



## HASA Frequently Asked Questions (FAQs)

### Benefits

#### Am I eligible for financial benefits through HASA?

**Eligibility Criteria:** To be eligible for Cash Assistance (CA) benefits, clients must meet New York State eligibility level of need. For a one-person household, we first budget all the income, rent, and HASA supplements to determine if the client is left with less than \$376 per month (amount varies according to the household size). If the client meets the level of need, they are eligible for rental assistance and possibly CA if the rent and lease are approved by HASA.

**Income Limit:** Total household income must be below 200% of the Federal Poverty Level (FPL) for the household size.

**Requirement to pay 30% of client income towards rent:** Clients who meet the eligibility requirements, reside in private market housing and who have any type of income other than CA are required to pay 30% of their gross household income towards rent. The household income is calculated before any disregards. The client's rent lease must also be approved by HASA.

#### What is the Earned Income Disregard, and which clients are eligible?

**The Earned Income Disregard (EID)** is an employment incentive for recipients of CA that reduces the impact of employment income on their CA benefits. There are two types of earned income disregards. One is a six-month 100% earned income disregard. The second is an ongoing 64% earned income disregard.

**EID is only available to clients already in receipt of CA** and does not apply to any other assistance programs that use income as a factor for eligibility (i.e., Supplemental Nutrition Assistance Program [SNAP])

Unearned income such as Social Security Income or Veteran's benefits are currently not eligible for any disregards.

Once a household is determined eligible for ongoing benefits, they are eligible to receive an earned income disregard.

**Note:** Income is **NOT** disregarded when determining initial eligibility.

## HASA Frequently Asked Questions (FAQs)

### Benefits (*continued*)

#### What is the six-month 100% Earned Income Disregard?

The 100% Earned Income Disregard is a short-term EID that lasts for the six-month period immediately after a client starts new full- or part-time employment. In this case, 100% of the client's income is disregarded in the re-assessment of CA eligibility. Each individual in the household is eligible for the six-month 100% EID once per lifetime.

Once you submit pay stubs for the most recent 30-day period, HASA will determine your eligibility.

The six-month period is consecutive and cannot be paused. So, if a client leaves their employment during this time, the six-month period will continue to count down. However, if a client finds new employment within the initial six-month period, the income from that new job may be eligible for disregard as long as there is time left in the six-month period. **Example:** A client starts a new job on September 2, 2025. The six-month EID period starts on September 2, 2025, and would end on February 1, 2026. The client leaves that job on December 9, 2025. The six-month EID continues to count down. The client starts a new job on January 6, 2026. If otherwise eligible, the client's income would be disregarded for the remainder of six-month period (ending February 2026).

#### What is the ongoing 64% EID and work expense deduction?

If applicable, following the six-month period of 100% EID, the ongoing EID of 64% would apply. Additionally, there is a semi-monthly Standard Work Expense Deduction of \$75. The Standard Work Expense Deduction is applied twice per month to the income remaining after the 64% EID.

- ★ The percentage of income disregard is currently set at 64% but is subject to change every June 1st.

#### How does EID impact my 30% rent share?

Income is **NOT** disregarded when calculating a client's 30% rent share unless the client is eligible for the 100% EID.

## HASA Frequently Asked Questions (FAQs)

### Benefits (*continued*)

#### Example Cases

##### **Example A: HASA applicant who has no income of any kind.**

Applicant does not have any earned or unearned income.

Monthly Rent = \$1,419

Applicant does not have any earned or unearned income.

Monthly Rent = \$1,419

$\$0 \text{ income} - (\$1,419 \text{ rent} + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = -\$1,602.10 \text{ deficit}$

- Deficit is less than the NYS level of need of \$376.

Applicant is eligible for cash and rental assistance.

HASA pays the full \$1,419 rent to the landlord since the client has no income.

Applicant receives \$376 cash grant for food and other expense since they have no income.

##### **Example B: Applicant's only income is Social Security Income, which is less than their rent.**

Applicant's SSI = \$1,000

Monthly Rent = \$1,419

$\$1000 - (\$1,419 \text{ rent} + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = -\$602.10 \text{ deficit}$

- Deficit is less than the NYS level of need of \$376.

Applicant is eligible for rental assistance.

The Applicant's share of rent is 30% of income:  $\$1,000 \times 30\% = \$300.00$

HASA pays the remaining balance of the rent, \$1,119.00, directly to the landlord.

Remaining income after paying rent ( $\$1,000 - \$300 = \$700$ ) is above the NYS level of need \$376, so applicant does not receive any cash grant.

##### **Example C: Applicant's only income is Social Security Disability, which is more than their rent.**

Applicant's SSD = \$2,000

Monthly Rent = \$1,419

$\$2,000 - (\$1,419 \text{ rent} + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = \$397.90 \text{ surplus}$

Deficit is greater than the NYS level of need of \$376.

Applicant is ineligible for cash and rental assistance.

A separate determination will be made for SNAP and Medicaid.

## HASA Frequently Asked Questions (FAQs)

### Benefits *(continued)*

#### Example Cases *(continued)*

**Example D: A HASA client starts a new job on January 1, 2025 - earning \$2,000/month (gross).**

Client lives in independent housing, monthly rent = \$1,800

The annual gross income is \$24,000, which is below 200% of the Federal Poverty Level (FPL) for a one-person household (200% x \$15,650 FPL = \$30,300).

- Client is eligible for 100% EID for the first six months of the new employment.

#### ***For the first six months:***

- All income is disregarded when determining CA eligibility for benefits.
- $\$0 - (\$1,800 \text{ rent} + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = -\$1,983.10 \text{ deficit}$
- HASA pays the full \$1,800 rent to the landlord since the client has no income.
- Client is eligible for \$376 cash grant since they are evaluated at \$0 income.

#### ***When the six-month 100% EID period is over:***

- $(\$2,000/\text{month} \times 64\% \text{ disregard}) = \$1,280$  is disregarded, \$720 left over is new income.
- $\$720 - \$150 \text{ monthly standard deduction} = \$570 \text{ Adjusted Gross Income (AGI)}$
- $\$570 - (\$1,800 + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = -\$1,413.10 \text{ deficit}$
- The client's share of rent is 30% of gross income:  $\$2,000 \times 30\% = \$600.00$
- HASA pays the remaining balance of the rent, \$1,400.00, directly to the landlord.
- Remaining income after paying rent ( $\$570 \text{ AGI} - \$600 = -\$30 \text{ deficit}$ ) is above the NYS level of need (\$376), so the client is eligible for a \$376 cash grant.

In both scenarios, a separate determination will be made for SNAP and Medicaid.

## HASA Frequently Asked Questions (FAQs)

### Benefits *(continued)*

#### Example Cases *(continued)*

**Example E: Client starts a new job on January 1, 2025, earning a gross income of \$4,000 per month.**

Monthly rent = \$1,800

The annual gross income is \$48,000 ( $\$4,000 \times 12$  months), which is above 200% of FPL for a one-person household ( $200\% \times \$15,060$  FPL = \$30,120).

The client is not eligible for 100% EID.

The client may be eligible for the 64% EID.

- ( $\$4,000/\text{month} \times 64\%$  disregard) = \$2,560 is disregarded, the \$1,440 remaining is new income.
- $\$1,440 - \$150$  monthly standard deduction = \$1,290 Adjusted Gross Income (AGI)
- $\$1,290 - (\$1,800 \text{ rent} + \$158.00 \text{ N\&T} + \$25.10 \text{ energy allowance}) = -\$693.10$  deficit
- The client's share of rent is 30% of their gross income:  $\$4,000 \times 30\% = \$1,200.00$
- HASA pays the remaining balance of the rent, \$600.00, directly to the landlord.
- Remaining income after paying rent ( $\$1,290$  AGI – \$600 = \$690) is above the NYS level of need (\$376), so the client does not receive any cash grant.

## HASA Frequently Asked Questions (FAQs)

### Case Management

#### Can I bring an advocate with me to my appointment?

**Yes.** You may bring an advocate or representative with you to your appointments. Your advocate will have to identify him/herself at the reception desk to receive a ticket as a visitor. In addition, you will need to sign a HIPAA release form to allow us to discuss your case with the advocate. Once you provide the HIPAA release form and you have notified the agency in writing that you are granting the advocate permission to conduct case transactions on your behalf, the advocate will be able to receive case information and documentation from your case record. For more information on how to complete a HIPAA, please refer to Authorization for the Release of Health Information and Confidential HIV-Related Information: **DOH-2557**.

#### How do I close my case?

If you no longer wish to be part of the HASA program, you must notify your Caseworker either in person or by telephone. In order to document your request you will be asked to complete a Statement of Non-Participation form.

#### Am I allowed to choose a Caseworker?

Caseworkers are assigned cases based on a rotation system. However, clients may be permitted to change their assigned Caseworker upon request, with good cause, at the discretion of the Center Director or HASA administration.

#### How can I change my gender on my CIBC card?

- Please note that as of April 30, 2015, New York State Common Benefit Identification Cards (CBICs) no longer include a gender marker.
- In order to change your gender in your Medicaid account and/or your case record you must provide us with one of the following documents confirming your new gender:
  - Birth Certificate/Amended Birth Certificate
  - Court Order (only for name change)
  - New York State Driver's License
  - New York State Non-Driver ID
  - Letter from Social Security Administration
  - Medical Note (only for gender correction)
  - Marriage License (only for name change)
  - Passport
- The most important step is gathering the documentation. Once we have the necessary documentation, we will be able to make the requested change.
- For more information, please refer to Name and Gender Change for Transgender and Gender Non-binary Clients: Frequently Asked Questions (FAQ).

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## **HASA Frequently Asked Questions (FAQs)**

### **Home Visit**

#### **How often are home visits required?**

Frequency of home visits are based upon a client's individual needs and the type of housing the client resides in. Below are the minimum requirements for home visits. Additional visits may be scheduled as needed:

- Family cases where there are children under the age of 5 in the household are required to be visited once a month.
- Family cases residing in Independent Living Housing, where there are no children under the age of 5 in the household, are required to be visited every three months.
- Single clients residing in Independent Living Housing are required to be visited every three months.
- Single Adult clients who reside in Supportive Housing (i.e., Transitional Congregate, Permanent Congregate, or Scatter-Site) are required to be visited once every three months.
- All clients living in Emergency Housing must be visited at least once per month until permanent housing is secured.
- A transfer visit is to be made within seven business days from when the case is assigned to the new Caseworker.

#### **Why do I need a home visit?**

Local law requires that HASA clients are provided with intensive case management and are maintained in medically-appropriate housing. Home visits are necessary to ensure that HASA clients and their families are provided with the benefits and services required to maintain their health and safety and that they are appropriately housed.

#### **What if I am not home for my scheduled home visit?**

If you are not going to be home for your scheduled home visit, you should notify your Caseworker to reschedule. Not keeping scheduled home visits may have a negative effect on your case.

## HASA Frequently Asked Questions (FAQs)

### Housing

#### What types of housing are available?

- **Emergency Housing:** Newly accepted HASA clients who are homeless can request same-day housing placement at Service Line, located at 400 8th Avenue in Manhattan. Other clients who find themselves in need of emergency housing can visit their Caseworkers to request a same-day placement. Emergency housing is provided on a temporary basis. Depending on family size and availability of units, emergency housing placements will be in Transitional Supportive Housing, Single Room Occupancy (SRO units) or Family Emergency Apartments.
  - Transitional Supportive Housing: Transitional housing units provide short-term stays for single adults only. Fully furnished private rooms are provided with private or shared bathrooms, lounges, meals in common dining areas and recreational facilities. On site case management staff provide access to substance use and mental health counseling, as well as assistance in locating permanent housing. Other supportive services may also be provided.
  - SROs: SRO units offer short-term stays for single adults and couples. SRO units are furnished private rooms with private or shared bathrooms.
  - Family Emergency Housing: Families are placed in furnished private apartments.
- **Non-Emergency Supportive Housing:** Supportive housing is available for clients who require assistance with barriers that make it difficult for them to live independently in the community. Some models of supportive housing also require a history of homelessness. After completing an application, the client will be interviewed by a member of Comprehensive Health Assessment Team (CHAT). Thereafter, HASA Caseworkers and housing specialists assist eligible clients to identify which type of housing is right for their individual or family needs. Clients will be placed based on family composition, their individual needs and availability.
  - Congregate Residences: Congregate Supportive Housing offers a variety of furnished housing models for individuals and families, all under one roof. Intensive on-site social services are available.
  - Scatter-Site Housing: Scatter Site housing programs offer apartments that are leased in the name of the housing provider. The apartments may be scattered throughout a particular borough or throughout the city. These programs include specialized supportive services for single adults and families.

## HASA Frequently Asked Questions (FAQs)

### Housing *(continued)*

#### What types of housing are available *(continued)*?

- **Private Market Apartment:** HASA will provide rental assistance for eligible clients who wish to live in a private market apartment in the community. Clients must conduct their own apartment search. Caseworkers can provide a list of apartment brokers who have assisted HASA clients in the past. However, we cannot guarantee that these brokers will have apartments available at any given time. Please see the FAQ section on [Benefits](#) for more information.

#### Supportive Housing Tenant Notice of Rights

[NYC Administrative Code § 21-149](#), also known as Local Law 15 2022 (LL 15) requires supportive housing providers, sometimes called project sponsors, in contract with City agencies, like the NYC Human Resources Administration (HRA), to provide supportive housing tenants, and prospective supportive housing tenants, a tenant's notice of rights on certain required occasions and upon request. This new law became effective on May 9, 2022. This law does not add new rights; it informs supportive housing tenants and prospective supportive housing tenants of their existing rights.

The supportive housing providers must provide this notice to prospective and permanent tenants:

- At the time of the interview
- At the time of initial occupancy of a unit
- At each lease or program agreement renewal
- Upon request

#### [Supportive Housing Tenant's Notice of Rights Template \(PDF\)](#)

Other Languages: [Español](#) | [Русский](#) | [繁體中文](#) | [简体中文](#) | [Kreyòl ayisyen](#) | [한국어](#) | [Italiano](#) | [Polski](#) | [العربية](#) | [Français](#) | [اردو](#) | [ידיש](#)

City agencies administering supportive housing contracts must investigate complaints they receive of a housing provider's failure to provide the notice when required. If an agency determines that a complaint is valid (substantiated), the agency is required to issue a summons against the housing provider for such validated or substantiated complaint violation and to post certain complaint information on the agency's website.

The complaint information posted must include:

- The identity of the supportive housing provider
- The date the complaint was submitted
- The date of the conclusion of the complaint investigation
- The outcome results of the complaint
- The number and amount of penalties assessed

## **HASA Frequently Asked Questions (FAQs)**

### **Housing** *(continued)*

#### **Supportive Housing Tenant Notice of Rights** *(continued)*

If a complaint is substantiated, the housing provider shall be liable for a civil penalty of \$250 for each summons issued for each substantiated complaint violation. However, the supportive housing provider may avoid assessment of the \$250 summons penalty (“cure”) by providing the notice to the tenant or prospective tenant within 14 days of the date of the summons. Please note that, except for the payment of the \$250 penalty, an agency’s acceptance of proof of a “cure” is still an admission of liability for all purposes and the information associated with the substantiated complaint violation will continue to be posted on the agency’s website.

Confidentiality is very important and the identity of the person registering the complaint is never made public. If you have trouble obtaining a copy of the Supportive Housing Tenant Notice of Rights by requesting it from your housing service provider, contact your HASA case worker or call 311 to file a complaint.

#### **If I want to move will HASA pay for my new apartment?**

- If you are currently living in an apartment and you would like to move, do not abandon your current apartment before discussing it with your Caseworker. Your case worker will work with you to determine the type of housing that will best meet your needs. Our goal is to assist you in maintaining stable, medically appropriate and affordable housing.
- If you are homeless or in imminent danger (with a documented life threatening situation or health and safety hazard), you can be placed in temporary housing while looking for a new apartment. Please contact your Caseworker.

## HASA Frequently Asked Questions (FAQs)

### Housing (*continued*)

#### **What are the rent guidelines for new independent housing?**

Under the rent guidelines, the amount of rent HASA will approve depends on the household composition of the HASA case. The number of bedrooms that will be approved depends on the number of individuals in the household, their relationship, age, gender and other factors. The rent guidelines are not a guarantee and are subject to change.

This HRA rental assistance program is not CityFHEPS or voucher programs. If the apartment a client is interested in is approved, HASA will pay rent directly to the landlord or property manager. If a client has income other than cash assistance, the client will likely be responsible to pay 30% of their income towards rent.

The rent should include heat and hot water at a minimum, except for apartments obtained through NYC Housing Connect and other NYC Housing Lotteries. Other exceptions may also be granted on a case-by-case basis. Other exceptions may also be granted on a case-by-case basis. Approval will depend, in part, on an apartment inspection.

**Note:** For cases with documented extenuating circumstances, the size of the client's household is one of several factors that will determine the maximum rent approved by the agency in its exercise of discretion. (e.g. to protect the health or safety of the client).

For rent guidelines effective September 10, 2025 through March 31, 2026, please refer to [HRA Special Services Rent Payment Guidelines Effective 9/10/2025](#). For rent guidelines effective April 1, 2026 and later, see [HRA Special Services Rent Payment Guidelines](#).

#### **Does my case worker need to inspect a new apartment I would like to rent?**

Yes. Whether or not a housing unit has already been inspected by another entity, your case worker must conduct their own inspection prior to it being approved for rental assistance.

#### **How will my landlord be paid?**

If an individual is eligible and the rent and lease are approved by HASA, the client's landlord or property manager their agent will receive checks on a semi-monthly (twice per month) basis. Every semi-monthly period, the landlord will receive one base rent payment. If the client is also eligible for the HASA rental subsidy, the landlord will receive an additional HASA supplemental payment each semimonthly period.