

Statewide CityFHEPS Frequently Asked Questions (FAQ)

1. What is the Statewide CityFHEPS program?

CityFHEPS participants with a shopping letter can now use their CityFHEPS subsidy anywhere within New York State (NYS).

2. Who is eligible?

All households with a valid CityFHEPS shopping letter in shelter or in the community can move outside of New York City (NYC). Current CityFHEPS participants approved for a good cause transfer may also relocate.

3. Can CityFHEPS be used in other states?

No, CityFHEPS can only be used within NYS.

4. Can CityFHEPS be used for room rentals outside of NYC?

No, only apartments can be rented outside of NYC.

5. Are the maximum CityFHEPS rents the same outside of NYC?

CityFHEPS rents outside of NYC are set to the local standard. Utility allowance rates are also different for Westchester County and the remainder of New York State. To see the CityFHEPS rent schedule for outside of NYC, please go to the DSS CityFHEPS website at <https://www1.nyc.gov/site/hra/help/cityfheps-documents.page>.

6. Is an apartment review required when moving outside of NYC?

Yes. DHS or provider staff conduct walkthroughs utilizing a comprehensive apartment review checklist for all units within NYC and in the NYS counties of Nassau, Rockland, Suffolk, and Westchester. Apartments in all other counties will only have an option for a virtual walkthrough.

7. What if the apartment fails the review?

If the apartment fails review, but corrections are made in a timely manner and the apartment passes a second review or obtains a Certificate of Correction for the conditions from the local authority, the apartment may still be approved.

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8. What aftercare resources are available if I move outside of NYC?

CityFHEPS participants can call the Out-Of-City Hotline at 718-557-1399 if they:

- are having problems related to housing that the landlord is not fixing.
- are being evicted or threatened with eviction.
- are facing a loss or reduction of income and need a referral for services to help increase their income (for example, job training or career services).
- are having issues that could affect their ability to remain permanently housed.
- need guidance on other services available in their community (for example, information on how to register a child for school).

9. What happens if I leave the apartment during the lease?

You must promptly tell DSS if you leave the apartment before the end of the CityFHEPS period. If you want to leave but haven't done so yet, you might be able to get a good cause transfer. Contact the Out-Of-City Hotline at 718-557-1399.

10. If a landlord tries to evict me during the first year, how can I get help?

Tenants can call the Hotline and ask about eviction prevention services available in their community. As per the terms of the landlord agreement, if an eviction occurs, the landlord will be obligated to return any funds in excess of the client's residency. If funds are not returned, the City may use legal means to try to get the money back from the landlord.

11. How long does CityFHEPS last outside of NYC?

CityFHEPS lasts the same amount of time in any location — tenants are eligible for four annual renewals with additional years possible due to good cause.

12. How can does the annual renewal work outside of NYC?

The renewal can be emailed or mailed to DSS.

13. If I am currently getting public benefits like Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) in NYC, how long do they last in a new County?

Transitional benefits from NYC will last for one month. If you need to continue receiving benefits, you will have to apply with the local district of social services in your new county.