

# Overview

HousingWorks provides many handy tools for housing providers. These include:

- an inventory listing service;
- an outreach service;
- an eligibility screening tool;
- an applications process that boosts ADA compliance significantly;
- a waitlist maintenance and reporting software that is fully compliant with the *HUD Tenant Selection Plan*; and
- a major resource locator for *Resident Service Providers*.
- The only model that allows for statewide wide data collection across all subsidized, affordable, and special needs housing providers (could work for a single company across all inventories)

Here's how access all but one of these tools:

- Go to [www.housingworks.net](http://www.housingworks.net) or [www.housingworks.com](http://www.housingworks.com) (not housingworks.org)
- Click link: "Enter HousingWorks"
- Click link: "Registered Housing Provider"
- Enter your ID and password. This brings you to your HOME PAGE, where you perform all tasks. This is a secure webpage where you manage your inventory, outreach and publicity about open waitlists, provide preliminary screening for eligibility, generate applications, and perform waitlist work.

We provide detailed, pictorial instructions guides via this link:

<http://www.housingworks.net/static/ProvQuickTOC.html>

The three most cost-saving features are

- the OUTREACH / ELIGIBILITY SCREENING / APPLICATION GENERATING
- the WAITLIST SYSTEM, and
- the WAITLIST UPDATING / OUTCOMES REPORTING MODULE

The first two features are described below in a sort of 'Quick Guide', but the more detailed instructions for each can be accessed via the large **ProvQuickTOC.html** link above.

To perform **OUTREACH**, go to the HOME PAGE and click the link: "[Update](#) program info". Click each of the rolodex tabs in the resulting page to ensure that complete and useful information reaches the public. This reduces phone calls and frivolous applications.

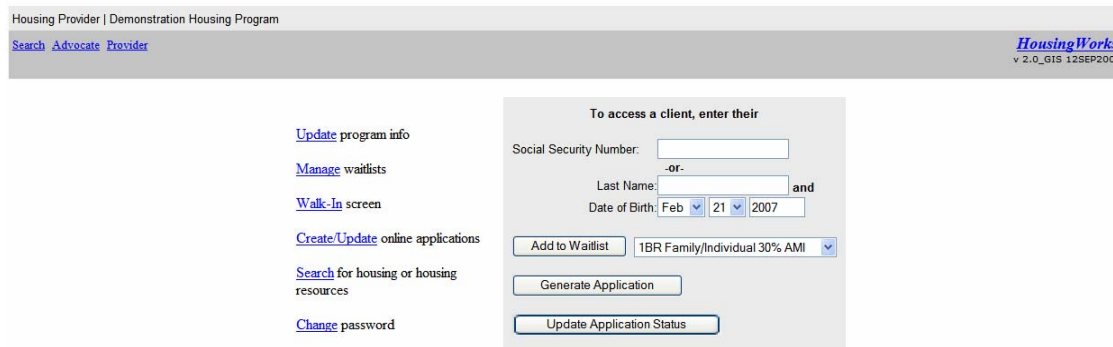
The screenshot shows the HousingWorks web application interface. At the top, there is a navigation bar with links for "Search", "Advocate", and "Provider". The main content area is titled "Update | Demonstration Housing Program". Below this, there are several input fields for "Development Name", "HousingWorks ID", "Federal/State ID", and "Section / Act". A horizontal menu contains several tabs: "Inventory", "Type of Housing", "Application", "Shortlist", "Contact", "Program", and "Waitlists". The "Inventory" tab is highlighted with a red circle. Below the menu, there is a form for adding a new inventory of size "Non-Section 8 Voucher". The form includes fields for "Subsidy Level", "Total units (any classification)", "Average Time on Waitlist (years)", "Special Needs Units", "Elderly Units", "Wheelchair Units", "Rent Range", "Currently Open Units", and "Accepts clients whose income is less than percent of the area median". The "Inventory" and "Waitlists" tabs are circled in red. At the bottom of the form, there are "Update this housing record" and "Cancel" buttons.

**About the unique WAITLIST feature:**

1. Some parts of an applicant’s information never change: for instance, his name, birthdate, SSN, race, etc. We are an internet-based software, so each applicant’s data needs only be **typed only once to be available to all housing providers**.
2. Other parts of the applicant’s information are different for each provider: his control number, time application received etc. This part of the applicant's data will need to be **entered by each housing provider** as they add the person to a waitlist. But once the applicant’s information is entered into the system – by anyone - you will be able to quickly access this info and add the few particular details about the applicant such as a control number, time application received, income category (dependent on region of country) etc. The waitlist then maintains and updates itself to the extent that other housing providers and housing advocates are participating.

**To handle all WAITLIST work:**

1. Upon receipt of application, go to the Home Page and enter the applicants SSN in the box on the main page, then select the appropriate waitlist and finally, click the button: “Add to waitlist”.
2. **If the applicant’s profile is already in the system**, you will be taken to another page where you click the “edit” link and fill in the necessary waitlist information.



3. **If the applicant’s profile is not already in the system**, you will need to add it to our system, and *then* add them to a waitlist (two separate steps).

This form requires you to enter all applicant information needed for any waitlist and reporting. To add a profile to our system, clicking the following link:

<http://www.housingworks.net/static/2000.pdf>

and enter the password (which we only provider to subscribers)

<b>Section One</b>	<input type="checkbox"/> Check if you need some form of public transportation
First Name	<input type="checkbox"/> Check if you need a wheelchair accessible unit?
Complete Middle Name M.I.	<input type="checkbox"/> Check if you have a pet or pets
Last Name	Describe Pets:
SSN <i>type without dashes</i>	<input type="checkbox"/> Check if you have a <i>Rental Assistance</i> voucher already
Alien Registration No.	<b>Current Housing Classification - answer requested</b>
Date of Birth <i>MMDDYYYY</i> Age	<b>Primary Housing Classification - choose one below</b>
Mother's Maiden Name or use: <b>housingworks</b>	At risk of homelessness-domestic violence
Mailing Address or P.O. Box	At risk of homelessness-hates crimes/fear
City State Zip	At risk of homelessness-landlord non-renewal
Street Address	At risk of homelessness-private landlord action
City State Zip	At risk of homelessness-public action
Home Phone <i>ex. 6171234567</i>	At risk of homelessness-rent burdened 40%
Work Phone <i>ex. 6171234567</i>	At risk of homelessness-rent burdened 50%
Gender <i>type whole word</i> Gender <i>initial</i>	At risk of homelessness-sanitation code
<input type="checkbox"/> Unaccompanied Individual <input type="checkbox"/> Adult Head of Household	At risk of homelessness-substandard housing
# residents: Annual Gross Income	At risk of homelessness-overcrowded
Select Race from this list	At risk of homelessness-other
<input type="checkbox"/> Check if Hispanic ancestry (HUD ethnicity question)	Homeless-divorce
<input type="checkbox"/> Asian <input type="checkbox"/> Black <input type="checkbox"/> White	Homeless-domestic abuse
<input type="checkbox"/> Native American <input type="checkbox"/> Hispanic <input type="checkbox"/> Other	Homeless-evilcion
	Homeless-family conflict
	Homeless-financial
	Homeless-health/safety code
	Homeless-jail or prison discharge
	Homeless-mental disability
	Homeless-natural disaster
	Homeless-other
	Homeless-overcrowding
	Homeless-physical disability
	Homeless-relocation
	Homeless-substance abuse
	Homeless-unable to pay utilities

Once the profile is added to our system, you then return to your Home Page and add the applicant to one or more particular waitlist(s): Studio Moderate Income and 1BR moderate income, for example. This work will be easy now that the applicant is in the system.

**How to update an applicant whose information is already on one or more waitlists**

Go to your Home Page and enter their SSN, then click the lowest button: "Update Application Status".

This shows you all the lists that applicant is on, and you can update some or all of them as needed.

John Labella

Contact Information (Updated: 02/16/2007)							
Phone Number:	<input type="text" value="6175040577"/>			Annual Income:	<input type="text" value="\$28000"/>		
E-Mail:	<input type="text" value="johnlabella@rcn.com"/>			Race:	<input type="text" value="Caucasian"/>		
Mailing Address:	<input type="text" value="P.O. Box 231104"/>						
	City:	State:	Zip:				
	<input type="text" value="Boston"/>	<input type="text" value="MA"/>	<input type="text" value="02123"/>				

Waitlist Status								
Waitlist Name	Priority		Control #	Eligible?	Desired Unit Size	Status	Last Updated	Notes
	Preference	Date & Time*						
<input type="checkbox"/> <input type="text" value="ZBR Family/Individual 50% AMI"/>	0	0	02225	Yes	Studio	Open	02/21/07 06:53 AM	necre d
<input type="checkbox"/> <input type="text" value="Middle Income"/>					<input checked="" type="checkbox"/> Wheelchair <input checked="" type="checkbox"/> Modifications			
<input type="checkbox"/> <input type="text" value="ZBR Family/Individual 30% AMI"/>	0	0	0	No	2 Bedroom	Open	02/21/07 06:53 AM	
<input type="checkbox"/> <input type="text" value="Very Low Income"/>					<input checked="" type="checkbox"/> Wheelchair <input checked="" type="checkbox"/> Modifications			
<input type="checkbox"/> <input type="text" value="ZBR LIHTC list"/>	0	0	0	No	2 Bedroom	Open	02/21/07 06:53 AM	
<input type="checkbox"/> <input type="text" value="Very Low Income"/>					<input checked="" type="checkbox"/> Wheelchair <input checked="" type="checkbox"/> Modifications			