

Section 8 Centralized Waiting List - Massachusetts

MassNAHRO – Massachusetts Chapter (www.massnahro.org)

The Centralized Waiting List for Section 8 vouchers in Massachusetts serves a valuable function for the communities that are participating in the program. This program is administered by **Massachusetts Chapter of NAHRO** for the participating communities. The Section 8 housing voucher program provides housing assistance to eligible candidates at a subsidized rate.

This centralized list in Massachusetts is unique. It allows participating communities to maintain their waiting list based on their own local preferences and priorities. It has eliminated the need for the applicant to apply in multiple communities. The feature in itself has taken the hardship away from the applicant and created a standardized application that is easily managed and maintained by the participating communities. Some of the functionalities available are:

Apply Only Once

The applicant does not need to go from town to town and apply at each location to be considered for eligibility. The applicant applies only once in any of the participating communities and their name is placed in the central database for HCV consideration.

Apply at Any Town

The applicant can apply in any town for Section 8 voucher within the participating communities. An applicant needs to apply within the participating communities only once. The applicant is registered in all participating communities.

Community Preferences and Individual Ranking

Each community can maintain their own residency and preference rules within the system. A set of uniform rules have been developed for all communities. Based on these rules, the applicant is ranked individually in each community.

Status Changes

The applicant can contact any community and to change application information, such as residential or mailing address. This information is available to all communities. The applicant ranking is changed automatically if status changes trigger any preference criteria.

Official Record

Each community can create an official record of applicant's status for audit purpose at any time:

- The official record is created for placing an applicant to "In Process" stage.
- The official record is created for selecting an applicant for issuing a voucher.

In Process List

When a community decides to act on an applicant based on their own ranking, the town places the applicant in the “In Process” stage before issuing the voucher. During this phase, the applicant’s name is removed from consideration from other communities. However other communities can observe this action but are not allowed to contact this applicant.

Denial

An applicant can be denied for any specific reason maintained by the system. The status may go back to “Waiting”, if so desired. The history of all actions on any applicant is available to all communities.

Activities

All updates in an applicant record is recorded as activities in the system. Any community user can observe all activities of any applicant at any time. This is specifically useful prior to selecting a candidate.

The system has significantly reduced the amount of paper transactions and can efficiently match an applicant to available rental housings across multiple communities. Currently, the system maintains a list of more than 100,000 waiting applicants. The system has distributed more than 1,000 Section 8 vouchers each year since 2003.

Stellar Corporation, a Custom Software Solution provider, developed and currently maintains this **secure Web-based Centralized Section 8 Waiting List System**. Contact Stellar for an online demonstration of this system.

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