HOUSING OPPORTUNITIES FOR PERSONS WITH HIV/AIDS (HOPWA)
TENANT BASED RENTAL ASSISTANCE (TBRA)
WAITLIST POLICY AND PROCEDURE

If the HOPWA Tenant Based Rental Assistance (TBRA) Program services provided by Miracle of Love Inc. (MOL) are at capacity, this policy and procedure shall be in effect for all incoming service requests, whether services are self-requested or requested by referral (hereinafter referred to as the "Application"). The individual in need of services (hereinafter referred to as the "Applicant") will be provided with this waitlist policy during their first interaction with the agency or will be sent it via the referrer or other acceptable means. This policy will be available for download on the MOL public website.

Application for Services

The application for services is a referral or a request for services received by the agency. All applicants will be pre-screened to determine if they meet basic eligibility requirements.

Basic eligibility requirements include:

- At least one household member is living with HIV.
- Household annual gross income cannot exceed 80% of the area median income per household's county of residence.
- The household resides in Lake, Orange, Osceola, or Seminole County.

If the Applicant meets these criteria, their name will be added to the waitlist in the order in which the Application for services is received.

Needs Assessment

Each Applicant will have a needs assessment completed by an authorized representative of the TBRA program. The TBRA program offers services on a first-come, first-served basis. Prioritization of a client may be made with extenuating circumstances at the discretion of MOL.

Should an Applicant be determined ineligible for the TBRA services, referrals for other agencies will be provided. MOL cannot guarantee eligibility for other agencies' services or provide any information about wait times.

Case Assignment

Once the Applicant has been selected from the waitlist to begin services, the program manager will assign them a case manager. The case manager will contact the Applicant to schedule an intake or eligibility determination. Applicants who meet the eligibility requirements will be enrolled in services with the agency. Those unable to meet the eligibility requirements may apply for services again if they believe they can meet them later.

Waitlist Removal

An Applicant shall be removed from the waitlist if:

- The Applicant has been enrolled in the services requested.
- The agency is unable to contact the Applicant after three attempts.
- The Applicant has been determined not to meet eligibility requirements.
- The Applicant has begun receiving the same or similar services through other agencies.

- The Applicant has withdrawn their request for services.
- Applicant is deceased.

Wait Time

The wait time for Applicants may vary depending on the availability of funds and services. If it is known that an Applicant may be required to wait for more than 30 days, the Applicant will be provided with information about other agencies that offer services.

MOL strives to enroll all eligible Applicants in services as soon as possible, but cannot provide any Applicant with a specific wait time.

Monitoring

Regular monitoring will occur by program management and Quality Management to ensure that the Waitlist Policy and Procedure are consistently implemented. Any Applicant who believes that the Waitlist Policy and Procedure has not been followed by agency staff:

- May contact the program manager to file a complaint.
- May submit a formal grievance following the Client Grievance Policy and Procedure.
- May contact Quality Management.

Any reported concern will be investigated to ensure that this policy and procedure have been adhered to. The Applicant will be notified of the outcome once the investigation is completed.