

The status and sub status are in the Case Information part of the case view



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EHV Case Tracker

Cases



[Redacted]



Details

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Case Information

Case Owner



Client Name

Client Preferred Name

Client Preferred Language

Client Preferred Pronouns

Client Preferred Phone Number

Client Preferred Email

Provider Name

Site Name

Case Number

Priority

Unprioritized

Referring Agency Name

HRA DV

Case Origin

Referral To

NYCHA

Status

Client Awaiting NYCHA Portal Referral



Case Sub Status

Submit NYCHA referral & register client

Case Closed Reason

Case Status FAQ

[Case Status FAQ](#)

Scroll down to “NYCHA | HPD Voucher Application Details” to look at the Additional Information Required fields

▼ NYCHA | HPD Voucher Application Details

Voucher Number	EHV-	NYCHA Referral Created Date	8/24/2021
NYCHA Case Status	Active	NYCHA Case Sub-Status	Preliminary Wait List
S8 Eligibility SR Status	Paused	S8 Eligibility SR Sub-Status	Additional Info Required
NYCHA Case Number		NYCHA Case Stage	Preliminary
HPD - Additional Info Required		NYCHA - Additional Info Required	Vitals ID
Appeal Submitted?		CBC	
HPD Unsuccessful Case Closure		Sex Offender Check	

To access status guidance document,
click on "Case Status FAQ" on case view



Status	Client Awaiting NYCHA Portal Referral	
Case Sub Status	Submit NYCHA referral & register client	
Case Closed Reason		
Case Status FAQ	Case Status FAQ	

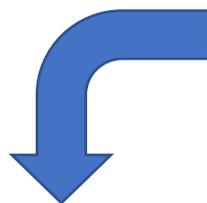
PDF Status and Sub-Status Definition and Guidance 11/4/2021 [Download](#)



New York City Emergency Housing Voucher Program
Status and Sub-Status Definition and Guidance

Updated 10/27/2021

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The document includes both a definition and guidance on what your client should do

Status	Sub-Status	Definition and Guidance
Case Awaiting Staff Assignment	Supervisor must assign caseworker	A supervisor or superuser from the referring agency/program has not assigned a caseworker or housing navigator in the EHV Case Tracker. Note that providers can still advance the EHV application in the NYCHA Portal before they assign a households to a caseworker in the EHV Portal. Referring programs should not let log-in or other issues with the EHV Case Tracker stop them for advancing the application in the NYCHA Portal.
Client Awaiting NYCHA Portal Referral	Submit NYCHA referral & register client	<p>Referring program submits online referral in the NYCHA Portal. Once referral is submitted, please register your client on the NYCHA online tenant self-service portal.</p> <p>In the NYCHA Portal, there are three steps. First, you must complete an online referral to NYCHA. Second, you must register your client in the NYCHA online tenant self-service portal. Once you register your client, you can work with your client to submit the online application.</p>
NYCHA Received Referral	Submit application in NYCHA Portal	<p>NYCHA has received the referral. For the case to proceed, you must register your client and assist your client in submitting the application in the NYCHA Portal. You should submit only COMPLETE applications, with ALL supporting documents for ALL members of the household. Supplementing applications with missing documents and information later is more time-consuming for you than submitting complete applications the first time.</p> <p>Also, when you submit the application, you must complete the “Demographic and Client Information” and “Housing Navigator Services Intake” questionnaires in the EHV Case Tracker. To complete the required “Demographic and Client Information” and “Housing Navigator Services Intake” questionnaires, you will use the EHV Case Tracker. In the top bar of each client page, click “More” and then “EHV Counseling Questions.” Here you will see four questionnaires. Please complete the first two: “Demographic and Client Information” and “Housing Navigator Services Intake.”</p> <p>If your client is being referred to HPD for EHV assistance, and you fail to submit all required information and documents at the time of the online application submission, you will NOT be able to upload that information into the NYCHA Portal at a later time. Once a client who is being referred to HPD for EHV assistance, submits their application on the NYCHA Portal, NYCHA will permanently transfer the application to HPD and close the case in the NYCHA Portal. Your client will not be able to use the NYCHA Portal to upload documents or supplement their EHV application. If additional information is needed, HPD will contact your client directly.</p>
NYCHA Received Application	CW should check back for NYCHA updates	NYCHA or HPD may reach out to the client and the case worker if the application is missing documents or other information. Note that NYCHA or HPD will only reach out to the caseworker if you included your contact information in the application you submitted to the NYCHA Portal.