

## Chapter 4

### APPLICATIONS, WAITING LIST AND TENANT SELECTION

#### INTRODUCTION

Families wishing to receive Section 8 HCV assistance must submit an application and information to determine eligibility. HUD then requires RCRHA to create a waiting list for the families, and select families from this waiting list in accordance with HUD and RCRHA policies.

The RCRHA is required to adopt a clear plan for accepting applications, placing and selecting families from the waiting list, and must follow this approach consistently. The order by which families are selected must be in accordance with HUD regulations and RCRHA policy as well as following any preferences. Funding earmarked exclusively for families with particular characteristics may also alter the order in which families are served.

HUD regulations require all families have an equal opportunity to apply for and receive housing assistance, and that the RCRHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. The RCRHA must follow the fair housing requirements as described in Chapter 2 and remain in compliance with the selection policies as described throughout the Administrative Plan.

This chapter describes HUD and RCRHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This provides an overview of the application process; How applicants can obtain and submit applications; and How the RCRHA will manage applications.

Part II: Managing the Waiting List. This presents policies that govern, waiting list structure, opening and closing of the waiting list, community outreach and updating of the waiting list.

Part III: Selection for HCV Assistance. This describes family selection from the waiting list and interviewing families to determine final eligibility.

## **PART I: THE APPLICATION PROCESS**

### **4-I.A. OVERVIEW**

This is a description of the RCRHA policies for the application process, preliminary determinations of eligibility and preferences. This part will also describe fair housing requirements and the RCRHA obligation for application accessibility for elderly, disabled and people with limited English proficiency (LEP).

### **4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16]**

All families must first apply for assistance before admission into the HCV program. The RCRHA must accept applications from families for whom the waiting list is open. Even when it's apparent to staff that a particular family may be found ineligible, any family requesting an application when the list is open must be allowed to apply.

#### RCRHA Policy

Families wishing to apply for any of the RCRHA's programs must complete an application when application taking is open.

The application process will be undertaken in three phases:

- Applicants will complete a pre-application when the waiting list is open. The pre-application will provide basic information to the RCRHA.
- Applicant's will then be invited to completed a full application to determine apparent eligibility will be on the waiting list.
- When the family comes to the top of the waiting list and the RCRHA is ready to pull the family into the applicant pool for final eligibility determination, the RCRHA will take an updated application and verify the information provided.

Families may obtain application forms from the RCRHA's office during normal business hour or in some cases via the internet. Families may also request – by telephone or by mail – that a form be sent to the family via first class mail.

Completed applications must be returned to the RCRHA by mail, by fax, electronically, or submitted in person during normal business hours. Applications must be complete in order to be accepted by the RCRHA for processing. If an application is incomplete, the RCRHA will notify the family of the additional information required.

### **4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS**

#### **Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]**

RCRHA is required to make the application process accessible to elderly and disabled populations. The RCRHA's application site must be accessible, unless making it accessible would result in an undue financial or administrative burden. If the application site cannot be made accessible, the RCRHA must offer a reasonable accommodation that provides full access

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to the application process. If the method chosen does not accommodate the elderly or disabled populations, the RCRHA must make available an alternative application process for these populations.

### **Limited English Proficiency**

The RCRHA is required to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency (LEP). This chapter will provide and plan and description for policies and fair housing requirements for (LEP).

### **4-I.D. PLACEMENT ON THE WAITING LIST**

The RCRHA must review and assess eligibility for each application they receive. If the waiting list is open, RCRHA will accept applications from eligible families unless there is good cause for not accepting the application, such as denial of assistance because of action or inaction by members of the family for the grounds stated in the "Denial or Termination of Assistance" chapter of this Administrative Plan. [24 CFR 982.206(b)(2)]. When the RCRHA determines a family is ineligible, the family must be notified in writing [24 CFR 982.201(f)]. Eligible families will be placed on the waiting list.

No applicant family has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

### **Ineligible for Placement on the Waiting List**

#### RCRHA Policy

When the RCRHA determines a family is ineligible they will not be placed on the waiting list. Ineligible families will be sent written notice within 10 days of the application determination.

This written notice will specify the reasons for ineligibility and inform the family their right for an informal review and the procedures. (see Chapter 16).

### **Eligible for Placement on the Waiting List**

#### RCRHA Policy

The RCRHA will send written notification of the preliminary eligibility determination within 10 business days of receiving a complete application.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received by the RCRHA.

## **PART II: MANAGING THE WAITING LIST**

### **4-II.A. OVERVIEW**

As per HUD requirements, the RCRHA has designed policies for organizing and managing the waiting list. The policies will cover opening and closing of the list, marketing and community outreach, updating of the waiting list and purging ineligible or non-interested families from the waiting list. These policies also aim at keeping a proper number of families on the waiting list to ensure sufficient occupancy levels.

In the case of disputes on eligibility/ineligibility criteria that are pending the outcome of legal proceedings (i.e., currently under appeal in a court of law), the RCRHA will determine the family to be ineligible at that time. If the legal decision is rendered that the person did meet the eligible factors, the RCRHA shall restore the application to the original date and time, and reinstate the applicant to any other preference factors that the RCRHA has adopted. If the legal decision is rendered that the person did not meet the eligibility factors, the RCRHA shall only provide the applicant with access to the grievance process in accordance with applicable requirements.

### **4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]**

The RCRHA must maintain information that permits the RCRHA to select participants from the waiting list in accordance with the RCRHA admission policies. The waiting list must contain the following information for each applicant listed:

- Change in preference status
- Changes in family size and composition
- Change of address
- Withdrawal from the waiting list
- Determination of ineligibility

The RCRHA HCV waiting list must be organized in such a manner to allow the RCRHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

- Applicant name;
- Family unit size;
- Date and time of application;
- Qualification for any local preference;

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Racial or ethnic designation of the head of household.

HUD requires the RCRHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. As such RCRHA is permitted, but not required, to maintain a separate waiting list for each county or municipality served.

#### RCRHA Policy

The RCRHA will maintain a single waiting list for the HCV program. The RCRHA will maintain one waiting list for applicants.

The RCRHA will place families on the waiting list for any public housing, project-based voucher or moderate rehabilitation programs if:

- The waiting lists are open, and;
- Family is eligible for the program and available unit sizes

Families that apply for, receive or refuse other types of assisted housing will not effect their placement on the HCV waiting list or any preferences for which they may qualify.

#### RCRHA Policy

The RCRHA will not merge the HCV waiting list with any other waiting lists for assisted housing

### **4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]**

#### **Closing the Waiting List**

The RCRHA should consider closing its waiting list when it has insufficient funds available to assist all applicants on the waiting list over a reasonable period of time. The RCRHA may choose to close only a portion of its waiting list instead of the entire waiting list. For example, the RCRHA may continue to receive applications from families qualifying for a specific local preference category, i.e. homeless families, while closing its waiting list to all other groups.

#### RCRHA Policy

The RCRHA will close the waiting list when the wait reaches 24 months of applicants. The RCRHA may open the waiting list for families that have a specific local preference.

#### **Reopening the Waiting List**

The RCRHA waiting list may only be reopened once a notice has been published in the local newspapers, local media or other suitable outlets. The notice will comply with Fair Housing requirements and will contain the following:

- Who may apply
- Where families apply for assistance

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- When applications will be accepted

#### RCRHA Policy

The opening of the waiting list will be announced 10 business days prior to the actual opening of the waiting list. If the RCRHA has elected to only allow families with a specific local preference this will also be announced.

The RCRHA will publish the announcements in the following media outlets.

- **Local Media**

#### **4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]**

There are many approaches to informing the public about an upcoming application period. The goal of the outreach must be to make the information available to every eligible family. Basic outreach objectives for the RCRHA include:

- Stimulate and sustain interest in the program; and
- Provide helpful information to potential participants
- Ensure the waiting list has sufficient number of applicant families

#### **Fair Housing Requirements [HCV GB, pp. 4-2]**

All outreach, advertising and public notices announcing the opening or closing of a waiting list must include efforts to ensure that the information will reach those populations that are considered to be “least likely to apply” for assistance under the housing choice voucher program. Outreach must also include efforts to reach persons with disabilities. All advertising and outreach literature must include the equal housing opportunity logo and non-discrimination in the advertising message.

#### RCRHA Policy

All RCRHA outreach efforts will comply with the Fair Housing guidelines

#### **Extremely Low Income (ELI)**

At least 75 percent of the families who are admitted to a PHA’s housing choice voucher program during the PHA fiscal year must be extremely low-income. Extremely low-income families are those with incomes at or below 30 percent of the area median income. Income limits are posted on the internet through HUDUSER. The annual gross income of the applicant family is used for income-targeting purposes. Annual income must have been verified within the 60 days prior to issuance of the voucher. The RCRHA must meet its income targeting requirement over the course of the RCRHA’s fiscal year. In other words, deviations from the 75 percent extremely low-income target are allowed during the year as long as the target is met by the year’s end.

RCRHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing housing market area and populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

RCRHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

- Submit press release to local newspapers, including minority newspapers.
- Write and submit a human-interest story with photographs to a local newspaper.
- Distribute flyers or applications through schools, community agencies, welfare offices, employers, union offices, neighborhood groups, hospitals, commercial establishments (supermarkets, discount stores, laundromats), libraries, and churches.
- Print mail-in applications in local newspapers, including minority papers.
- Request community service announcements through local television and radio.
- Purchase advertising on subways and buses.
- Purchase advertising in local newspapers, including minority papers.
- Ask supportive service organizations to participate in the outreach effort.
- Solicit referrals from agencies working with families least likely to apply.
- Ask current participants to inform friends, family, and neighbors.

#### RCRHA Policy

The RCRHA will monitor the populations being served or underserved. If it is found populations are underserved a targeted out reach effort will be conducted.

#### 4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

##### RCRHA Policy

Families must immediately report in writing any change of contact information to the RCRHA. These changes include:

- Contact information
- Mailing Address
- Telephone number

The changes must be submitted in writing.

#### 4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]

As per HUD requirements the RCRHA has established policies in regards to purging and updating of the waiting list.

##### **Purging the Waiting List**

The RCRHA decision to withdraw from the waiting list the name of an applicant family that includes a person with disabilities is subject to reasonable accommodation in accordance with 24 CFR part 8. If the applicant did not respond to the RCRHA request for information or updates because of the family member's disability, the RCRHA will reinstate the applicant in the family's former position on the waiting list. [24 CFR 982.204(c)(2)].

##### RCRHA Policy

The RCRHA waiting list will be updated **annually**

To complete the update, the RCRHA will send a letter via first class mail to the applicants family last address. The letter will provide the proper forms and deadlines the family must comply.

If the family does not respond within 10 business days either in writing, fax, or in person will be removed from the waiting list.

RCRHA letters returned with no forwarding address will result in families removal from the waiting list.

Letters returned to the RCRHA with a forwarding address will be resent with another 10 days for the family to respond.

RCRHA may reinstate applicants if it determined the families unresponsiveness was due to RCRHA error to extenuating circumstances.

## Removal from the Waiting List

### RCRHA Policy

If a family is determined ineligible they will be removed from the waiting list.

The RCRHA must give an applicant prompt written notice of a decision denying admission to the program (including a decision that the applicant is not eligible, or denying assistance for other reasons). The notice must give a brief statement of the reasons for the decision. The notice must also state that the applicant may request an informal review of the decision, and state how to arrange for the informal review. [24 CFR 982.201(f)].

## PART III: SELECTION FOR HCV ASSISTANCE

### 4-III.A. OVERVIEW

Families determined eligible will be selected for assistance according to RCRHA policies, preferences and available funding.

The order in which families receive assistance from the waiting list depends on the selection method chosen by the RCRHA and is impacted in part by any selection preferences that the family qualifies for. The source of HCV funding also may affect the order in which families are selected from the waiting list.

The RCRHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the RCRHA selection policies[24 CFR 982.204(b) and 982.207(e)].

### 4-III.B. SELECTION AND HCV FUNDING SOURCES

#### **Special Admissions [24 CFR 982.203]**

If HUD awards the RCRHA program funding that is targeted for families living in specified units, the RCRHA must use the assistance for the families in these units and the RCRHA may admit a family that is not on the RCRHA waiting list, or without considering the family's waiting list position. The RCRHA must maintain records showing that the family was admitted with HUD-targeted assistance.

The following are examples of types of program funding that may be targeted for a family living in a specified unit:

- A family displaced because of demolition or disposition of a public housing project;
- A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;

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- A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term;
  - Mainstream Vouchers
  - Veterans Assistance of Supportive Housing (VASH)
  - A non-purchasing family residing in a HOPE 1 or HOPE 2 project. and
  - For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990 (41 U.S.C. 4101 et seq.):
    - A non-purchasing family residing in a project subject to a homeownership program (under 24 CFR 248.173); or
    - A family displaced because of mortgage prepayment or voluntary termination of a mortgage insurance contract (as provided in 24 CFR 248.165);

### **Targeted Funding [24 CFR 982.204(e)] (Not Applicable)**

When HUD awards the RCRHA program funding for a specified category of families on the waiting list, the RCRHA must select applicant families in the specified category. The order of selection from these categories will be in accordance with Section 4-III.C.

### **Regular HCV Funding**

**Regular HCV funding may be used to assist any eligible families on the waiting list in accordance with RCRHA policies in Section 4-III.C. OTHER ADMISSIONS to RCRHA/SUPPORTIVE SERVICES VOUCHERS**

**RCRHA does not have special allocations for supportive service vouchers.**

### **Supportive Service Referral Process:**

Contingent upon funding availability, RCRHA will make vouchers available for tenant-based assistance through referrals from outside agencies that provide supportive services for the disabled, veterans and special voucher allocations, including Mainstream II and VASH eligible families. In addition, referrals can be entered into with other outside agencies to assist with housing services of the community. They will be identified as “Special Programs”.

When a family is referred to RCRHA through “Special Programs” they will receive a voucher if they meet all of the eligibility requirements enumerated in this plan, and a voucher is available for the program. Only families residing in non-subsidized housing may be referred, unless the family has successfully completed housing counseling training, through a program recognized by RCRHA.

Vouchers will be made available to families who are referred, regardless of whether the family is on the regular voucher waiting list, regardless of the family’s current waiting list position, and regardless of whether the waiting list is closed. When a family is referred to RCRHA through the “Special Programs”, RCRHA will search its regular voucher waiting list to determine whether the referred family is on that list. If the referred family’s name is on the regular

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RCRHA waiting list, their name will be removed when they receive a voucher through the “Special Programs”, and the family will be counted toward the “Special Programs” vouchers.

“Special Programs” are responsible for referring families to RCRHA in the order deemed acceptable by the participating agencies and may have a specific MOU. Though not required by RCRHA, the MOU will also specify the other responsibilities of the participating agencies.

#### **4-III.C. SELECTION METHOD**

The RCRHA must admit applicants for participation in accordance with HUD regulations and other requirements, and with RCRHA policies stated in the RCRHA administrative plan and the RCRHA plan. The RCRHA admission policy must state the system of admission preferences that the PHA uses to select applicants from the waiting list, including any residency preference or other local preference.[24 CFR 982.202(d)].

#### **Local Preferences [24 CFR 982.207; HCV p. 4-16]**

The RCRHA may establish a system of local preferences for selection of families admitted to the program. RCRHA selection preferences must be described in the RCRHA administrative plan. The RCRHA system of local preferences must be based on local housing needs and priorities, as determined by the RCRHA. The RCRHA will use generally accepted data sources to determine such needs and priorities.

#### **RCRHA Policy**

The RCRHA will select families based on the following preferences:

At this time, the preferences recognized by RCRHA are that of Emergency and Upwardly Mobile. The preference will be verified prior to admission.

#### **Emergency Preference**

The RCRHA shall grant preferences to families of federally declared disasters who are public housing residents from another jurisdiction and other eligible disaster-affected families who are income eligible. These persons will receive preferences over other waiting list placeholders. This preference will remain in place until the emergency no longer exists.

#### **Upwardly Mobile Preference**

The RCRHA shall grant preferences to applicants with an adult member for the previous 6 months has been continuously and is currently working at least 20 hours per week. This preference is equally extended to all elderly/disabled families and all families whose head is receiving disability income based on their inability to work.

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**Income Targeting Requirement [24 CFR 982.201(b)(2), HCV GB pp. 4-19]**

At least 75% of the families who are admitted to RCRHA's housing choice voucher program during the PHA fiscal year must be extremely low-income. Extremely low-income families are those with incomes at or below 30 percent of the area median income. The RCRHA may skip non-ELI families for a ELI family to satisfy this requirement.

**Eligibility Requirement**

To be income eligible the families must fall under the following categories:

- Considered a "Very-low Income" Family
- A low-income family that meets additional eligibility criteria specified in the RCRHA administrative plan. Such additional RCRHA criteria must be consistent with the RCRHA plan and with the consolidated plans for local governments in the RCRHA jurisdiction;
- Low-income family that is "continuously assisted" under the 1937 Housing Act;
- Low-income or moderate-income family that is displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing as defined in (§248.101);
- Low-income family that qualifies for voucher assistance as a non-purchasing family residing in a project subject to a resident homeownership program under §248.173 of this title; or
- Low-income family that is eligible under the student rule provisions.

**RCRHA Policy**

The RCRHA will monitor applicants throughout the year to meet the HUD ELI requirements. If it is found that the RCRHA needs to assist more ELI families, these families will be select over a non-ELI family on the waiting list. If the waiting list does not have enough ELI families, the RCRHA will conduct a marketing outreach to meet HUD requirements.

**Order of Selection [HCV GB 4-12]**

As vouchers are expected to become available, the RCRHA selects eligible applicants from the waiting list in order to begin the eligibility determination, voucher issuance, and leasing processes. Except for special admissions, participants must be selected from the housing choice voucher program waiting list. The RCRHA must select participants from the waiting list in accordance with HUD regulations and requirements and in compliance with admission policies in the RCRHA's administrative plan.

The RCRHA's admission policy must describe the RCRHA's system of preferences that is used to select applicants from the waiting list, including any residency or other local preference. The RCRHA must organize its waiting list and maintain the information necessary to select according to its policies.

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If the RCRHA does not have sufficient funds to subsidize the family unit size of the family at the top of the waiting list, the RCRHA may not skip the top family to admit an applicant with a smaller family unit size. Instead, the family at the top of the waiting list will be admitted when sufficient funds are available. When HUD awards the RCRHA program funding for a specified category of families on the waiting list, the RCRHA must select applicant families in the specified category[24 CFR 982.204(d) and (e)].

#### RCRHA Policy

RCRHA families will be selected on a first-come, first serve basis according to the time and date the completed application is received by the RCRHA. Documentation of the time and date will be recorded.

If the RCRHA uses preferences or targeted funding, families will be selected according to the local hierarchy of preferences or targeting funding in which families are eligible.

If a family higher on the waiting list is not eligible or in uninterested in targeted funding documentation will be noted in the file so the RCRHA does not need to ask these families each time a targeted family is selected.

#### **4-III.D. NOTIFICATION OF SELECTION**

The RCRHA will notify the family when they are selected from the waiting list.

#### RCRHA Policy

The RCRHA will notify the family by first class mail when selected from the waiting list.

The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview,
- Procedures for rescheduling the interview;
- Who is required to attend the interview;
- Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation; and
- Other documents and information that should be brought to the interview.

Notification letters returned to the RCRHA with no forwarding address will result in the families removal from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address or contact.

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#### **4-III.E. THE APPLICATION INTERVIEW**

HUD recommends the full application is best taken in a private interview situation. The interview is to help the RCRHA determine eligibility and does not mean the applicant has been admitted to the program.

A reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

##### RCRHA Policy

- Families selected from the waiting list are required to attend an eligibility interview.
- All adult members must attend the interview.
- The head of household, spouse and/or co-head must provide identity. (see Chapter 7 about proper documentation of legal identity). If the family is unable to provide documentation of legal identity the interview will be rescheduled.
- Families must provide necessary information to the RCRHA as to eligibility requirements, complete all of the necessary forms, including any signatures. The RCRHA will have a list of everything the families needs to submit before assistance can be rendered.
- Families must provide any documentation or information within 10 business days of the interview. Families may request an extension, if the family cannot provide the information within the given timeframes a notice of denial will be sent.
- The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the RCRHA will provide the family with a written list of items that must be submitted.
- Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).
- An advocate, interpreter, or other assistant may assist the family with the application and the interview process. The RCRHA will provide the HUD form informing the family of the right to have assistance.
- Interviews will be conducted in English. For limited English proficient (LEP) applicants, the RCRHA will provide translation services in accordance with the RCRHA policy.

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- Families should contact the RCRHA if they need to reschedule an interview. If a family misses a scheduled appointment the RCRHA will send a letter with a new interview time.

Applicants failing to attend two scheduled interviews without RCRHA approval

Applicants who fail to attend two scheduled interviews without RCRHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

#### **4-III.F. COMPLETING THE APPLICATION PROCESS**

The RCRHA must verify all information provided by the family (see Chapter 7). Based on verified information, the RCRHA must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted admission, or selection preference that affected the order in which the family was selected from the waiting list.

##### RCRHA Policy

If the RCRHA determines the family is ineligible, the RCRHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to its original position on the waiting list. The RCRHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for it.

If the RCRHA determines that the family is eligible to receive assistance, the RCRHA will invite the family to attend a briefing in accordance with the policies in Chapter 5.