



# HOUSING CHOICE VOUCHER PROGRAM WAITING LIST UPDATE

City Council  
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# WAITING LIST PURPOSE

- The Housing Choice Voucher program is a federally funded rental assistance program administered through local Public Housing Authorities (PHA)
- Each PHA has a contract with the Department of Housing and Urban Development (HUD) for a specific number of vouchers
- There are generally not enough vouchers in the contract to meet local need
- Waiting Lists are established and managed by the PHAs for their local programs

# WAITING LIST STRUCTURE

- The Waiting List is organized by date of application and by lottery within application year
- Limited Preferences apply for specific target populations
  - Homeless referred through Coordinated Entry
  - Disaster survivors referred through recovery center
- Current Waiting List: 2,988 households
  - Separate Waiting Lists are established for Project-Based Voucher sites by surveying all Waiting List households for eligibility and interest in the projects

# WAITING LIST PROCEDURES

- Generally, Waiting List opens for new applicants every two years; updated in the alternate years
- Historical process: paper applications distributed through community partners and in office
- COVID-19 pandemic impacted timeline and procedures

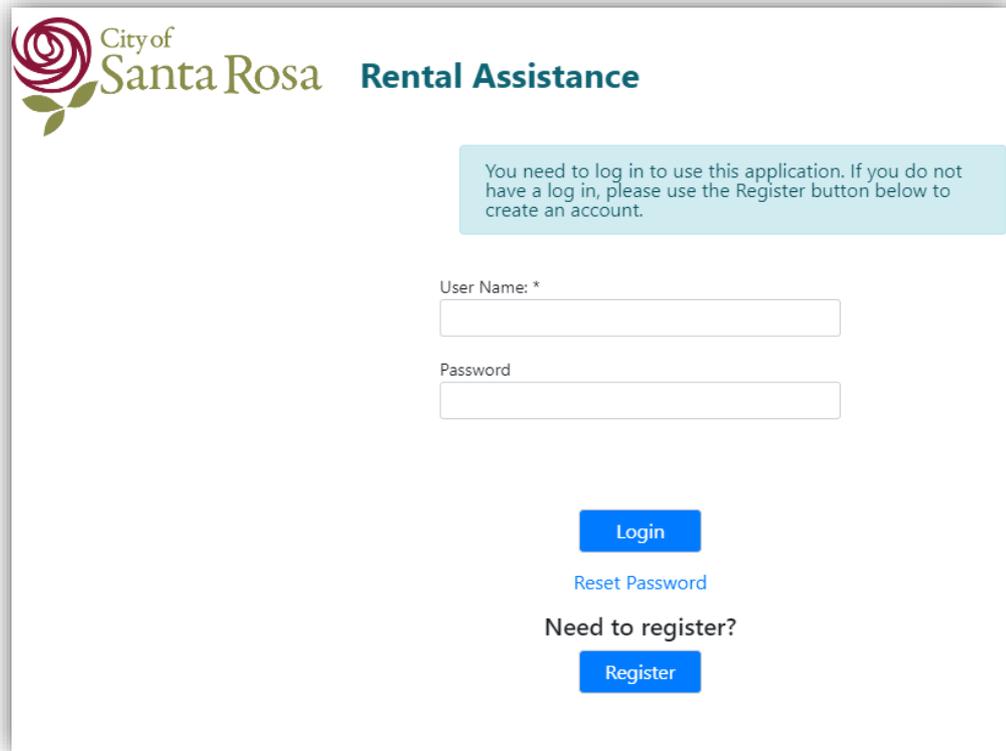
# NEW ONLINE WAITING LIST

In-house program in development since 2019

Allows greater access to wider audience

Reduces administrative burden

Alternate access available for those who request it



The screenshot shows the login interface for the City of Santa Rosa Rental Assistance program. At the top left is the City of Santa Rosa logo, featuring a stylized rose. To the right of the logo, the text "City of Santa Rosa" is displayed in a serif font, and "Rental Assistance" is in a bold, sans-serif font. Below the logo and title, a light blue message box contains the text: "You need to log in to use this application. If you do not have a log in, please use the Register button below to create an account." Underneath this message are two input fields: "User Name: \*" and "Password". Below the input fields are three buttons: a blue "Login" button, a blue "Reset Password" link, and a blue "Register" button. The text "Need to register?" is positioned above the "Register" button.

# WAITING LIST OPENING OUTREACH AND MARKETING

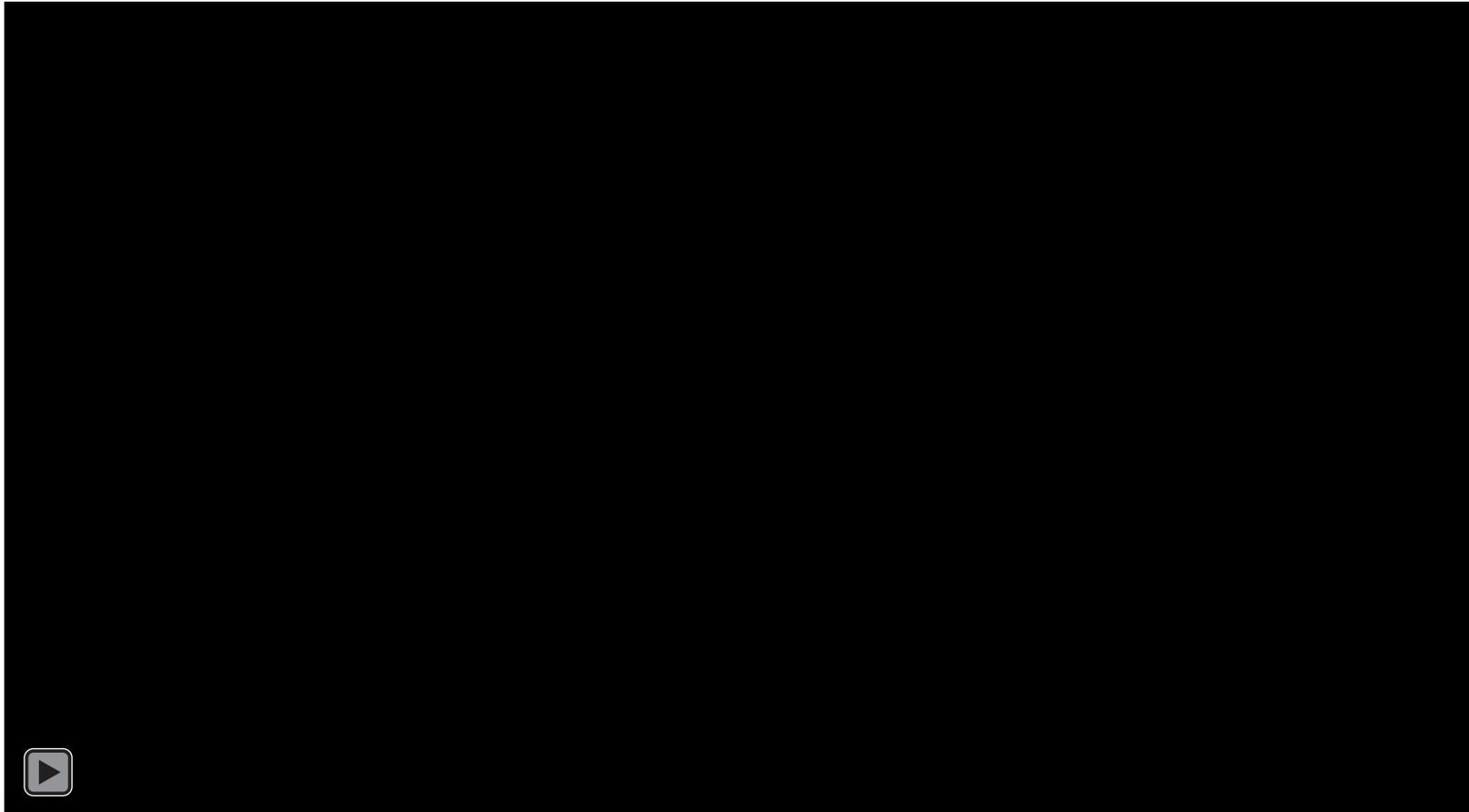


## **LISTA DE ESPERA APERTURA DE LOTTERÍA**

SE ABRE - SEPTIEMBRE 1, 2021

SE CIERRA - OCTUBRE 31, 2021

# WAITING LIST OPENING MARKETING AND OUTREACH



# ONLINE OPENING STATISTICS

- 4,817 lottery applications successfully submitted by October 1
- Technical support available 5 days per week
- Alternate access available
- Multiple community partners engaged
- Marketing and outreach will continue through October
  - Radio, social media, press release, interviews
  - Outreach to bilingual and monolingual communities through Community Engagement

# Questions?