

Public Housing – Offers:

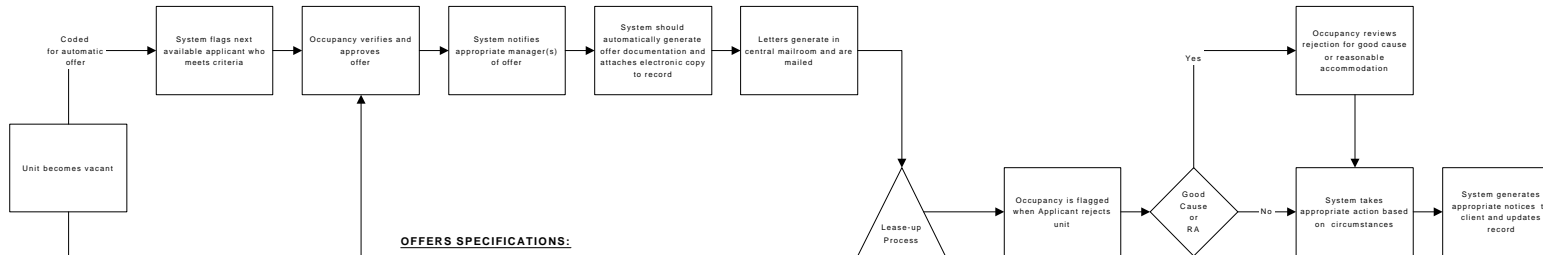
Overview

Currently, the offering of BHA’s Public Housing units is contingent on the running of the waiting list which is done twice weekly. Under the current system, the CCS system matches applicants to units which causes many offers to be released and the units to be re-offered manually. Matching applicants to units instead of units to applicants causes problems for applicants who reach the top of multiple waiting lists at the same time. The system offers the first unit it sees to the client who is highest on that list instead of offering the oldest unit available to the client who is highest on that list. There is a domino effect to this match because the second person offered is not always the appropriate person.

In addition, under the current system turnover time for vacant units is often increased as Occupancy and Operations utilize interoffice mail to notify each other of offers and rejections. The BHA is looking to further automate the offer process by creating a system where vacant units are automatically offered once coded as vacant and interested parties are notified by a more automated system.

Future Workflow Process Maps:

OFFERS PROCESS:



OFFERS SPECIFICATIONS:

- System should flag Occupancy whenever a unit becomes vacant
- System should maintain unit status (admin or available for offer)
- System should match applicant / transfer to unit based on unit characteristics (ex: 1st floor)
- System should maintain unlimited user-defined unit characteristics
- System should maintain unlimited user-defined applicant characteristics
- System should generate appropriate notices and documentation to client
- System should generate automatic notification to site staff when unit is offered
- System should automatically match applicants as units become vacant. (A wait list run should not be required)
- System should automatically re-rank clients as their status changes
- System should maintain separate waiting lists by program
- System should make offers based on program
- System should maintain a listing of which developments are associated with each housing program
- System should maintain a listing of all units offered to a particular client
- System should not re-offer a previously rejected unit to same client
- System should modify applicant status when units are refused based on user-defined parameters
- System should maintain a record a units rejected by development and program
- System should track the history of offers and rejections by unit
- System should maintain a history of offers, acceptances and rejections by client
- System should track reasonable accommodation and good cause information and update required special features accordingly
- System should maintain audit reports (including waitlist data at the time of offer)
- System should interface to the reasonable accommodation database
- System should maintain a history of units which were not offered to the first client because of a required special feature
- System should allow for offers to be overridden manually
- System should flag offers as system -generated or manual
- System should automatically re-offer unit to next matching client when unit is rejected or manually released
- System should maintain a table of appropriate actions to be taken upon rejection
- System should take appropriate action to the applicant’s record when unit is rejected
- System should generate appropriate notice based on the action

No.	Process	Requirement Description	P*	Comments
1.	Offers Specifications:	System should flag Occupancy whenever a unit becomes vacant	1	
2.	Offers Specifications:	System should maintain unit status (admin or available for offer)	1	
3.	Offers Specifications:	System should match applicant / transfer to unit based on unit characteristics (ex: 1st floor)	1	
4.	Offers Specifications:	System should maintain unlimited user-defined unit characteristics	1	
5.	Offers Specifications:	System should maintain unlimited user-defined applicant characteristics	1	
6.	Offers Specifications:	System should generate appropriate notices and documentation to client	2	
7.	Offers Specifications:	System should generate automatic notification to site staff when unit is offered	2	
8.	Offers Specifications:	System should automatically match applicants as units become vacant. (A wait list run should not be required)	2	
9.	Offers Specifications:	System should automatically re-rank clients as their status changes	1	
10.	Offers Specifications:	System should maintain separate waiting lists by program	1	
11.	Offers Specifications:	System should make offers based on program	1	
12.	Offers Specifications:	System should maintain a listing of which developments are associated with each housing program	1	
13.	Offers Specifications:	System should maintain a listing of all units offered to a particular client	1	
14.	Offers Specifications:	System should not re-offer a previously rejected unit to same client	1	
15.	Offers Specifications:	System should modify applicant status when units are refused based on user-defined parameters	1	
16.	Offers Specifications:	System should maintain a record a units rejected by development and program	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
17.	Offers Specifications:	System should track the history of offers and rejections by unit	1	
18.	Offers Specifications:	System should maintain a history of offers, acceptances and rejections by client	1	
19.	Offers Specifications:	System should track reasonable accommodation and good cause information and update required special features accordingly	1	
20.	Offers Specifications:	System should maintain audit reports (including waitlist data at the time of offer)	1	
21.	Offers Specifications:	System should interface to the reasonable accommodation database	2	
22.	Offers Specifications:	System should maintain a history of units which were not offered to the first client because of a required special feature	1	
23.	Offers Specifications:	System should allow for offers to be over-riden manually	1	
24.	Offers Specifications:	System should flag offers as system -generated or manual	1	
25.	Offers Specifications:	System should automatically re-offer unit to next matching client when unit is rejected or manually released	2	
26.	Offers Specifications:	System should maintain a table of appropriate actions to be taken upon rejection	2	
27.	Offers Specifications:	System should take appropriate action to the applicant's record when unit is rejected	2	
28.	Offers Specifications:	System should generate appropriate notice based on the action	2	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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