be part of the mitigating kind of circumstances that we we would consider when someone applied, like where did they get trespassed from one of our properties because they, you know, were untreated mental health or maybe they were using at the time and now they're not using and they can show kind of this, you know, trajectory of them kind of turning things around.

48:13
Those are the kinds of things that we would look at.

48:15
Yeah, I have a client what's four months shy of their 18th birthday.

48:22
Should I encourage them to apply?

48:24
Yes, because they're going to, in this case, because they're under 18, they may have to call the hotline for us to be able to complete the applications for them.

48:33
But by the time that, you know, we select, they would be they would be 18.

48:38
Yeah.

48:40
Good answer.

48:40
How is the wait list order determined?

48:42
It's the lottery.

48:45
So again, folks, we gather up all of the applications and the reason that it takes us so long between now and September is we we scrub them a bit.

48:53
So for example, if somebody has two applications, we might look at that and if it's the same exact household numbers and everything's the same, we want to make sure that person doesn't get in there twice, right?

49:05
Because it's really just one application we look at.

49:08
I gave the example earlier if someone's under 55 and they check not disabled that someone that and they well if they apply to a senior disabled building that someone we would remove from the lottery.

49:19
So there's some kind of back and forth we're going to be doing between the time we close the list and the time we send letters out to folks.

49:27
Yeah, there's a question about project based or central city concerns.

49:34
So the, the project based site wait list that we're opening right now is actually for buildings at home Ford owns.

49:41
And that's different than the project based that we have with our community partners.

49:45
Yeah.

49:45
And even it's a home forward owns and manages.

49:48
So there's even project based units at properties that home forward owns but someone else manages.

49:54
So this is all internally managed and internally owned home forward buildings.

49:58
Yeah.

50:00
Oh, this is a technical 1.

50:01
I don't know the answer to is, Oh, it just somebody, it just popped away, but someone, if someone has a registration code, how will they know?

50:12
Do you guys know the answer to that one registration code should have been sent out to that person.

50:16
So if they don't have the registration code, I would probably select I do not have a registration code and continue with the application.

50:23
And if they have questions, then they can definitely call us on the hotline.

50:26
OK, And then how is Rent Cafe associated?

50:29
So Rent Cafe is essentially the, it is the system that we use for people to apply.

50:34
It's part of our software system that we have that we use.

50:38
Hopefully that answers your question, but it's, yeah, it's just like a portal that folks log into and even once they're once though if they become residents, it's a portal we use for like paperwork for people to submit work orders, all kinds of different things.

50:53
So where can I access the list of people that are eligible for different forms of immigration statuses?

51:03
Suzanne, do you want to look for a link for, for what those are?

51:08
Yeah, it's a that's a technical one.

51:10
Yeah.

51:10
We have information on our, on our admin plan that talks about the different types of eligibility for for certain individuals.

51:17
And it it does get verified by United States citizen immigration website.

51:22
And we I maybe Amity, we can include, I can include information so that we can send it out to our, our the attendees.

51:29
So they could have that, that, that answer.

51:33
Yeah, this is a great question, Terry, and I'm surprised it hasn't come up yet.

51:35
What is what if the family is homeless?

51:37
Can we use the organization address?

51:39
Absolutely.

51:41
We encourage them, We encourage folks to use if they're, if they're not in a stable housing situation to use any address that they're going to be regularly checking.

51:50
When we, when folks come to the top, we send the letter and then we we make attempts to call or e-mail or whatever type of contact they provided on their application.

52:02
That's who we will reach out to, but if folks don't respond, then they end up getting cancelled from our waiting lists.

52:08
And so we don't like to do that.

52:09
We'd like to be able to get a hold of people and to be able to house folks as quickly as possible.

52:17
Jimmy, you want me to take this?

52:18
One would be eligible if the head of household works and the adult children are full time or part time students.

52:26
It's going to be based upon how much income that entire household earns.

52:31
So as long as it's under 50%, then that person would be eligible 50% of meeting income for that family size.

52:40
And then Carl asked if would they have a Rent Cafe account for a site specific subsidized unit.

52:45
Do they need a new account?

52:47
So if the subsidized unit is not part of this wait list opening as maybe with another entity, they will need to have another login.

52:55
But the application process for HCV and the project based waiting list is all one for this particular wait list opening.

53:03
So hopefully that answers your question if it's a previous.

53:05
If it's another waiting list with another entity, they're going to have to have a home forward login, but they shouldn't need they don't.

53:13
You don't need to have two separate logins, one for HCV and one for the project based waiting list.

53:18
If that's all under one login.

53:21
We encourage people to be use their current e-mail and also password to be able to log into that that account if they're having difficulties and we ask them to contact us during the hotline hours.

53:31
Will any action be needed once someone is selected for the waiting list and notified?

53:39
Will eligibility be determined once moving them to the waiting list to prevent ineligible households from holding spots on the wait list over households that would be?

53:51
This is something that I think you're talking to our occupancy team because they'd like for us to verify all of this on the front end.

53:57
But we don't and we don't find that many.

54:00
But we find we find more often than not, people not responding once they've applied and we've reached out and people don't respond.

54:07
That happens way more often than we get.

54:10
Someone comes to the top of the list and for some reason they don't meet income eligibility or they don't meet the screening criteria.

54:17
Usually we can work with folks to get through those things.

54:21
It's rare that folks actually end up getting denied because they're over income or because they don't meet the eligibility requirements.

54:27
We try to make it easy to apply and we don't want to put barriers in place for people to apply.

54:34
And a lot of times like getting that documentation in order to apply is, is a barrier for folks.

54:42
And so we could work with them once they come to the top of the list to kind of work through those things.

54:46
But we want to make it as easy to apply as possible.

54:48
But I appreciate where you're going, Lucas, because I know the folks that are pulling people off the waiting list and screening them, they yeah, they would like that, but it would just not as how we we set it up.

55:01
If a phone number and e-mail are listed, we'll home forward attempt to contact both.

55:05
Absolutely.

55:06
Yeah.

55:07
We send a letter to whatever address we have and we whatever other methods of are included, e-mail, phone numbers.

55:15
If multiple phone numbers are included, we call multiple phone numbers.

55:19
Yeah.

55:19
Do you want to take this one, Jimmy?

55:26
What's the average wait time to to start in housing once you've got notified you're on the waiting list?

55:33
So that I think it varies based upon the voucher program as well as project based for the voucher program.

55:39
You know, I think again, we're in kind of an area of budget uncertainty.

55:44
So we're not exactly sure what and we're going to be able to pull people from the wait list.

55:48
We're trying to make sure that we continue our operations as seamlessly as possible.

55:53
But I don't I'd also don't want to gloss over everything.

55:56
So those are things that we're trying to determine to see how fast we'll be able to pull people once they're selected from the lottery.

56:04
And then if a client is a sexist, a registered sex offender, can they still apply?

56:09
They can.

56:10
It will be difficult for them.

56:12
I mean, I've seen situations where like someone is like in that lower tier that's required to register and they've worked with the county district attorney's.

56:23
Do they have a program that they work with folks where you can plead down charges that sometimes will require folks to go from that requiring to register to not required to register, But that's pretty rare.

56:35
But I still would encourage folks to apply.

56:37
But I would be very transparent with them that it's like if they are, if when we pull them, they are required to register as a sex offender, we're going to have to, we will have to deny them.

56:46
And there's not, we have no wiggle room and no number of extenuating circumstances will allow us to overturn it.

56:54
And I've seen some really like, you know, somebody did something 35 years ago, nothing on their records since, but they did something 35 years ago.

57:04
And that that charge if they, if there's no way for them to plead it down, they are not eligible for our programs.

57:13
There's a question about someone struggling to keep a working phone and be contacted through e-mail or another worker.

57:18
Yes, you could definitely add an advocate as either contact person, whether it's by mail or e-mail or phone number.

57:25
And, and I think you know, we, the reason why we're also using right Cafe and collecting information such as phone and e-mail is that we want to be able to use different methods for, to contact people.

57:35
So not just the regular mail, having emails and, and, and phone numbers allow us to, to have a better access to, to you guys and, and, and make sure that you're notified of our programs.

57:48
Is there any seniority for seniors or those with disabilities who are lower income than other applicants or is it all random?

57:54
It's completely random.

57:56
It's based on, Yeah.

57:57
It's just we don't look at like folks that are lower income or that are 0 income or conversely, we don't look at folks that have higher incomes.

58:05
It's just it's completely random.

58:08
And again, it's really based on 55 or older or if they check that they're disabled income limits.

58:16
I don't they're on our website somewhere.

58:19
And like Jimmy said, they just got updated.

58:23
Yeah.

58:23
And so they are.

58:24
I know that Tiana and Carrie Ann have them in their presentation.

58:28
For a single person, I think it's around 42,000.

58:30
And for a family of four, was it 58 or 60?

58:35
I can't remember, but they are.

58:36
Again, it's the 50% area.

58:39
Median income is when you look at the chart, you know, it starts at 30 and I think it goes all the way down to 80.

58:44
It's that 50% line for both programs.

58:51
Does a person who has applied before and not been chosen have a better chance the next time they apply?

58:57
Definitely not.

58:58
They don't.

58:59
We did.

58:59
I mean, and Jimmy, do you want to talk about the outreach we did to people who previously applied?

59:04
No, and we, we did send emails to people who previously applied and were not selected to inform them about the weightless opening.

59:12
But that doesn't give them a better chance of being selected because it it's all through a random lottery process.

59:19
Whoa, somebody just put in the I think all the what the the limits for someone's Yeah, put in the your mini income.

59:26
So that's that's great.

59:27
Yeah, thank you for doing that.

59:29
Let me scroll to the top again.

59:35
With the increase in vouchers, what support education is provided for landlords who are new to vouchers, rent raise, stableness, habit, habitability standards, low income, renters rights, etcetera.

59:48
I'm going to take that we, yeah, we're actively working with our landlord services team and sending out newsletters on a regular basis.

59:55
That's something that we haven't really done much before, but we're engaging with the landlord communities to to inform them about all our different programs and not just the voucher programs because there's a lot of programs that home for them offers.

1:00:07
Oh and Lunette, you made a good point.

1:00:09
It is, it is someone who's required to register as a sex offender.

1:00:12
There are plenty of offenses that folks they're kind of folks consider under the sex offender umbrella that would not that don't require folks to register.

1:00:22
It's only folks that are required to register as a sex offender that we are responsible for or required to deny.

1:00:30
It's not any kind of sex offense.

1:00:34
It is specifically lifetime registration.

1:00:36
Yes.

1:00:36
Thank you.

1:00:37
Yes, thank you.

1:00:38
Lifetime registration.

1:00:38
Yeah.

1:00:42
OK.

1:00:42
So for people who applied the last time it opened, would everyone who would have been chosen in that lottery already know that they're on a list, or is it possible for people who applied in 2023 to hear about going on to a wait list?

1:00:56
So people who applied to the HCV in 2023 have been notified whether they were on or not.

1:01:04
Yeah.

1:01:07
And then Jimmy, how can a client confirm if they're still on the HCD list?

1:01:11
We do have the the wait list hotline, so that person can call and we can confirm whether they're on on the list, whether it's HCV or actually the property based wait list.

1:01:23
Yeah, for sure.

1:01:24
So if someone's not receiving SSI or SSDI, what would be the way they qualify for their disability?

1:01:30
We have a verification of disability form that folks could get filled out by doctor, licensed professional, and they would, that's that's what we would give them if they weren't on some sort of disability payment.

1:01:43
VA benefits or disability would also qualify.

1:01:47
What about arson?

1:01:49
Does that disqualify someone?

1:01:50
Yeah, it could.

1:01:52
And I mentioned that in our screening.

1:01:54
We changed our screening a while ago to really double down on those offenses that affected community livability.

1:02:02
And we also looked at recidivism rates and our arson and then also assault tend to have higher recidivism rates.

1:02:12
And if they reoccurred in the community, obviously the impact the community is pretty substantial.

1:02:18
Somebody commits assault against a community member if they commit arson.

1:02:22
And so Arson's not a slam dunk denial, but it is it is one of those things that we look at for sure.

1:02:30
And do these units have a CS?

1:02:33
That is, it depends on the property, but we do have a program through Home Forward where folks can request air conditioners.

1:02:40
We work with Portland Clean Energy Fund each year to try to get a CS installed.

1:02:48
It's not a guarantee that they would get an AC, but we try really hard to to get a CS for folks, especially for folks that need them because of a disability.

1:03:00
See it, I think just so.

1:03:05
And yes, I think I answered.

1:03:06
Will we be offering them too?

1:03:07
Yeah.

1:03:09
How long do people have to find a housing choice, a housing once a voucher was issued.

1:03:14
So initially when someone is selected from the wait list and we issued them a voucher, we give them 120 days.

1:03:19
And then people are able to request a voucher extension prior to the expiration date.

1:03:23
The first extensions are 60 days each.

1:03:26
So then and then after that, you know, people could still continue to request a voucher extension.

1:03:31
It goes to supervisors and those those extensions are at 30 days.

1:03:35
And the reason why is that it offers us more of connection with the person who is looking for housing and addressing some of the barriers that are unable to achieve this stable housing.

1:03:45
Yeah, and then someone had a question around being registered sex offender and how it relates to regional long term rent assistance.

1:03:55
I don't know the details behind regional long term rent assistance, but I think it's through the state of Oregon.

1:03:59
And HUD is not involved for these waiting lists.

1:04:03
They're project based assistance and tenant based assistance through Housing and Urban Development.

1:04:10
And so that's where their rules come into play.

1:04:12
And it's the, again, lifetime registered sex offender is the is the kind of criteria that HUD sets forth.

1:04:22
Yeah, the voucher program as well as the property based program there actually we do have to follow head guidelines.

1:04:28
So with the regional long term assistance program, it's it's not a HUD program.

1:04:31
So there's a lot more flexibilities to be able to serve different types of communities.

1:04:35
Yeah, for sure.

1:04:37
And so Tasha wants to clarify, she has a client that is already has a voucher and wants to move.

1:04:44
Should they still apply?

1:04:46
No, they don't.

1:04:47
Yeah, they don't need to apply.

1:04:49
They already have assistance and this hasn't come up either.

1:04:51
But the other thing is if somebody has a housing choice voucher, they can't use it in a project based building because it's kind of double subsidy and we can't do that.

1:05:00
That's come up in other in other webinars we've done.

1:05:03
But just to clarify, you can't.

1:05:05
If somebody has a voucher, they can't move into a project based unit that has project based assistance.

1:05:11
The families approved for a voucher, does the voucher have a rental assistance amount already set or is that determined based on the cost of the apartment that they are able to find?

1:05:20
I'll let you answer that complicated question, Jenny.

1:05:22
Yeah, there's different criteria for for maximum rent for people with the voucher program.

1:05:29
So we do take into account people's household income, the payment standard, as well as the cost of the the unit as and, and utilities.

1:05:37
And so that determines how much that person can can afford within the community.

1:05:41
And each person is different.

1:05:43
They'll have a briefing that explains to them what their maximums are.

1:05:47
Depends on the area town too and everything, right, yes.

1:05:51
So Terry asked is, is this a voucher they can take with them or is this an open waiting list only for property lists?

1:05:56
It's both Terry.

1:05:58
So when folks you go to apply, they will see a list at the top, I think it says housing choice voucher and then there'll be a list of project based or site based units as well.

1:06:09
And so they can apply to one or all depending on their depending on their household size.

1:06:17
I was attempting to get someone into the Caesar Apartments, which is now managed by Home Forward, but you all said that their waiting lists aren't open until the 15th.

1:06:24
They didn't see it on the list available And Zachary, you're tracking it.

1:06:29
Yes, it's true.

1:06:30
Home Forward just purchased the Caesar Apartments in December.

1:06:34
It is going to be a permanent supportive housing property and so applicants will be able to access those units through coordinated housing access.

1:06:45
It's and I cannot remember the name of the entity that we're working with, but that is that is the that is the future of the Caesar.

1:06:53
We're not there yet because the Caesar was occupied by folks that didn't have any sort of subsidy.

1:06:58
And so we're working with to get those folks relocated before we start actually opening up the big those units for folks that are going to be having be working with.

1:07:10
Shoot, it's a, it's an URCO offshoot.

1:07:13
And I can't remember the name of the entity, but look on our website because when we get our act together and start publicizing this a little bit more, that's where it will be used on the website.

1:07:22
But folks would be they would be coming in through Multnomah County coordinated access indicating that they want to work with I think it's Somali refugees.

1:07:34
And then there's other folks that are they also serve as well.

1:07:38
But that's who that's who we're going to be working with at the Caesar.

1:07:44
Question about program financial support is income.

1:07:46
So the income that we would count to determine the person's rent portion is regular reoccurring income.

1:07:53
So if you're just only paying for moving costs or only short term rent assistance, that income would not be be used in determining their eligibility and rent portion.

1:08:04
Yeah.

1:08:04
Next question for a person with disabilities, does it have to be documented by their primary care provider?

1:08:09
Nothing has to be documented for them to apply.

1:08:12
So they can check that they are disabled and they can wait.

1:08:14
But when they come to the top of the waiting list, it would have to be documented by there's a list of folks that can can document and it doesn't have to be primary care could be a counselor.

1:08:25
But there is a there is kind of a threshold of folks that we want to see approving those verification of disabilities.

1:08:33
But it doesn't necessarily have to be a primary care provider.

1:08:37
What if peers are in school and not working, Can they still apply?

1:08:41
Yes.

1:08:43
It doesn't matter if someone has employed they can folks can still apply to the waiting list.

1:08:51
If someone go ahead question about somebody coming for another state and not having an organ ID, can they apply?

1:08:58
Anyone can apply.

1:08:59
So you know that has access to the Internet.

1:09:02
There is going to be at least for the voucher program and and at least you could clarify for the project based units too.

1:09:09
Yes, there's a preference for people in Multnomah County.

1:09:12
So those people if they're selected from the wait list, the ones in Molo County are going to be at the top of the wait list.

1:09:18
Yeah, and that's for folks that are living and it might even be if you're homeless in Multnomah County or you're working or going to school in Multnomah County, there's questions in the application that will kind of that will, you know, that folks should indicate if they're in Multnomah County.

1:09:32
And those folks do have a preference on the waiting list.

1:09:37
So what about a register's sex offender who has a letter from the court regarding the charges getting reduced in two years?

1:09:44
So it's really going to be based on when they're pulled, what their status is, when they're pulled.

1:09:49
So if they are gonna be, if they're pulled and it's gonna be two years before they have they drop off, then no.

1:09:56
But it does like if you have something like, I mean, somebody could be waiting two years on the waiting list.

1:10:02
So that's, I do encourage folks if they if they're working with someone who's currently required to register, but it's one of those like lower tier ones working.

1:10:11
I know again, Multnomah County Public Defenders has a program that they will work with folks because it's expensive to get those charges fled down and they will work with folks to support the legal process to do that.

1:10:23
But it's really based on when we pull them from the waiting list, where they're at.

1:10:33
What happened if your contact information has changed during that.

1:10:37
There was a period that we may not be able to have people complete changes through the website.

1:10:42
You could you could get and call us and we can make the changes for you.

1:10:46
Yeah.

1:10:48
How long do you take trying to get a hold of people before giving up and moving on to the next applicant?

1:10:56
Suzanne, is it 14 days?

1:10:58
I mean, we try, we try like two or three.

1:11:01
We send a letter out saying you need to contact us in 14 days and then we call and we e-mail, but it's 14 days.

1:11:09
Is that right?

1:11:10
14 days?

1:11:11
We make three contact attempts and then we always encourage people to reach out to us.

1:11:17
We're always happy to like investigate the extenuating circumstances and we're very lenient about allowing people to come back on the wait list.

1:11:25
Yeah, we have a, a liberal reinstatement policy.

1:11:29
So if it's, you know, if if we reached out to you and we cancelled you and it's like 3 months later, we often will.

1:11:37
There's a form folks have to fill out, but we will often reinstate them back on the waiting with with their original date and time of application, which means they go to the top of the waiting list usually.

1:11:48
What about currently incarcerated folks that will be out in time for the letters to be released?

1:11:53
Yeah, there's no there's no limit on folks that are currently incarcerated applying.

1:11:57
They can definitely apply.

1:11:58
Is that a lot?

1:12:03
What counts as a household member of parents share custody of their kids.

1:12:06
One has visitation for income and occupancy they have to have.

1:12:10
Isn't it 51% of say I remember and stuff.

1:12:15
Good for me.

1:12:17
Yeah.

1:12:17
So the the in order to claim a child, you have to have at least 51% custody and 5050 sucks.

1:12:24
I don't know.

1:12:25
We, we we force the parents to kind of figure out, figure that out.

1:12:29
But it has to be at least 51% and documentation that shows that.

1:12:33
Yes.

1:12:34
Thanks Again, Senate Bill 818, many SOS have not had their levels determined by the parole Board.

1:12:41
Our program, Flip the Scripts, use the Metropolitan Public Defender's Office to assist in expediting level.

1:12:48
So where it's required for household unemployment.

1:12:51
That's great, Carlos.

1:12:53
I mean, I think I know that, yeah.

1:12:55
I mean, I know that there's programs out there.

1:12:57
And again, I, I see, we see these situations that I know when we think registered sex offender, we think children and we think predatory, but there's a lot of people that have charges and they did something really stupid.

1:13:08
Like I'm sure no one on this call has ever done something stupid.

1:13:11
And you know, in their late teens, early 20s, right?

1:13:14
And they did something really stupid and it sticks with them for years and years and years for some.

1:13:20
I just, I mentioned before, like 30 years ago, the person did a thing.

1:13:24
There's nothing on the person's record, but they're still required to register as a sex offender.

1:13:29
And it breaks my heart.

1:13:30
So I think it is.

1:13:31
Thank you all for doing work that you when working with folks to get those things played down.

1:13:36
I know it's tough.

1:13:37
And it's not one of those things that I think if home forward had a choice, we might, we would do it differently.

1:13:44
But HUD, it's one of those things that HUD is just like there's a line and we can't, we don't, there's no budging it.

1:13:51
Yeah.

1:13:52
And we also currently work with Multnomah Public Defenders to help reduce charges and for people that are are applying for programs too.

1:13:58
So yeah, they're definitely have been helpful in those situations.

1:14:03
Someone needs a live in caretaker.

1:14:05
Does the caregiver income need to be added?

1:14:08
No, but the purse, the live in caregiver should be on the application.

1:14:13
Is that right, Suzanne?

1:14:14
Do I get that right?

1:14:15
Well, we wouldn't count the income, but we also would look at the situation because if somebody is needing a full time caregiver, generally that full time caregiver is also not working full time because they're giving care.

1:14:26
So we would probably look at the situation, but the income itself would not be counted.

1:14:31
Yeah.

1:14:32
So that the caregiver's income wouldn't disqualify the household.

1:14:36
They wouldn't be, Yeah.

1:14:37
Yeah, OK.

1:14:38
We have the definition of of lemonade.

1:14:40
So if a provider says some person requires a lemonade due to their disability or other health, health factors, that income from that person would be excluded.

1:14:50
I I've had people tell me that partner organizations have given out choice vouchers on site and I don't think this is come forward, but is that true at all?

1:14:59
Is there a way of getting choice vouchers through certain organizations that bypass the waiting lists?

1:15:05
Not that I'm aware of, Jimmy, but maybe you know more.

1:15:08
Well, I, I think what this is probably maybe referring to would be our special purpose vouchers.

1:15:14
So for example, for the veterans programs, you know, they don't go through the wait list because the refill process is through the VA and, and there's only a certain amount of vouchers that, that are allowed.

1:15:23
So, so that that is a different type of program and we do have several programs that are like that, that referred either through organizations or through the team of care.

1:15:35
Oliver says the Max monthly and yearly are wildly different.

1:15:38
If someone makes more than the yearly but less than the monthly, would they qualify?

1:15:44
I'm not familiar with the monthly.

1:15:46
We usually look at, we look at annual income.

1:15:49
Sometimes we look at, you know, their monthly income, but we eventually get to what is that equal as far as annually.

1:15:55
So we look at the annual amounts.

1:15:58
We don't, we again, we look at if somebody gets paid once a month, we multiply that by 12 to get to the annual.

1:16:03
So we do look at monthly, but that's the what's going to be the deciding factor about whether someone's eligible or not is their annual income.

1:16:11
So hopefully they answer your question, Oliver.

1:16:13
And from income that varies month by month, you know, what we can do is we have access to the Oregon Employment Department.

1:16:19
So we could annualize it based upon the entire year, or we could look at things like year to date.

1:16:24
So there's different ways that we're able to correctly calculate someone's income.

1:16:27
And it doesn't always have to be like a month because especially if the months vary and we can take averages.

1:16:32
Yeah.

1:16:34
So Amanda said the HRSN program gives AC units too.

1:16:37
I just found this out.

1:16:38
Someone qualifies.

1:16:39
They can get rent help for six months as well as electricity.

1:16:42
Just in case anyone doesn't know about that, it's through Care Oregon.

1:16:45
Yeah, I know Care Oregon has a number of programs.

1:16:48
We worked with them probably 3 or 4 years ago on the AC piece, but recently have been working more closely with Portland Clean Energy funds.

1:16:57
They had that.

1:16:57
That's where they have a lot of money to not only support like getting a CS, but they're a CS that are, I forget, they're special ECS that are tend to be a little more environmentally supportive.

1:17:10
I get read, they call them.

1:17:11
But yeah, it's a great program.

1:17:14
Ruben says.

1:17:15
How long or good are the vouchers good for?

1:17:18
And when they hear a response, will it be via phone, e-mail or mail?

1:17:23
I'll let you take that one to me.

1:17:26
The voucher is basically once someone receives a voucher and they actually lease up in a unit, they're going to continue to be able to maintain that voucher unless they get too many from the program or they reach an income where they're no longer over income or receives zero half.

1:17:42
And regarding when people are notified, we're going to notify people around September whether they're selected from from the wait list or not.

1:17:50
And I think that's for that should be for both programs.

1:17:55
Rebecca asks if someone is a disabled 62 year old with a 14 year old daughter, can they both move into a disabled senior apartments?

1:18:03
Absolutely.

1:18:03
The key with the senior disabled is the head or Co head or spouse have to be 55 or older or disabled.

1:18:12
Did you have that right, Suzanne?

1:18:13
Or does it have to be the head of household that has to be senior disabled?

1:18:18
Carrie Ann, maybe you know, too.

1:18:21
I'm going with seeing the Head Co header spouse.

1:18:24
Yeah.

1:18:24
OK.

1:18:25
Yeah.

1:18:26
Head Co header spouse has to be 55 or older or disabled.

1:18:29
Great.

1:18:31
So if you're in Clackamas County and you do not have equal chance to get a voucher, is there a better place for people from Clackamas County to apply?

1:18:38
People You Clackamas, you can still apply.

1:18:40
It's just that folks will get a preference if they're living, working or going to school in Multnomah County.

1:18:46
And so, yeah, so I think I don't know what the Housing Authority of Clackamas County offers.

1:18:51
I know they have each.

1:18:53
So housing authorities are done by typically by county, sometimes it's by city, but around here like we are the Housing Authority for Multnomah County.

1:19:03
And so Clackamas County has a voucher pool and they have project based units as well.

1:19:09
I would check their website to see what they have available because it's similar resources.

1:19:14
It's not quite as big as us.

1:19:16
The the number of people aren't quite as big either that live in Clackamas County.

1:19:22
The person's making slightly over the limit, but they lost their job and were unemployed for four months and now have a new job making the same money.

1:19:29
Would that qualify for this year since their actual income won't be exceed the limit?

1:19:34
We look forward and not backwards usually, Peter.

1:19:37
So we're looking, if somebody had a current job, we'd be looking at that current wage.

1:19:41
We would go back and see that they were unemployed for four months.

1:19:44
We would assume that they're going to be getting that wage going forward.

1:19:49
So that would they wouldn't qualify, sadly, in that case.

1:19:56
Oh, hey, Shanny, I didn't know you were in here.

1:19:59
At least folks could also request to be reinstated to the waiting list.

1:20:02
Yeah, we talked about that.

1:20:03
If, if.

1:20:04
And it's worth repeating because I feel like it's one of those things that folks don't necessarily know.

1:20:08
But like, if for some reason, we, you know, someone comes to the top of the list, the e-mail we send out snail mail, we call, we can't get a hold of someone, 14 days have gone by and we cancel them from the list.

1:20:21
And then you know, maybe you know.

1:20:22
Things were going on in their life, right?

1:20:24
Their phone got disconnected.

1:20:26
Who knows what happened, right?

1:20:27
If they cut kind of resurface like, you know, a few months later and say, you know, hey, I I was on the list and now it's saying I'm cancelled or whatever folks can request to be reinstated.

1:20:39
And that's definitely, again, I get the word out about that that and there is some limits, you know, if it's been 2 years, there's we may not be able to do it.

1:20:48
But yeah, so just folks know that's, that's an option.

1:20:53
She was calling out that somebody might wait until their charges were dropped and then circle back, oh, sorry.

1:20:59
Say it, say it again.

1:21:01
If somebody had some charges, maybe an open case that was happening, yeah, we will.

1:21:06
So that's that's a great point.

1:21:08
So if somebody has active charges so they don't have a they don't I'm sorry they have an open case and they don't they haven't actually been charged with a crime yet.

1:21:18
We can't evaluate them because we don't know what's how that's going to land, right.

1:21:22
We don't know is it going to be a felony one assault?

1:21:24
Is it going to be a misdemeanor 4 assault?

1:21:27
Like we don't know where it's going to land, but we will, if we will keep applications open, it's not indefinite.

1:21:34
Like we're not going to keep it open for years and years, but we will.

1:21:37
We can kind of keep that person at the top if it's going to be resolved in a fairly, you know, like if, if the court and the verdict is going to be kind of imminent, we will keep it open for a while.

1:21:53
Jimmy, do you want to take this one?

1:21:54
I have a customer who's on a waiting list for a representative payee to manage their SSI through Oregon Money Management program.

1:22:01
It's been 6 months and maybe another five to six months.

1:22:05
A previous eviction disability impacts her ability to manage her money.

1:22:09
If she comes up in the lottery before she has a payee, does she have a chance to defer until she can have a payee to help her manage her rent?

1:22:17
I think similar to the charges, I mean, they're yes, but it's not like an indefinite thing, is it?

1:22:23
Is she going to have a payee in the next six months?

1:22:25
Absolutely, we could do it.

1:22:27
I mean, she could also move in and see how it went.

1:22:31
I know sometimes like rent payment and things like that with folks that are having a hard time managing their money is an issue.

1:22:37
But yeah, we could, we could look and work with her to try to get, yeah, to try to get her housed before or, or even wait until she had a payee.

1:22:49
How would someone from how would one find the form for someone that missed their call?

1:22:56
They were at the top of the list at one point and their mail was tossed by someone and didn't realize it.

1:23:00
I would have them reach out and depending on whether it's HCV or whether it's one of the project based lists, I would have them.

1:23:07
I don't know, Jimmy, who won?

1:23:09
Where would you direct to your folks?

1:23:13
It's an HCV.

1:23:15
Yeah, I for the HDB in the case where someone did not complete the application, I would have them contact just our main number and hopefully it can be forward to the coordinator that was working on it and, and maybe explain the extenuating circumstances.

1:23:30
And in some cases, if it's been a long time ago, there may not be much that we can do.

1:23:35
But yeah, definitely we asked people to keep us in contact and for for reasons why they're not able to return our paperwork or meet the eligibility criterias.

1:23:45
And for the project based waiting list, we have a property management hotline that the number is escaping me right now.

1:23:53
But if on it's on our website that they could call and the folks that answer that line could kind of guide them around our reinstatement policy.

1:24:03
Yeah, there's no open questions.

1:24:06
Yeah, that was a lot of questions.

1:24:07
That was a lot of questions.

1:24:08
And this is our biggest group.

1:24:10
Yeah, it's kind of exciting to see so many folks.

1:24:14
I think I'm going to stop recording and then we'll hang out if folks for some reason, either because of disability or situation or whatever, like you were able to get your questions.

1:24:22
Oh, wait, there's two more.

1:24:24
OK.

1:24:24
Thank you, Shannon.

1:24:25
So the property management hotline is 503-280-3500 and anyway we will hang out.

1:24:33
I'm sorry, 503-280-3750 is the number for the.

1:24:39
That's for the, again, if folks, it's a project based list you were on and you were somebody was cancelled and they want to be reinstated.

1:24:46
HCV is a separate process and you go through their website.

1:24:49
So I'm going to stop recording and then again, we'll hang out if folks have questions.

1:24:56
They weren't able.

1:24:56
If you raise your hand and you wanna do a live kind of Q&A, we could do it that way.

1:25:01
All right, here we go.