# Recommendations When Taking Application during Waitlist Week

1) Ask: Have you applied before?
   a) If they have applied before, request their login and password. Complete application with the login info provided. Follow through application step by step. It will ask the applicant to update their contact info, household composition, income and preference.

   **IMPORTANT TIPs:**

   * If a client lives, works or has been called to work in Deschutes, Crook or Jefferson Counties they could select the "Resident" preference.
   * Review each preference carefully. If an applicant qualifies for one of the preferences listed, please be sure each applicable preference is selected.
   *Before exiting Rent Café, make sure that the applicant has selected the 2024 HCV Waitlist box. If the box is not selected, the applicant may not have actually applied and their name will not be added to the 2024 HCV Waitlist.
   * Keep a close eye on the applicants email address to ensure they have received official confirmation that their application was successfully completed and accepted.
   *Write down the applicant's login/password and ask them to keep it in a safe location.

   b) If they have applied before and they simply forgot their password, please attempt the Reset Password option before calling Housing Works for assistance. Should the reset password not work, contact our office immediately at 541-923-1018. Once the password has been reset, you may now complete the application. Use the instructions in 1a when completing application.
   c) If they have applied before and cannot remember their login and password, please contact Housing Works to retrieve their login and reset their password. <u>We ask that you or the applicant DO NOT create a new account through Rent Café.</u> Once the login has been retrieved and password is reset, you may now complete the application. Use the instructions in 1a when completing application.

2) **For New applicant:**
   a) You'll need a valid email for them. If no email, create an email account on their behalf. We ask that "fake" or "invalid" email addresses not be used.
   b) Log into the application portal and go through application with them. Ask ALL questions including option to add info of other members to household.
   c) Housing Works does not accept 999's as an SSN, unless the applicant does not truly have an SSN. If the applicant does not have an SSN issued to them, you may use 999's.
   d) Complete each section of the online application in its entirety.

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* Review each preference carefully. If an applicant qualifies for one of the preferences listed, please be sure each applicable preference is selected.
*Before exiting Rent Café, make sure that the applicant has selected the 2024 HCV Waitlist box. If the box is not selected, the applicant may not have actually applied and their name will not be added to the 2024 HCV Waitlist.
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*Write down the applicant's login/password and ask them to keep it in a safe location.

3) **Suggestions from Community Partners:**

a) Lessons Learned and Sign-up Tips

- If client has signed up for HCV lottery before it is the same login info
  - Question: If applied to Epic property wait lists in the past, is it the SAME username/password info, since it's all in Rent Café? Yes, please use a different email or use +1 as an alternative. For example, leslyhcvwaistlist+1@gmail.com.
- If there are technical issues, recommend contacting HW early in the week!!!
  - Phone, then ext. 0: (541) 923-1018
- If client forgot password, request to reset on own first. CLIENT MUST HAVE access to their email they used for their username to reset the password.
  - Sometimes folks don't have access or don't use the email they signed up with, so either 1)ask front desk of HW, Sandy/HW staff, to reset the password from their end OR 2) ask Sandy to delete that account so client can then remake a new login with the email they currently use.
- If forgot email and/or username, contact the front desk for login info. **3 way calls work well! HW will have several staff answering the phone lines for live troubleshooting.
- Make sure client write down their login info, they will need to log back on beg of Feb. to check their lottery number
- Make sure "HCV 202X Waitlist" is checked in application and "Resident."
- Make sure they receive an email that their application was submitted, if not, contact HW front desk
- Sometimes clients don't have an email, so we suggest creating a Gmail for them for the sole purpose of signing up for the HCV. Provide clients with info created on their behalf, recommend they check their lottery # in February.
- **If no SNN solely because of immigration status**, use 999s, otherwise need to enter valid SSN
  - Only one member of the household needs an SSN
- Youth must be emancipated if under 18 to apply (even if they are parents)
- Quick Qs can be addressed to: frontdesk@housing-works.org

**NOTICE:**

Housing Works will offer applicants technical assistance from 8:00 am PST to 5:00 pm PST on the dates listed above at 405 SW 6th St, Redmond, OR 97756 and at 2017 NE Full Moon Dr, Suite 100, Bend, OR 97701. For further information please contact Housing Works at (541) 923-1018 or email frontdesk@housing-works.org. We highly encourage that applicants do not wait until the last day of waitlist week to reach out for technical support. Housing Works does not discriminate on the basis of race, color, national origin, religion, gender, sex, sexual orientation, physical or mental disability, familial status or source of income.