

**YWCA OF WESTERN MASSACHUSETTS
SUPPORTIVE HOUSING PROGRAM
APPLICATION INSTRUCTIONS**

Please read and follow carefully, then detach and keep for your records.

1. **Submit application packet with completed information and copies of requested documentation.** Submitting documentation at the beginning of the process is necessary for eligibility determination and movement through the application process. Please note: incomplete applications will not be processed. Please include the following with application:
 - Photo ID
 - Birth Certificates (for all applicants)
 - Social Security Cards (for all applicants)
 - All requested Income Verification
2. **You must sign a Release of Information in order for the referring agency to be contacted for a reference.**
3. **You must fill out request for release allowing the YWCA to complete a CORI check.**
4. **Return application packet** to the YWCA Supportive Housing Program at: 1 Clough Street, Springfield, MA 01118.
5. **Eligible applicants will be placed on a waiting list.** It is important that we have current contact information so that we can contact you when availability is identified for you. If we are not able to contact you with 48 hours, we will move to the next applicant on the waitlist. Please do not call to find out what # you are on our list. We do not organize our waitlist by #. Preferences are taken into consideration. We will not return phone calls that are inquiring as to their # on our list.
6. **When an apartment is becoming available, an interview will be scheduled with applicants who meet the basic eligibility requirements to assess if they meet the criteria for acceptance and participation.** Applicants will be contacted via phone. It will be the applicant's responsibility to return messages. **Please make arrangements for child care for this interview.** Applicants may be assigned additional tasks after the interview and additional documentation may be requested. Applicants will be given a deadline to return this documentation in order to keep application open and be placed on waiting list.
7. **Cancellation Policy** – If you cancel your interview appointment more than two times, another interview will not be scheduled. You will need to wait 30 days and submit a new application.
8. **No Show Policy** – If you do not show-up for your scheduled interview, it will not be rescheduled. You will need to submit a new application after 30 days.