



Housing Choice Voucher (Section 8) Waiting List Opening

What You Need to Apply and Frequently Asked Questions

What you need to apply for the Home Forward Housing Choice Voucher (Section 8) waiting list: Applications will be accepted online, so you will need to use a computer or mobile device that has access to the internet. Please allow 15 minutes of uninterrupted time to complete the online application.

Have the following information ready to submit your application:

1. Full names of all household members.
2. Date of birth of all household members
3. Social Security numbers of all household members. If you do not have a Social Security number you can still apply, please see the additional instructions below.
4. Mailing address – This can be the address where you are currently living or a stable address where you can regularly receive mail.
5. Mailing address for an agency or person that assists you (optional).
6. Income information, including the source and amount of income for each household member.
7. A current e-mail address or phone number. ***

**** Please note: You will be required to establish an account with the online application system using either an email or a phone number along with a password of your choosing.*

1. When will Home Forward's Housing Choice Voucher (Section 8) waiting list be open?

The waiting list will open for online applications at 8:30 a.m. on Tuesday September 13, 2016. All online applications must be completed and submitted before 11:59 p.m. on Saturday, September 17, 2016.

2. How do I apply?

Visit our website, www.homeforward.org. You can complete and submit the entire application online, usually in less than 15 minutes.

3. What if I don't have a computer or internet access?

To ensure that all applicants have access to an internet-connected computer, we have partnered with several agencies located across Multnomah County, including public libraries. The full list of computer locations follows this FAQ.

4. Is the online application available in other languages?

The online application is available in either English or Spanish. For other languages, please read the additional instructions below.

5. Is this a first come, first served process?

No, all applications received during the waiting list opening dates will have an equal chance of being selected. We will place all applications into a lottery, and the first 3,000 randomly selected applications will be placed on the Housing Choice Voucher (Section 8) waiting list.

6. Will my chances be better if I apply more than once?

No, every household has the opportunity to apply only once. Duplicate applications will be removed from the lottery.

7. How will my position on the Housing Choice Voucher (Section 8) waiting list be determined?

If you are one of the 3,000 randomly selected applicants who are placed on the waiting list, your position on the list will be determined by the number you are assigned in the lottery process. However, as we draw from the list, priority selection for Housing Choice Vouchers (Section 8) will be offered to people living, working, hired to work, or receiving education or training in Multnomah County, Oregon.

8. What is the process once my application has been submitted?

All eligible applications will be placed into a lottery and assigned a number through a random selection process. Numbers 1 through 3,000 will be placed on the waiting list to receive a Housing Choice Voucher (Section 8) over the next two to three years. Applications randomly assigned numbers 3,001 and higher will not be placed on the waiting list.

All applicants will be notified in writing of their waiting list status by December 1, 2016. If you are placed on the waiting list you will be able to call the Waitlist Position Hotline at 503-415-8000 after December 1, 2016 to find out your position on the waiting list.

9. How do I inform Home Forward if my address changes after I submit my application?

We need to be able to contact you by mail to offer help. Always inform Home Forward of changes to your address or contact information in writing within ten calendar days of the change. Please send written notification of changes by U.S. mail or hand deliver to Home Forward, Attention: Rent Assistance, 135 SW Ash St., Portland, OR 97204. You can also fax your changes to 503.802.8330 or email waitlistinfo@homeforward.org.

10. Who is eligible for assistance?

The Housing Choice Voucher (Section 8) program serves individuals and families earning low-incomes who need help paying their rent. To be eligible:

- Your household income must be 50% or less of the area median income for your household size. See the page following the FAQ for the income limits.
- You must be 18 years of age or older at the time of application or have minor status removed (emancipated minors) by marriage or previous court order.
- One member of your household must be a legal citizen or eligible immigrant.

11. Will households with undocumented family members be eligible?

Yes, as long as at least one family member has eligible residency or legal citizenship status.

12. Do I have to live in Multnomah County to apply?

No, anyone can apply. However, if you receive a Housing Choice Voucher (Section 8) from Home Forward, you must use it in Multnomah County for the first 12 months. Additionally, households living, working, hired to work, or receiving education or training in Multnomah County, Oregon, will receive a preference on the waiting list and may get help paying rent earlier.

13. What if I don't have a Social Security number because of my immigration status?

The online application requires the head of household to enter a number. If the head of household doesn't have a Social Security number, you should fill in the space with nine numeral nines: 999999999. Please do not use any other numbers or an invalid social security number. The space for social security numbers for other members of the household may be left blank.

14. What if I don't have a phone number?

Creating an account: You will be required to create an account using either your email address or your phone number before you can submit your application. If you do not have a phone number or an email address you will need to create an email address. A free email account can be set up with Gmail.com, Outlook.com or Yahoo.com.

Completing your application: You can enter a temporary phone number or a friend's or relative's phone number. This is a required field, so if you don't have any phone number to enter, enter the number nine ten times in the space: (999) 999-9999.

15. Will the online application time out?

Yes, your online application will be cancelled if there is no activity for 15 consecutive minutes and you will have to start over. The application is not complete until you receive a confirmation page.

16. How will I know that my application was submitted and accepted?

If you have not created a username and password with the application system you will be required to do so before your application will be accepted. Once a completed application is submitted along with your account login, a receipt page with an Application ID number will be generated. Please be sure to print the receipt page and keep it with your records. If you don't have access to a printer, be sure to write down your Application ID number.

17. Do you expect system overload with the number of people applying at once?

We expect to receive a high number of applications and we have equipped our system for a heavy volume of traffic during the period of time the waiting list is open. We encourage applicants to complete their online form before September 17 to avoid the possibility of a last-minute rush.

18. If I have a question about the application process, who can I contact?

We will have people ready to assist you by phone September 13 – September 16. Just call our help line: 503-415-8040, Tuesday through Friday between 8:30 a.m. and 4:00 p.m. We're sorry but help will not be available on Saturday, September 17.

19. How can I get help with the application process if I have a physical or vision impairment and I am unable to access or use a computer?

If possible, we encourage you to have a service provider, friend or family member assist you with submitting your online application. If you need our assistance, please come to our offices at 135 SW Ash Street in Portland between 8:30 a.m. - 4:00 p.m. from Tuesday September 13 to Friday September 16 and we will have staff available to help you with your online application. We're sorry but help will not be available on Saturday, September 17.

20. If I have a disability or a language barrier and want to submit a paper application, what should I do?

Paper applications will be provided upon request for people who have a disability, need a translation, or who have another type of barrier to applying online. Here's what to do:

- Call 503-415-8040 to request that a paper application be mailed to you, or come into our offices at 135 SW Ash Street in Portland for assistance.
- Paper applications will be available in English, Russian, Spanish and Vietnamese.
- Paper applications must be submitted via mail, and must be postmarked on or before September 17, 2016 to be eligible. Mail your application to Home Forward, 135 SW Ash Street, Portland, OR, 97204. Attention: Rent Assistance.

21. What should I do while I am waiting for my name to come to the top of the list?

Keep us informed if your contact information or household composition changes. Our first contact will be by mail. If we send you a letter and it gets returned, your name will be cancelled from the wait list. Also be on the lookout for letters that require your response. We periodically send letters asking applicants if they are still interested in being on the wait list. If you do not respond to the letter, your name will be cancelled from the list.

We also advise applicants to check their position on the waiting list once a month by calling 503-415-8000.

Access to Computers with Internet Connections

Organization	Location	Hours
Home Forward Main Office	135 SW Ash Street Portland, OR 97204	Tue – Fri: 8:30am to 4pm
Home Forward New Columbia Office	4610 N Trenton Portland, OR 97203	Tue – Fri: 8:30am to 4pm
Home Forward Humboldt Gardens Office	5033 N Vancouver Portland, OR 97217	Tue – Fri: 8:30am to 4pm
Human Solutions Powell Office	12350 SE Powell Blvd. Portland, OR 97236	Tue – Fri: 8:15am to 4:45pm
Human Solutions Rockwood Building Multicultural Center	124 NE 181st Ave. Gresham, OR 97230	Tue – Fri: 8:15am to 4:45pm
Mt. Hood Community College Gresham Campus Library	26000 SE Stark Street Gresham, OR 97030	Tue – Fri: 8am to 5pm
Portland Metro Workforce Training Center	5600 NE 42nd Ave. Portland, OR 97218	Tue – Fri: 8:30am to 11am
WorkSource Portland Metro Central	30 N. Webster Street, Suite E Portland, OR 97217	Tue – Fri: 8:30am to 11am 1:30pm to 3:30pm
WorkSource Portland Metro East	19421 SE Stark Street Portland, OR 97233	Tue – Fri: 8am to 4pm
WorkSource Portland Metro Southeast	7916 SE Foster Rd, Suite 104 Portland, OR 97206	Tue – Fri: 8am to 4pm
All Portland Community College Libraries	http://www.pcc.edu/library/about/spaces/hours/	Hours vary by location.
All Multnomah County Public Libraries	www.multcolib.org/hours	Hours vary by location.

Household Income Limits	
Household Size	50% of Area Median Income
1	\$25,700
2	\$29,350
3	\$33,000
4	\$36,650
5	\$39,600
6	\$42,550
7	\$45,450
8	\$48,400