

WaitListCheck

Management Innovation: Technology

Summary

Rhode Island Housing recently launched our new WaitListCheck, an automated system that allows families to apply for Project Based Voucher assistance and check their status on the wait list through an automated system. As of June 11, 2012, at 11 a.m., applicants have been able to use this new service by visiting www.rhodeislandhousing.org.

The Project Based Voucher (PBV) Program provides low- and moderate-income households with monthly rental assistance. However, PBV assistance is tied to particular units rather than to the tenant. Rhode Island Housing administers PBV assistance for 312 units in 20 privately-owned rental properties in Rhode Island.

HUD issued a notice on September 20, 2011, reminding PHAs that applicants for PBV units must be selected from the PHA's waiting list. Prior to the launch of our new WaitListCheck, waiting lists for the program were maintained in different formats based on the various developments' tenant selection criteria. The new automated system allows us to be able to have a standardized format of accepting applications for all our Project Based developments. With this new automated system, it is easier for applicants and those already on wait lists to apply online and check their status. They can now check on their wait list status and apply at any time, any day of the week online through a secure server. Additionally, applicants can call a dedicated telephone line to check their status if they do not have access to a computer. We also allow applicants to come in and meet with our staff who can help them with their application and status updates. We currently have 20 developments with project-based wait lists.

New Technology

WaitListCheck is an automated website and toll-free telephone inquiry system that provides waiting list status information to housing applicants. WaitListCheck is part of the HAPPY software Housing Pro suite. Housing Pro has been utilized by Rhode Island Housing since 2010 so it made sense to expand and incorporate the functionality of this module to capture and report back applicant information.

To implement WaitListCheck, URL's needed to be set up for the Preliminary Application entry site as well as the site for applicants to check their status. The system was configured to our specific needs such as Login Method (applicant authentication) when checking status, messages and instructions in both English and Spanish. Waiting lists were set up; the WaitListCheck system provides automated control over waiting list open availability timeframe and provides the ability to control eligibility and preference questions at time of application.

The administration functionality of WaitListCheck provides the ability to review the status of waiting list applications through reports and activity logs for both the website and phone system.

Those staff members identified as administrators of WaitListCheck were trained on configuring agency settings, maintaining the waiting lists and user profiles. Program representatives reviewed the process of submitting the preliminary application, online and phone status checking. They were trained to answer

applicant questions regarding the process. Training was also provided for those staff members responsible for reviewing the applications and determining eligibility.

How it Works

As of June 11, 2012, at 11 a.m., applicants have been able to use this new service by visiting www.rhodeislandhousing.org and clicking on “For Renters.” Then they click on “Project Based Voucher (PBV) Program” and sign up to be able to check their status by clicking on “Check Status” or completing a new application by clicking on “Apply Here.” Applicants are then redirected to a website to complete one or more online applications. A drop-down menu lists the available rental properties and provides access to an application for each. Applicants then review the eligibility requirements for these properties before submitting their application(s). Applicants have the ability to apply to as many waiting lists as they choose to without having to re-enter their application data.

In order for the applicants to check their status, they need to enter their year of birth and a password assigned to them. Applicants are also able to check their status by calling our automated voice response number at 1-877-567-1487.

Once a new applicant submits their application, our Occupancy Specialist reviews the application and if nothing needs to be verified, the applicant is automatically entered onto the wait list. If the application requires verification, the information will be gathered and then submitted. With our new system, it takes no longer than 24 hours for the information to be uploaded.

Benefits

The new system has the following benefits to both our staff, property managers and to the people we serve:

- Reduction of time spent on answering phone calls and inquiries from individuals wanting to know where they are on the wait list frees up our staff time to focus on other issues.
- Now that we maintain and manage all the PHA lists, it frees up property management time as we now manage and maintain the lists onsite at HFA offices. We were able to streamline the process by taking over the wait lists of all of the developments. Applicants no longer need to contact each development to get on a wait list; they can sign up for all of the wait lists in one place.
- The other major benefit to this new system is that it gives the applicant control and helps them better prepare for both the wait and to keep them updated as they move toward the top of the list(s).
- Additionally, applicants now only need to fill out one application but are able to apply to as many developments as are currently open.

Outreach and Education

As part of our outreach to individuals currently on wait lists and to those who might be interested in applying, we undertook a comprehensive outreach and education effort to both property managers and applicants. Letters were sent to all individuals currently on waiting lists to provide them with the information on the new system. As we had about 1,200 people on the general wait list, we needed to ensure they received the information about the new system and sent a total of three letters to each person. Additionally, we communicated with all property managers/management companies via hard

copy letter and e-blasts to ensure they understood the goals of the new system, how to utilize the system and our new role in maintaining and managing the list(s).

Results

Since the launch of the new system, we have received 226 applications online and 189 people have checked their status utilizing the phone system. The number of calls our staff receives regarding wait lists has decreased dramatically. We are one of the first HFAs to use this system.

for homebuyers

for homeowners

for renters

for landlords

for business partners

for cities and towns

for legislators

for community agencies

for investors

for employees

Project Based Voucher (PBV) Program

Similar to the Housing Choice Voucher Program, the Project Based Voucher (PBV) Program provides low-and moderate-income households with monthly rental assistance. However, PBV assistance is tied to particular units rather than to the tenant. Rhode Island Housing administers PBV assistance for 312 units in 21 privately-owned rental properties in Rhode Island.

Eligible households pay 30% of their adjusted monthly income toward rent and the PBV Program pays the difference. Families must qualify for the number of bedrooms based on household size and composition. Each PBV rental property may have its own tenant selection process and preferences. Please refer to the Rental Resource Guide, Page 19, for additional information about each PBV rental property.

Applications for these rental properties are available online, at Rhode Island Housing and at each rental property. If you choose to apply online you may click on the "APPLY HERE" link below and you will be redirected to a website to complete one or more online applications. A drop-down menu will list the available rental properties and provide access to an application for each. Please review the eligibility requirements for these properties before submitting your application(s). Upon completion of your online application(s), you **MUST CLOSE OUT OF YOUR BROWSER TO PREVENT YOUR PERSONAL INFORMATION FROM BEING ACCESSED BY UNAUTHORIZED VIEWERS.**

After completing your online application, you can check your application status by clicking on the "CHECK STATUS" link below. The system will ask for your year of birth and password. You may also access your status by calling 1-877-567-1487. For more information, contact us at cshavers@rhodeislandhousing.org or 401 457-1157.

[APPLY HERE](#)

[CHECK STATUS](#)

[List of Project-Based Developments](#)

affiliated sites



keepspace



project-based development waiting list

for homebuyers

for homeowners

for renters

for landlords

for business partners

for cities and towns

for legislators

for community agencies

for investors

for employees

9 Tilley Avenue

Newport

Wait list closed as of June 12, 2012

Population Served: All

9 Tilley Avenue offers two two-bedroom apartments and one three-bedroom apartment. It is located near public transportation in a suburban setting.

25 Amos Street

South Kingstown

Population Served:
Persons with severe and persistent mental health issues

These two one-bedroom apartments are located in a three-story building in a rural setting and provide accommodations for families where one or more members need social and psychiatric services.

AIDS Care Ocean State

*297 Oxford Street,
Providence*

Population Served:
Families who would benefit from health and social services and have been involved with Sunrise House Assisted Living or programs with AIDS Care Ocean State (ACOS)

AIDS Care Ocean State offers one two-bedroom and one three-bedroom family apartments with accompanying health and other related services. Apartments are located in an urban setting close to public transportation and shopping.

affiliated sites



keep space



Welcome!



By "logging in" or using the WaitListCheck™ secure site I certify the following is true:

1. I have applied for rental assistance from a Public Housing Agency.
2. I agree to use the information in the WaitListCheck™ system solely for the purpose of viewing the current status of my rental assistance application(s).

If either of the above statements are not true, do not "log in" or use the WaitListCheck™ System.

HAPPY Software, Inc. reserves the right to disallow access to any person or party for any reason at any time.

4-digit Year of Birth

Password or SSN

Log In



Secured by
SSL Encryption



Rhode Island Housing
working together to bring you home

44 Washington Street, Providence, RI 02903-1721 ■ 401 457-1234 ■ www.rhodeislandhousing.org

PRELIMINARY APPLICATION

English | [Español](#)

This application may be submitted electronically using this system to create a receipt of application. Application will also be available at Rhode Island Housing, 44 Washington Street, Providence, RI 02903.

Waiting List: 

Part 1: Head of Household

Applicant

First Name:

Last Name:

Social Security Number:

(xxx-xx-xxxx)

Date of Birth:

(mm/dd/yyyy)

Sex:

Female

Male

Telephone Number:

((xxx) xxx-xxxx)

Ethnicity (Check one box)

Hispanic

Not Hispanic

Race (Check all that apply)

White

Black/
African American

American Indian/
Alaska Native

Asian

Native Hawaiian/

Other Phone/E-mail:

Other Pacific Islander

Other Phone Type:

Racial and ethnic data for statistical purposes only.

Yes

No

Do you qualify for a reasonable accommodation due to a disability?

Part 2: Household Information

Legal Address

(Where you currently live)

Address Line 1:

Address Line 2:

City:

State:

ZIP Code:

Mailing Address (If different from Legal)

(Where you currently receive mail)

Address Line 1:

Address Line 2:

City:

State:

ZIP Code:

Note: If your legal or mailing address changes, you must notify the Housing Authority in writing to maintain your waiting list status.

Household Members

List information for adults first, then children under age 18. Use "F" or "M" to indicate sex. If a household member qualifies for a reasonable accommodation due to a disability select "Y", if not, select "N". List relationship of each person to the Head of Household.

First Name	Last Name	Social Security #	Date of Birth	Sex	Disabled	Relationship
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	Head <input type="text" value="v"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="text" value="v"/>

				▼	▼	
				▼	▼	
				▼	▼	
				▼	▼	

Part 3: Family Income and Assets

List total gross income (before taxes) and payments received by each family member age 18 or older for wages, military pay, pensions, social security, SSI, welfare, child support, unemployment, business, profession, or any other source. Include payments made to family members age 18 or older on behalf of other family members under age 18.

First Name	Gross Income	How Often	If Income is from Wages List Name and Address of Employer
▼	\$	▼	
▼	\$	▼	
▼	\$	▼	
▼	\$	▼	
▼	\$	▼	
▼	\$	▼	

List total cash value and total income received for assets owned by all family members.

Type of Asset	Cash Value of Asset	Income Received from Asset
Checking Accounts	\$	\$
Savings Accounts	\$	\$
Stocks, Bonds, CDs, Investment	\$	\$
Real Estate	\$	\$

Real Estate

\$

\$

Other

\$

\$

Part 4: Supplemental and Optional Contact Information

You have the right to include as part of your application contact information for a person or organization that may be able to help you resolve any issues that may arise during your tenancy or to assist in providing any special care or services you may require should you become a tenant. You are not required to provide this contact information, but if you choose to do so, please click the "Add Contact" button below to complete the form.

Add Contact

Check this box if you choose not to provide the contact information.

Part 5: U.S. Citizenship Notification and Certification

Housing may be contingent upon the submission and verification of evidence of citizenship or eligible immigration status prior to the time housing is made available. Based on the evidence submitted at that time, assistance may be prorated, denied or terminated following appeals and informal hearing processes.

I certify that the information on this form is true and complete to the best of my knowledge and belief. I understand that I can be fined up to \$10,000 or imprisoned up to five years if I furnish false or incomplete information.

Submit

