

## ***WAITING LIST GENERAL QUESTIONS***

**Q:** I don't have internet access or a computer at home. Do you know where I can go to complete my application?

**A:** The Prince William County Public Library has branches throughout the County with public computers and free Wi-Fi. For library locations and hours visit: <https://www.pwcva.gov/department/library/branch-locations-hours>. You may also use a smartphone, iPhone, Android or a table that has a data plan to apply.

**Q:** Can someone else sign up for me?

**A:** You are welcome to have a caseworker/friend/family member complete the application for you, however, please be advised that you must certify that all the information being provided is true and complete.

**Q:** If my children live with me and they are 18 years old or older, do I have to include their income?

**A:** Yes, all family member income needs to be disclosed.

**Q:** I have a request for a reasonable accommodation due to a disability. What is your Agency's policy on handling such requests?

**A:** Applicants that require a reasonable accommodation may call 703-792-7531 between 9:00 AM and 5:00 PM April 20, 2022, during the Application opening period only. No accommodations will be provided after 5:00 PM, in the case that you are unable to get through please leave a message, which will have the time of the call and message were provided. Any messages received after 5:00 PM will not be eligible to apply. Individuals with hearing or speech disabilities using TDD or TTY technology may call a Virginia Relay by dialing 7-1-1.

**Q:** I have limited English language proficiency. What other language types does your application process support?

**A:** The online application is available in English, Spanish and up to 90 other languages using the Google Translate drop down in the top right-hand corner of the site.

**Q:** I was on the website and started to complete my application. I lost the internet connection in the middle. How do I go back in?

**A:** You will need to recomplete the application from the beginning if you did not receive an Application Receipt.

**Q:** I do not have an email address. How can I submit my application?

**A:** You will have to create an email address and a link to a free email service is provided from the application.

**Q:** What does an active status mean?

**A:** An Active Status means you have been selected for the lottery/waiting List.

**Q:** What does an inactive status mean?

**A:** An Inactive Status means you have NOT been selected for the lottery/waiting list.