

# One Powerful Window

## Extend, Collaborate, & Automate with Regional Waiting List by ReFrame Assist NextGen

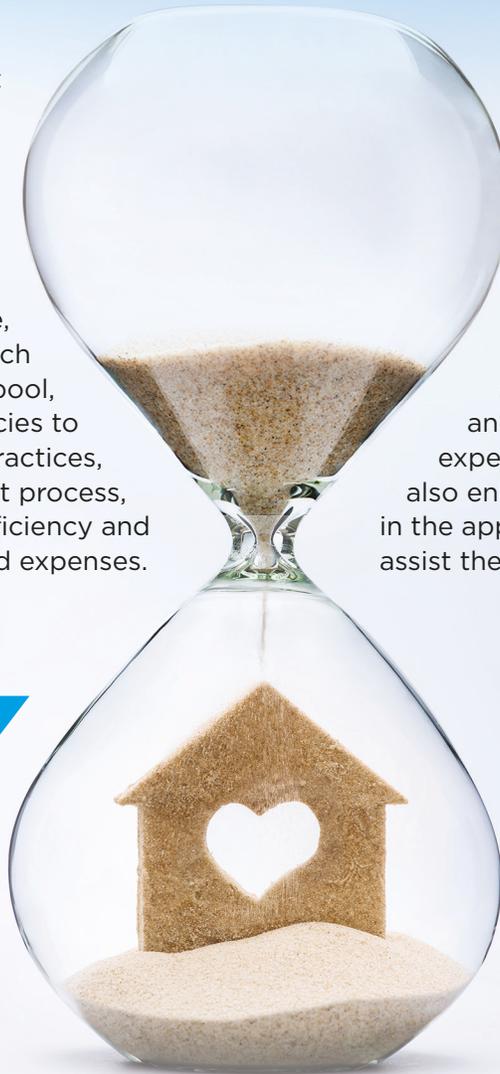
The traditional waiting list process for Public Housing Agencies (PHAs) can be tedious, antiquated, and expensive. ReFrame Assist NextGen provides an innovative solution to these challenges. With ReFrame, PHAs can expand their outreach to a more diverse applicant pool, collaborate with other agencies to share knowledge and best practices, and automate the waiting list process, resulting in increased efficiency and reduced expenses.

Our Regional Waiting List is a state-of-the-art ADA-compliant solution that uses modern technology to create an efficient and effective platform for low-income housing applicants.

It leverages economies of scale to help PHAs cut costs and provide a superior user experience to applicants. The system also enhances each PHA's visibility in the applicant pool, allowing them to assist the most vulnerable population.

### Features

- 100% SaaS Web Based Solution
- Hosted in Azure Cloud
- Secure data encryption
- Responsive User Interface designed for your smartphones
- Configurability-By-Design
- Complete Document Management/Electronic Record
- Configurable Correspondence including Email and SMS text integrations



**We also provide program administration services in support of waiting list management, including complete Call Center activities, manage eligibility requirements, maintain updated contact information, waiting list purge, and more!**

# One Powerful Window

A large, clear glass hourglass is positioned on the right side of the page. The top bulb is partially filled with sand. The narrow neck of the hourglass is visible. The bottom bulb is also partially filled with sand, and a small, brown, house-shaped object is built on top of the sand in the bottom bulb. The background is a light, neutral color.

## Benefits to Applicants

- Applicant Profile can be created, updated, and maintained by household once and used to submit multiple applications.
- Applicants can login to one portal to view open waiting lists.
- Applicants can receive notifications when waiting lists are opened.
- Applicants can submit applications to one or more PHAs using their profile information.
- Applicants can view all their application statuses in one place.
- Household information and documents are stored in a secure, encrypted cloud.

## Benefits to PHAs

- Gain economies of scale by sharing the waitlist intake load.
- Applicant information is more likely to be current because we simplify the process for applicants to update information.
- Easily collaborate with other neighboring agencies to determine their needs/workloads/priorities/wants, etc.
- Reach a larger more diverse population of applicants without having to open as often for specific program needs.
- Notify applicants when PHAs open or close their waiting lists.
- Assess applicant needs in a wider area by accessing demographic information.
- Provides useful data for the Annual Plan/Consolidated Plan/AFFH Plan (Equity Plan).