
HARP WAIT LIST PURGE PROCESS

The purpose of the Home Accessibility and Repair Program (HARP) Wait List is to establish the order in which qualified households will be served. MaineHousing's new Wait List process will require households be served on a first-come, first-serve basis. Priority will be determined by the "Intake Date" listed on MaineHousing's Pre-screening Form.

HARP Wait List Pre-screening:

CAA's are required to maintain a priority wait list for the HARP program.

CAA staff must pre-screen potential Applicants to assess the household's eligibility and priority for the wait list. When an Applicant contacts the CAA, a trained staff member will briefly describe the Program and eligibility criteria. CAA staff should ask questions regarding the scope of work to determine if the Applicant is possibly experiencing a situation warranting emergency assistance by definition provided in the HARP Guide.

The pre-screening process determines the Applicant's **eligibility to be placed on the wait list**. It does **NOT determine the Applicant's eligibility for the HARP Program**. Eligibility for the HARP program is determined when the Applicant has reached the top of the wait list and is selected to begin the HARP Application process (including providing supporting documentation).

HARP Wait List Purge:

The Wait List purge project is necessary to ensure that the pool of applicants reasonably represents Applicants still actively interested in the Home Accessibility and Repair Program. This process also enables Applicants to update their information regarding address, email, phone number, family composition, income, and preferences.

Wait List Purge Process:

A letter and a *Home Accessibility and Repair Program (HARP) Wait List Update Form* will be sent by the respective CAA to all Applicants currently on the CAA wait list.

The letter will provide instructions on where to send the completed *HARP Wait List Update Form*, the deadline for returning the form, and consequences if the form is not received by the deadline date or if the Applicant fails to return the completed form.

The update request *HARP Wait List Update Form* will ask for current household information. The receipt of the completed form will act as confirmation of continued interest to remain on the HARP Wait List.

The *HARP Wait List Update Form* will be sent to the most recent mailing address that the Applicant has on record on the Waiting List. The update request will provide a deadline by which the Applicant must respond and will state that failure to respond may result in the Applicant being removed from the Wait List.

- The deadline for Applicant responses will be **30 calendar days** from the date of the letter.
- The client response must be submitted in writing and delivered in person to the appropriate CAA or may be mailed to the CAA at the address indicated in the letter.

- If an Applicant fails to respond by the methods described above within the established response time, the CAA will send a final letter to the Applicant requesting a completed *HARP Wait List Update Form*. The Applicant will have 30 calendar days from the date on the final letter to respond or they will be **removed** from the Wait List without further notice.
- If the notice is returned by the USPS this will be used as proof that the Applicant has moved and the original request for HARP is no longer valid. The Applicant **will be removed** from the Wait List without further notice.

If an applicant responds to a mailed update request by the deadline date indicated in the request, the Applicant will remain on the Wait List with their original HARP pre-screen/inquiry Intake Date.

Following the deadline date indicated in the request letter, request for reinstatement of the original HARP pre-screen/inquiry date will be considered for the following reason only:

- The applicant was unable to respond due to the applicant's disability and requests a reasonable accommodation. The applicant will be added to the Wait List using the original HARP pre-screen/inquiry Intake Date if a qualified medical professional verifies in writing that the applicant was unable to respond to the update request in a timely manner due to their disability.

If the Reasonable Accommodation is denied, the applicant may appeal the decision within 14 calendar days after the determination is issued. MaineHousing will conduct an informal review, including a conference with the Applicant if requested, by telephone or other equally effective method of communication to accommodate the applicant. The appeal should be in writing and mailed to MaineHousing at 26 Edison Drive, Augusta, ME 04330-6046. MaineHousing's written decision to the applicant shall be sent within 30 calendar days of completing the informal review.

Requests for Reinstatement must be submitted in writing to MaineHousing at 26 Edison Drive, Augusta, ME 04330-6046. Applicants who are approved for reinstatement to the Wait List will retain their original Intake Date and time of pre-screen/inquiry.

When an Applicant expresses a concern with or disputes a decision made by a CAA involved in the Wait List, that Applicant shall be referred to the CAA that made the determination in question. When the Applicant expresses a problem with a decision made by the CAA, due to failure to respond to an update request, that Applicant shall be instructed to send a written request for reinstatement along with supporting documentation to MaineHousing. MaineHousing will review the request and supporting documentation and issue a written decision within 30 calendar days of completing the review.

Documents received by mail to the CAA(s) will be kept until the project is removed from the Wait List.