



250 FINAL ELIGIBILITY DETERMINATION PROCESSING

250.1 Overview

- A. The eligibility determination process is the way by which an applicant's (and the applicant family) ability to meet the eligibility requirements for receiving housing assistance administered by DCHA is assessed. (see **Section 210-Introuction**).
- B. This section covers the following key areas of the eligibility determination process
 - 1. Verifications
 - 2. Income Determinations
 - 3. Final Eligibility Determinations
 - 4. Quality Control
 - 5. Informal Conferences
- C. This section, along with **Section 240—Final Eligibility Determination Interviews** and **Section 260—Applicant Screening Procedures**, outlines the steps in this process.

250.2 Verifications

- A. DCHA verifies income as one of the factors in determining eligibility and for determining rent. In addition eligibility for preferences claimed, family composition/characteristics and other non-income related information must be verified.
- B. The hierarchy for acceptable methods for verifying income and non-income related information is as follows, with the most desirable listed first:
 - 1. ***Upfront Income Verification***—Independent source that systematically and uniformly maintains information electronically. For example:
 - a. ***Department of Employment Services (DOES)***—provides employment and unemployment benefit information
 - b. ***Automatic Client Eligibility Determination System (ACEDS)***—provided information on TANF, SS, SSI, and Unemployment Benefits (only for persons receiving Department of Human benefits)
 - 2. ***3rd Party Written***—Independent verification conducted by contacting the verification source supplied by the applicant/applicant family member.
 - a. The authorization of release/request for verification document(s), related to the information being verified, is supplied directly to the independent source (3rd party) by the Client Eligibility and Placement Specialist and the verification must be returned directly to CPD from the independent source.
 - b. Verification requests can be made by the Client Eligibility and Placement Specialist by fax, mail or e-mail.

- c. DCHA accepts documentation by fax, mail or e-mail.
 - d. DCHA will make two (2) attempts to obtain third-party verification before using another form of verification. DCHA will diligently seek third-party verification using a combination of written and oral requests to verification sources.
3. **3rd Party Oral**—Oral verification that is obtained directly from the 3rd party by the Client Eligibility and Placement Specialist, via telephone or in-person.
- a. If written verification cannot be obtained from the 3rd party within 10 calendar days of the initial request, oral verification with the 3rd party (either by phone or in person) is acceptable.
 - b. The Client Eligibility and Placement Specialist documents the applicant file using **Third Party Verification Sheet** with the date/time of the contact with the 3rd party, the type of contact made (by phone or in person), the name of the person contacted, the telephone number and the confirmed verified information. In addition, the Third Party Verification Sheet should also indicate, when applicable, that the reason the 3rd party oral method is being utilized is because there was not response to the request for 3rd party written verification.
4. **Document Review**—Review of original documents provided by applicants in support of information the applicant provided regarding identity, income, assets, expenses, and certain preferences.
- a. This verification method is used when 3rd party verification cannot be obtained. If not already provided, applicants are contacted and given 10 calendar days to provide documents such as pay stubs or award letters.

- b. Using a **Third Party Verification Sheet**, the Client Eligibility and Placement Specialist records the reason why 3rd party verification is not available.
 - c. Documents provided by the applicant should be dated within 180 days of the final eligibility interview.
 - d. **EXCEPTION(S)**: Review of legal documents such as birth certificates, valid photo identification; and Social Security cards are acceptable for verifying such things as identity, elderly/near-elderly preferences, age, and Social Security number.
5. **Self-certification/Self-Declaration**—The least acceptable verification method and should only be utilized when all other forms of verification are impossible to obtain. DCHA accept a notarized statement or signed affidavit from the family attesting to the accuracy of the information provided.
- a. DCHA does not accept self-certification from applicants as preference verification.
 - b. There are some instances when DCHA will accept applicant self-certifications as the primary source of verification. For example, DCHA will accept self-certification of assets and asset income when the amount being reported is less than \$15,000 in assets or \$1,000 in annual income from assets. In addition the **Statement of Support** is used as a self-certification if an applicant indicates he/she is not receiving support from any other sources.
- B. Prior to moving from one level of verification to another, the Client Eligibility and Placement Specialist documents the applicant file (using the **Third Party Verification Sheet**) showing why the previous form(s) of verification was not available, including reference(s) to attempts made.

- C. Third-party verification is not required when legal documents are the primary source, such as birth certificate or other legal documentation of birth.
- D. If a source does not have the ability or refuses to provide third-party written or oral verification, document review will be used for verification. If a source does not have the ability or refuses to provide third-party written or oral verification, document review will be used for verification.
- E. Third-party verification will be deemed unavailable when there is a service charge for verifying an asset or an expense and the family has original documents that provide the necessary information.
- D. Verification documents are considered current if dated no more than 180 days prior to referral to a housing program. If any information is determined to be more than 180 days old, a Client Eligibility and Placement Specialist shall contact the applicant, or obtain UIV/3rd party verifications, to provide updated information, as appropriate.
- E. If third-party verification is not available or not required, documents provided by the family will be used as verification. All documents will be signed, dated, photocopied and retained in the applicant's file.
- F. Verification is required for the following as part of the final eligibility determination process:
 - 1. Preference status
 - 2. Family composition/member information, including identity and citizenship/immigration status/debt owed;

3. Household income; and
4. Eligibility screening factors

250.3 Screening Criteria—see Section 260—Applicant Screening Procedures for details

250.4 Verifying Preferences

- A. Preferences are only verified at final eligibility determination. While an applicant may have claimed more than one preference, only the preference for which the selection from the waiting list was based is verified.
- B. If it is determined during the final eligibility interview that the applicant **does not qualify** for the preference for which he/she was selected from the waiting list, return the applicant to the waiting list in accordance with 240.3—Conducting Interviews
- C. If the preference cannot be verified during the final eligibility interview, the Client Eligibility and Placement Specialist will follow the methods of verification outlined in **Sub-section 250.1** above. Once an authorization for release of information is completed by the applicant, the Client Eligibility and Placement Specialist will forward the form to the 3rd party source for verification.
 - a. If there is no response from the agency/organization identified to verify the preference within 10 calendar days, a second attempt is made. If there is no response to the second attempt after 10 calendar days, the applicant is notified by telephone or mail that the agency/organization is not responding. The applicant is given an opportunity to identify another agency/organization that can

verify the preference. If another verification source is not identified, the Client Eligibility and Placement Specialist will stop the eligibility determination process and a ***Return to Waiting List Form*** is issued.

b. Self-certification is not an acceptable form of preference verification.

c. Preference verifications obtained from a 3rd party source are valid for up to 180 days from the date of verification.

D. The following outlines the acceptable forms of verification and any additional guidelines for each of DCHA's selection preferences.

a. **Disabled Family**—the head of household, spouse or sole member must provide sufficient sources of information to allow DCHA to verify that the family qualifies for the disabled preference. This may include the following:

- 3rd party verification from a knowledgeable professional (physician, psychiatrist, psychologist, therapist, rehabilitation specialist or licensed social worker).
- A current Statement of Social Security Disability or Supplemental Security Income (SSI) benefits received.

b. **Elderly Family**—the head of household, spouse, or sole member must provide evidence of being 62 years old or older.

- Valid government photo identification

- Birth certificate
 - Baptismal records
- c. Near-Elderly Family— the head of household spouse or sole member must provide evidence of being at least 54, but not less than 62 years old.
 - Valid government photo identification
 - Birth certificate
 - Baptismal records
- d. Special Emergencies
 - 3rd party verification from a government agency or private relief agency affiliated with the government
 - Memorandum from the DCHA Executive Director
- e. *Working family*—the head of household, spouse or sole member must provide evidence of working, being a full-time student, or participating in a job training program. Elderly and disabled families are included in this preference category—see **250.4(D)(a)and(b)** for detail on verifying the elderly and disabled preferences.
 - If employed:

1. 3rd party verification from the applicant's employer;
 2. Most recent, consecutive pay stubs (6 weekly or 3 biweekly or 2 monthly) or earnings statements. Pay stubs must be consecutive and may not be more than 180 days old when received by DCHA. Pay stubs are only acceptable as the sole source of verification if 3rd party verification is not available.
- If Self-employed:
 1. Profit or Loss from Business statement; or
 2. Self-Employment Tax Return from the IRS
 - If full-time student or in General Equivalency Diploma program:
 1. 3rd party verification of full-time student status from an educational institution.
 2. The educational institution must offer a diploma, degree, or certificate for vocational or other technical disciplines
 3. The documentation must show proof of current enrollment in a job training program.
 - If in a job-training program:

1. 3rd party verification from a job training program.
2. The documentation must show proof of current enrollment in a job training program.

f. *Homelessness*

- 3rd party verification from a public or private facility that provides shelter or transitional housing assistance for homeless individuals or families, or by a local police department, social services agency or clergy

g. *Housing unfit for habitation, substandard housing, and involuntary displacement due to government action related to code enforcement or public improvement/development*

- 3rd party verification from an agency or unit of the government;
- Government issued inspection report substantiating that the conditions in the unit make it substandard/unfit for habitation

h. *Involuntarily displaced as a result of domestic violence, dating violence or stalking OR hate crimes*

- 3rd party verification from the local police department, District Attorney's office, social services agency, court, a clergy man, physician or public or private facility that provides shelter or counseling to victims of domestic violence verifying that the applicant or a member of the applicant's family is a victim of recent or continuous domestic violence or

hate crimes that has required or will require the applicant to move out of his/her housing unit.

i. Involuntarily displaced due to a disaster

- 3rd party verification from a government or private relief agency (affiliated with the government)

j. Involuntarily displaced due to the action(s) of a housing owner that is beyond the applicant's control

- 3rd party verification from the housing owner

k. Involuntarily displaced due to inaccessibility of a housing unit/inability to use critical elements of the unit

- 3rd party verification from a knowledgeable professional (physician, psychiatrist, psychologist, therapist, rehabilitation specialist or licensed social worker).

l. Rent Burden—verification includes verification of rent, income and utilities.

- Income

a. 3rd party verification from the applicant's employer.

- b. Most recent, consecutive pay stubs (6 weekly or 3 biweekly or 2 monthly) or earnings statements indicating gross pay, frequency of pay and year-to-date earnings. Pay stubs must be consecutive and may not be more than 180 days old when received by DCHA. Pay stubs are only acceptable as the sole source of verification if 3rd party verification is not available.

- Rent

- a. 3rd party verification of rent charged from the current landlord
- b. Lease or occupancy agreement on which the applicant appears as the lessee;
- c. Three (3) most recent rental receipts (or cooperative charges), which may include cancelled checks or money order receipts if properly labeled. Documents used as rental receipts must include the landlord's name and the housing unit in which the applicant is claiming the rent burden preference. Rental payments must illustrate the rent burden for at least the past three months. **Receipts are ONLY acceptable if 3rd party verification and lease/occupancy agreement are not available.**

- Utilities

- a. In order to document *utility charges*, the applicant family must provide utility bills or receipts (including gas/oil, electric, and water);
- b. The bills or receipts must be for the past three (3) consecutive months

m. Residency (District of Columbia—LRSP only)—Applicants must be residents of the District of Columbia (DC) (refer to 14 DCMR 95).

250.5 Applicants Who Do Not Qualify for the Claimed Preference

- A. See **240.3—Conducting Interviews** if it is determined during the interview that an applicant does not qualify for the selection preference claimed.
- B. In addition, the applicant is asked to complete an ***Application Update Form***. Once both forms are completed, the Client Eligibility and Placement Specialist updates the applicant automated Waiting List as follows:
 - 1. Update the preference codes by removing the applicable preference code and updating/deleting any other information, including other preference status changes, based on what the applicant claims on the ***Application Update Form***.
 - 2. Change the applicant status from “pending” to “not verified”.
- C. If the determination is made as part of a Group interview, Data Entry staff will update the applicant automated record (see **240.6 Data Entry Interview Follow-up** for details).
- D. In the event the determination is made after the interview, the Client Eligibility and Placement Specialist completes the ***Return to Waiting List Form***, and mails a copy of the form to the applicant.

- E. If the applicant disagrees with the determination that adequate verification of the selection preference claimed was not provided, the applicant can schedule an informal conference with the CPD Program Manager (see... for detail)
 - 1. If the CPD Program Manager agrees that the applicant does not qualify for the preference claimed, the applicant is informed of the right to file an appeal (public housing) or informal review (HCVP/Section 8 Moderate Rehabilitation).
 - 2. If the CPD Program Manager disagrees with the determination or the applicant is able to provide additional information to mitigate the determination, the applicant is allowed to continue the eligibility determination process.

250.6 Selection Justification/Documentation for Non-waiting List Admissions

A. Moderate Rehabilitation Program Owner/Manager Referrals

- 1. In the event DCHA does not provide a qualified applicant for the HCVP Project-Based, LRSP Project-Based or Moderate Rehabilitation programs from the HCVP or Moderate Rehabilitation Waiting List within 30 days of an Owner/Manager's vacancy notice, the Owner/Manager can refer an applicant from the site-based waiting list to DCHA for final eligibility determination.
- 2. Since there are no preferences governing selection from owner/manager site-based waiting lists, a copy of the Owner/Manager **Vacancy Request Form** and the Referral Form are placed in the applicant eligibility determination file as justification for processing the applicant.

B. ***Non-waiting List Admissions***—For families processed under one of the non-waiting list admissions categories, the file is documented with any one, or a combination, of the following:

1. An indication on the ***Interview Information Sheet*** of the Non-Waiting List Admission category;
2. A copy of a letter from the agency/entity making the referral. The letter should identify the applicant(s) to be screened;
3. The Board of Resolution authorizing the allocation, or
4. HUD award/letter approval.

250.7 Verifying Other Non-income Information

A. ***Verifying Family Composition***: The Client Eligibility and Placement Specialist shall review and copy the following original documentation of household composition, as applicable:

1. Valid government issued photo identification for all adult family members 18 years of age or older;
 - a. While there is no age requirement for individuals to apply for housing and to be placed on a waiting list, at the time of interview, the head of household must be either:
 - i. An adult—at least 18 years of age; or

- ii. An “emancipated” minor, deemed as such by the courts (may also be verified by government agencies providing financial assistance e directly to a minor)
 - b. Only adults and emancipated minors may sign legally binding documents, such as a lease.
 - c. If the applicant is neither an adult nor an emancipated minor at the time of the interview, the Client Eligibility and Placement Specialist shall issue the applicant a proposed **Letter of Ineligibility** and withdraw the applicant’s name from the list from which their application was selected for interview.
2. Proof of birth for all members (also establishes relationships between adults and children in the household). Examples of acceptable items are:
- a. birth certificates (long forms for children—the long version includes name of parent(s);
 - b. driver’s license;
 - c. other forms of official documentation, such as school records and baptismal certificate
3. Proof of Custody of Minor Children—Verification for minors of the applicant family is carefully scrutinized to ensure that the applicant (or other household member) is, in fact, the parent or guardian.
- a. Court documents showing that the applicant (or other adult member on the application) has custody of a minor child of which he or she is not the birth parent;

- b. Documents from a social services agency (or the courts) verifying that the applicant (or other adult member on the application) is a foster parent of a minor child listed on the application, if applicable;
- c. Birth certificates do not always provide such clarification; the child's last name may be different from the member claiming to be the parent. In such cases, other forms of verification shall be pursued. Appropriate documentation sufficient for establishing a care giving relationship may include one or a combination of the following: notarized authorization from the child's legal guardian, school or medical records, income verifications (e.g. public assistance, Social Security, etc. that name the parent or guardian as the recipient of funds for the minor child), and sworn statements from medical, legal, social service professionals, teacher or clergy;
- d. In some families, children are temporarily living without the parent for various reasons. It is important to ensure that minors listed on the application physically live in the unit when the applicant family is housed by DCHA. The following are scenarios in which the custody of a minor is questionable:
 - i. If the minor child does not presently reside with the applicant parent/guardian because "temporary" custody was given to someone else (usually a close friend or relative), and the arrangement was informal (not processed through court), then the applicant must submit a notarized statement from the "temporary" care giver certifying that the child will be returned to the parent (applicant household member) as soon as he or she is housed.

- ii. If the applicant states that he or she (or other applicant household member) has lost custody “temporarily” through government action (e.g. courts, Child Protective Services, etc.), and reunification is pending, then the applicant must provide a statement from the appropriate government entity, certifying that the child will be reunited with the parent once he or she is housed. The Client Eligibility and Placement Specialist should review such letters carefully; there are often barriers to reunification other than the lack of adequate housing.
 - e. If the applicant (or other applicant family member) is unable to provide verification establishing a care giver relationship for a minor child or provide verification that a minor child will be reunited once the applicant (or other applicant family member) is housed, the child’s name will be removed from the application.
 - i. If this action results in a change in the bedroom size for which the applicant family is eligible for the Public Housing, HCVP Moderate Rehabilitation, and HCVP local/federal project-based programs, the Client Eligibility and Placement Specialist does not continue with the final eligibility determination.
 - ii. The applicant is issued a ***Return to Waiting List Form***. If it is determined that the bedroom size has changed after the final eligibility interview, the ***Return to Waiting List Form*** is mailed to the applicant.
- B. *Verifying Social Security Numbers (SSN)*: All applicants are required to disclose and provide proof of the Social Security Numbers of all family members

1. A valid SSN card issued by the Social Security Administration;
 2. An original document issued by a federal or state government agency, which contains the name of the individual and the SSN of the individual, along with other identifying information of the individual); or
 3. Such other evidence of the SSN as HUD may prescribe in administrative instructions
- C. *Verifying Citizenship/Eligible Immigration Status*: The financial benefit from admission to Public Housing, HCVP or Moderate Rehabilitation housing is available only to members of the applicant family who are lawfully within the United States of America. However, anyone can apply for housing assistance and be placed on the waiting list.
1. A ***Declaration of Section 214 Status Form***(s) must be completed by each family member claiming to be a U.S. citizen, a U.S. National, or eligible immigrant. Parents/Guardians should complete and sign the form for minor children.
 2. Refer to ***Declaration of Section 214 Status Form*** for list and explanation of each eligible non-citizen status category.
 3. The applicant is required to provide verification of the declaration, including:
 - a. Valid Social Security card;
 - b. United States passport;

- c. Resident Alien Card (“Green Card”);
 - d. Voter registration card;
 - e. For naturalized citizens, evidence of eligibility consists of a signed declaration of U.S. citizenship;
 - f. Other appropriate documentation, including original of a document designated by the U.S. Citizenship and Immigration Services (USCIS) as acceptable evidence of immigration status.
4. For non-citizens who are 62 years of age or older, the acceptable evidence consists of:
- a. Signed ***Declaration of Section 214 Status*** form, and
 - b. “Proof of age” documentation, such as a birth certificate, baptismal papers, marriage certificate, etc.
5. An ***Immigration Status Verification Consent Form*** must be completed to identify those applicant family members indicating on the ***Declaration of Section 214 Status Form*** that they are **eligible non-citizens**. An Alien number must be provided for each member listed and members 18 years and older must also sign the document. A parent/guardian for children listed on the form should sign on behalf of each child listed.
- a. The Client Eligibility and Placement Specialist will access the on-line U.S. Citizenship and Immigration Services (USCIS) Systematic Alien Verification for Entitlements (SAVE) system to verify the immigration status of applicant family members indicating that they are eligible non-citizens.

- b. If the Client Eligibility and Placement Specialist processing the final eligibility determination does not have an access key, he/she should contact a Supervisory Client Eligibility and Placement Specialist for assistance.
6. A ***Listing of Non-Contending Family Members Form*** must be completed to include the names of all applicant family members who do not claim to have eligible immigration status. These are members who do not complete the ***Declaration of Section 214 Status Form***.
7. If there is at least one member of the applicant family who is determined to be a U.S. citizen, U.S. national or have eligible immigration status, the family is consider a *“Mixed Family”*.
- a. These families consist of both members who **are** U.S. citizens, U.S. nationals or have eligible immigration status **AND** those who **are not** U.S. citizens, U.S. nationals or have eligible immigration status.
 - b. The housing assistance for an eligible “mixed family” **must** be prorated. The automated system will complete this calculations based on the information entered about each family member.
8. If it is determined that there are **no** applicant family members who are U.S. citizens, U.S. nationals or have eligible immigration status, a proposed ***Letter of Ineligibility*** is issued.
- a. The CPD Staff Assistant is responsible for issuing ***Letters of Ineligibility*** based on information provided by a Client Eligibility and Placement Specialist or Supervisory Client Eligibility and Placement Specialist.

- b. The Client Eligibility and Placement Specialist or Supervisory Client Eligibility and Placement Specialist will update the applicant automated waiting list record to reflect the determination.
 - c. If this determination is made during the final eligibility interview, the Client Eligibility and Placement Specialist should explain the determination to the applicant and indicate that the decision will be forwarded in writing after the interview.
- D. *Verification of Student Status*—Verification is required if the family claims full-time student status for an adult other than the head of household or spouse.
 - 1. Third-party verification of Full Time Student status from the registrar's office or other school official
 - 2. If third-party verification is unavailable, school records indicating enrollment for sufficient number of credits to be considered a full- time student
 - 3. Full-time student is defined as a household member, other than the head of household, co-head or spouse) who is enrolled in and attending an accredited educational or vocational institution and is carrying a course load that is considered full-time for day students under the standards and practices of the institution
- E. *Debt Owed*—Applicants with a current outstanding debt owed from prior tenancy in a DCHA housing program may not receive assistance until the debt is paid in full.

1. See **260.2 Assessing Past Performance in Meeting Financial Obligations** for detail regarding a check for debt owed from current/prior tenancy.
2. If after the interview it is determined that the applicant owes money to DCHA or a HCVP landlord as a former/current tenant, Client Eligibility and Placement Specialist notifies the Staff Assistant.
3. The Staff Assistant issues a proposed ***Letter of Ineligibility*** scheduling an Informal Conference. The applicant is given the opportunity to contact CPD to schedule an informal conference (**see 250.12-- Informal Conferences**).
4. If the applicant's ineligibility is solely for unpaid debt AND the applicant pays off the debt, or otherwise resolves the debt, while inactive on the waiting list, the applicant will be reinstated on the waiting list with the date and time of application when the application was withdrawn.
5. After the application is reinstated, it must reach the top of the waiting list based on date and time, and any applicable preferences, before another eligibility interview is scheduled.
6. **EXCEPTION:** An applicant who is referred under the Sponsor-based component of the Local Rent Supplement Program (LRSP) owes a debt arising out of a past participation in a federally funded housing program **shall not** be deemed ineligible for participation in LRSP. Any subsequent application for assistance under a federally funded housing program or a locally funded program other than sponsor-based LRSP by a person previously deemed eligible under the rules governing the LRSP shall be governed by the then existing laws, rules and regulations governing eligibility for the applicable federal or local program.

250.8 Verification of Reasonable Accommodation Requests

- A. If an applicant expresses a need for a unit with special features (or space for a live-in aide) due to the disability of a family member, a ***Request for Reasonable Accommodation Form*** and a ***Release of Information Form*** must be completed for the disabled member needing the accommodation.
- B. Both forms are forwarded to the Office of the ADA/504 Coordinator for the completion of the verification process.
- C. If the applicant request is for a live-in aide (attendant) and it is determined that the applicant family requires a “live-in aide” (attendant), as verified by the DCHA Office of ADA/504:
 1. The aide is screened by the Client Eligibility and Placement Specialist in accordance with DCHA’s applicant eligibility and screening requirements.
 2. If the aide meets the eligibility and screening requirements, a ***Live-in Aide Acknowledgement Statement*** must be completed and notarized. The aide’s income should not be included in applicant family household income.

250.9 Income Verification

A. Overview

1. The determination of family household income is necessary for two reasons:

- a. To determine whether the applicant family is eligible for assistance based on current HUD established income limits, and
 - b. To calculate the amount of rent that the applicant family will be responsible for paying as a resident
 2. If it is determined that the applicant family income exceeds the HUD established income limits, the applicant is withdrawn from the waiting list.
- B. **Annual Income** must be determined in order to calculate **Adjusted Income**. **Adjusted Income** serves as the basis for calculating applicant family rent/Total Tenant Payment.
1. **Annual Income** is the gross amount of income from all sources received by the head of household and spouse (even if temporarily absent) and each additional member of the family, including income derived from assets, for the twelve (12) month period following the effective date of initial determination, exclusive of income that is temporary, nonrecurring or sporadic, and exclusive of certain other types of income as specified. For a detail listing of what is considered **Annual income** and what should be excluded, staff should refer to the Admissions and Continued Occupancy Policy (ACOP), 24 CFR 5.609, and other guidance as amended.
- C. **Adjusted Income** is annual income less specific deductions. Allowable deductions include:
- a. \$480 for each dependent
 - b. \$400 for any elderly family (where the head of household, spouse or sole member is at least 62 years old)

- c. Child Care Expenses necessary for household member to be employed or to further a members education
 - d. Medical Expenses (unreimbursed)
 - e. Staff should also refer to the Admissions and Continued Occupancy Policy (ACOP), 24 CFR 5.611, and other guidance, as amended, for all allowable deductions and additional detail on those listed in this paragraph.
- D. Complete necessary income and expense verifications, following the verification hierarchy described at **250.2—Verifications**, based on the income reported by the applicant family in order to establish Annual and Adjusted Income.
- a. **Employment Income**
 - i. UIV sources;
 - ii. ***Employment Release Form*** completed by the employer;
 - iii. Pay stubs (6 weekly or 3 biweekly or 2 monthly) or earnings statements indicating gross pay, frequency of pay and year-to-date earnings. Pay stubs must be consecutive and may not be more than 180 days old when received by DCHA;
 - iv. W-2 forms plus income tax return forms. In cases where there are questions about the validity of information provided by the family, DCHA will require the most recent income tax statements.

b. Business and Self-Employment Income

- i. Audited financial statement for the previous fiscal year;
- ii. If an audit was not conducted, a certified statement of income and expenses;
- iii. All schedules used in filing federal and local taxes in the preceding year;
- iv. For self-employment of less than three (3) months, certified estimate of income is acceptable and interim recertification is required in three (3) months; or
- v. For self-employment of three (3) to twelve (12) months, income and expense documentation will be used to project income.

c. Social Security and SSI Benefits

- i. UIV sources; or
- ii. Award or benefit notification letter prepared and signed by providing agency dated within 180 days of submission
- iii. Benefit letters can be requested by the applicant from the Social Security Administration by:
Calling 1-800-772-1213, TTY 1-800-325-0778; or
Submitting a request on-line@ www.ssa.gov

- iv. When the benefit letter does not include the benefit or premium for the upcoming 12 months, apply the Cost of Living Adjustment (COLA) to calculate prospective income. The COLA is published each October and can be accessed at the Social Security website (www.ssa.gov)
- v. When the benefit letter does not include the Medicare premium for the upcoming 12 month, use the current premium published on-line at the Department of Health & Human Services website @ www.cms.hhs.gov

d. Alimony and Child Support

- i. If regular payments are received:
 - a. UIV records of court ordered child support/alimony (if available)
 - b. Record of payments for the past 12 months and information about future payments
 - c. Third-party verification from the person paying the support
 - d. Copy of separation, settlement agreement or divorce decree stating amount and type of support and payment schedules
 - e. Copy of the latest check and/or payment stubs
 - f. Self-certification of amount received and future payments

- ii. If irregular payments or no payments are received:
 - a. Verification according to the established hierarchy and
 - b. Evidence that all reasonable efforts have been made to collect amounts due
 - c. If the amount of child support or alimony received is less than the amount awarded by the court, DCHA must use the amount awarded by the court unless the family can verify that they are not receiving the full amount

e. Assets and Income from Assets

- i. Each applicant family must complete an ***Asset Certification Form*** specifying the type of any asset(s) owned by any member of the applicant family and the reasonable market value of said asset(s), including bank account balances, stocks and bonds, houses, land, insurance policies, etc.
- ii. Applicant households only have to report assets with a value greater than \$15,000 or which generate a net income of greater than \$1,000 per year must be reported and documented. DCHA accepts self-certification by applicants as to the value of assets and whether net income from assets exceeds the threshold.
- iii. If an applicant household does report having assets in excess of \$15,000 or which generate net income of greater than \$1,000 per year, then the asset value and income from assets must be verified. However, the imputed value of assets in excess of \$15,000 **will not** be included in income.

- i. Acceptable verifications include:
 - a. Third-party verification from a finance institution or broker;
 - b. Copies of the last six checking account statements;
 - c. Copy of the most current saving account statement;
 - d. Quotes from a stock broker or agent as to the amount the family would receive if they liquidated securities or real estate;
 - e. Tax statements, financial statements, or other documents; and
 - f. Notarized self-certification

f. Zero Income

- i. UIV sources;
- ii. Families that report zero income may be required to provide information regarding their means of basic sustenance, such as food, utilities, transportation, etc.
- iii. If the family is at zero income due to the loss of income/benefits, third verifications must be obtained to verify the loss of income/benefits (i.e. termination of employment, termination of public assistance)

- iv. Families claiming zero income must complete a ***Zero Income Statement*** (this statement must be notarized)

g. Child Care Expenses

- i. Families who claim child care expenses are required to submit a certification as to whether or not child care payments have been or will be paid or reimbursed by outside sources
- ii. Written verification is required from the child care provider that specifies:
 - a. Child care provider's name, address and telephone number
 - b. Names of the children cared for
 - c. Number and schedule of hours of child care
 - d. Rate of Pay
 - e. Typical yearly amount paid, including school and vacation periods

h. Medical and Disability Assistance Expense

- i. Families who claim medical expenses or expenses to assist a person(s) with disabilities are required to submit a certification as to whether or not any expense payments have been or will be reimbursed by an outside source

- ii. All expense claims must be verified:
 - a. Written verification by a medical professional of the anticipated medical costs to be incurred by the family, the regular payments due on medical bills and the extent to which expenses will be reimbursed by insurance or a government agency
 - b. Written confirmation by the insurance company or employer of health insurance premiums to be paid by the family
 - c. Written confirmation from the Social Security Administration of Medicare premiums to be paid by the family over the next 12 months
 - d. Receipts, canceled checks, pay stubs, or earnings statements that verify medical costs and insurance expenses likely to be incurred in the next 12 months
 - e. For attendant care or auxiliary apparatus
 - f. Written certification by a reliable knowledgeable professional and a projection of the number of hours the care is needed
 - 1. Written confirmation of the amount received from the family, frequency of receipt and number of hours of care provided
 - 2. Copies of cancelled checks or stubs from the agency providing the services for attendant care or receipts for purchases or proof of monthly payments and maintenance expenses for auxiliary apparatus
 - 3. A statement from the employer that the auxiliary apparatus is necessary for employment if the person with disabilities is employed

- E. If income was reported on the housing application by an applicant or other household member 18 years old or older, but is no longer being received at the time of the final eligibility determination interview, termination of said previous income must be verified by the appropriate source (e.g. a statement from the Department of Human Services for the termination of public assistance).
- F. Once verified, the Client Eligibility and Placement Specialist should complete the ***Income Calculation Sheet*** (as applicable); determine whether the applicant family meets the income limits (as established by HUD); and enters the income information into the automated waiting list applicant record.
- G. The automated system will automatically determine:
 - 1. Adjusted income
 - 2. Rent to be charged for Public Housing
- H. If the applicant family's income exceeds the HUD established income limits, the Client Eligibility and Placement Specialist will note the applicant automated record, and forward the final eligibility interview file to the Staff Assistant for issuance of a proposed ***Letter of Ineligibility***.

250.10 Final Eligibility Assessment

- A. The Client Eligibility and Placement Specialist reviews all of the information collected by the applicant and the applicant family, utilizing the final eligibility folder checklist.

- B. The Client Eligibility and Placement Specialist sets up the final eligibility folder according to the folder checklist. This includes obtaining the hard copy of the applicant's original housing application for the program for which he/she was selected.
- C. For applicants determined to be eligible/qualified, the Client Eligibility and Placement Specialist generates the Applicant Profile sheet from the automated system for inclusion in the final eligibility folder and submits the final eligibility folder to the Supervisory Client Eligibility and Placement Specialist or designated Quality Control staff person, as directed, for Quality Control review.
- D. For applicants determined to be ineligible and/or not qualified (based on the screening criteria—see **Section 260—Applicant Screening Processing**), the Client Eligibility and Placement Specialist submits the final eligibility determination folders to the Staff Assistant utilizing the ***Transmittal for Requested Folder From*** in order to schedule an informal conference with the CPD Program Manager (see **250.9—Informal Conferences**).

250.11 Quality Control

- A. A designated Client Eligibility and Placement Specialist(s) completes a Quality Control (QC) review of each (100%) final eligibility determination made by CPD staff. The designated Client Eligibility and Placement Specialist will not review his/her own work.
- B. Utilizing an automated tracking software, the designated Client Eligibility and Placement Specialist reviews the following include:
 - 1. Verification that all required information/documents are on file and complete as applicable to each program:

- Ability to Comply
- Applicant Profile Sheet (includes Rent Calculation Sheet for Public Housing)
- Assets Certification Form
- Certification of Disability
- Checklist - Admissions
- Child Care Form
- Citizenship or Immigration Statement
- Form HUD 9886
- Full Authorization of Release of Information
- Income Calculation Sheet
- Interview Appointment Letter
- Interview Information Sheet (includes Reasonable Accommodation Survey)
- Marriage License
- Notes Form (3rd Party Verification Sheet and Collateral Form)
- Original Program Application
- Photo IDs
- Preference Verification
- Proof of Birth
- Proof of Criminal Background Check
- Proof of Income
- Reasonable Accommodation Survey
- Referral Notice

- Registry Report (Criminal/Credit History Report)
 - School Form
 - Statement of Support
 - Verification of Social Security Number
 - Zero Income Statement
 - Other Related Forms
2. Calculation of Income is correct, inclusive of proof of income documentation
- C. For missing information or errors found, the designated Client Eligibility and Placement Specialist(s):
1. Prepares a listing of findings and attaches the list to the hard copy of the applicant file;
 2. Notes the applicant record in the automated system; and
 3. Returns the file to the:
 - i. Client Eligibility and Placement Specialist who completed the eligibility determination; or
 - ii. Supervisory Client Eligibility and Placement Specialist for return to the Specialist who completed the eligibility determination.
- D. The Client Eligibility and Placement Specialist who completed the eligibility determination has three(3) business days to correct the error(s) and return the file for another QC review. Corrected files are returned to the:

1. Designated Client Eligibility and Placement Specialist completing the QC review; or
 2. Supervisory Client Eligibility and Placement Specialist for return to the designated Client Eligibility and Placement Specialist completing the QC review.
- E. In the event that correcting an error(s) calls for obtaining information from the applicant/ 3rd party source that may require more than three business days, the Supervisory Client Eligibility and Placement Specialist may extend the due date for correcting the error.
- F. If no issues are found based on the quality control review, the designated Specialist changes the application status in the automated system from “pending” to “eligible”. This places the applicant in the program selection pool.

250.12 Informal Conferences

- A. Those applicants determined not to be eligible/qualified for housing assistance will be sent a ***Letter of Ineligibility*** by the Staff Assistant.
- B. At this point the determination is considered to be proposed.
- C. The letter provides the reason for the proposed ineligibility determination and gives the applicant the opportunity to contact CPD to schedule an informal conference with the CPD Program Manager. It is during the Informal Conference that the applicant is allowed to provide any information that he/she believes will mitigate the information for which the ineligibility determination is based.

- D. Applicants have 15 days from the date of the letter to request an informal conference. If the applicant does not respond, the determination will become final.
- E. The CPD Program Manager will review the proposed determination of the Client Eligibility and Placement Specialist.
- F. If the CPD Program Manager disagrees with the Client Eligibility and Placement Specialist, the final eligibility folder is returned to the Client Eligibility and Placement Specialist to continue processing the applicant for admission.
- G. If the CPD Program Manager agrees with the Client Eligibility and Placement Specialist even with consideration of additional information provided by the applicant, a final ***Letter of Ineligibility*** is forwarded to the applicant.