



New York City Continuum of Care Emergency Housing Voucher Training



Emergency Housing Voucher Program

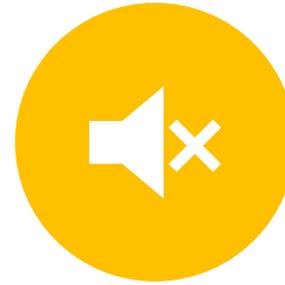
Emergency Housing Voucher: Getting Started in CAPS and NYCHA Referral Portal

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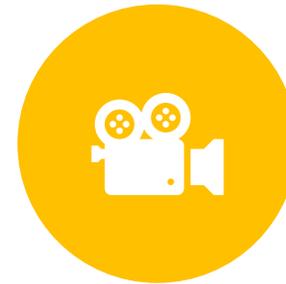
Housekeeping



KEEP YOURSELF ON MUTE
DURING THE TRAINING



PLEASE ENTER
QUESTIONS OR
COMMENTS IN THE CHAT



THIS TRAINING IS BEING
RECORDED

Emergency Housing Voucher Description

The New York City Department of Housing Preservation & Development (HPD) and the New York City Housing Authority (NYCHA) have been awarded a limited number of housing vouchers through the U.S. Department of Housing and Urban Development (HUD) Emergency Housing Voucher (EHV) Program. In partnership with the New York City Continuum of Care (NYC CoC), both agencies will issue these emergency vouchers to eligible and prioritized individuals and families.

Emergency Housing Voucher (EHV) Eligibility

To be eligible for EHV, an individual or family must meet one of four eligibility categories:

1. Homeless
2. At risk of homelessness
3. Fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking
4. Recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability.

Agencies serving EHV eligible households

Department of Homeless Services (DHS)

Department of Youth and Community Services (DYCD)

Housing Preservation and Development (HPD)

Human Resources Administration (HRA)

- HIV/AIDS Services Administration (HASA)
- Emergency Intervention Services (EIS)
- Homebase

Mayor's Office of Criminal Justice (MOCJ)

Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV)

Health + Hospitals (H + H)

Administration for Children's Services (ACS)

Streamline referrals and applications

Referral to PHA's are required to be made through CAPS – NYC's coordinated entry system

NYCHA's online referral portal is the centralized referral point for referrals to HPD and NYCHA for EHV assistance.

CAPS Survey

- Coordinated Assessment and Placement System (CAPS) in NYC assists homeless and at-risk households to determine potential eligibility for supportive housing and rental assistance programs.
- To apply for EHV referral, a Coordinated Assessment Survey (in CAPS) must be completed with your caseworker or housing specialist at the agency the client is currently receiving services for their housing needs.

Complete the Survey and Review

- The Survey takes about 30 minutes and asks questions about your household, veteran status, income, employment, homeless or at risk of homeless situation, domestic violence and health conditions, to determine potential eligibility for many housing programs
- Once the Survey is complete, review the Housing Option result section in the Survey Report. If you are referral eligible, it will list the Emergency Housing Voucher under the Program Description column. Additionally, the result will list the Application and Supporting Documents Requirements, What to Do, and Contact Information for more information on the program

Survey Result

Program Description	Applications and Supporting Documents Requirements	What to Do	Contact Information
<p>Federally-funded Housing Programs</p> <p>Emergency Housing Vouchers</p> <p>The Emergency Housing Voucher (EHV) program is available through the American Rescue Plan Act. Through EHV, HUD is providing rental assistance administered by local Public Housing Agencies (PHA) including the Department of Housing Preservation and Development (HPD), The New York City Housing Authority (NYCHA) and New York State Homes and Community Renewal (HCR) for low to moderate income households who are homeless, at risk of homelessness, experiencing or fleeing domestic violence, and the recently homeless to rent housing on the private market.</p>	<ul style="list-style-type: none"> • Proof of citizenship or legal residency • Proof of income • Copy of Social Security Card • Government issued photo identification • Homeless certification • Consent 	<p>Clients identified for referral to the Public Housing Agencies (PHA) will be contacted through their case worker or housing specialist on next steps.</p> <p>Referral priority is determined by the agency you are currently receiving services for your housing needs.</p>	<p>For more information link:</p> <p>www.nyc.gov/ehv</p>

Program Prioritization

Clients identified for referral to PHA will be contacted through their caseworker or housing specialist on next steps.

Referral priority is determined by the agency the client is currently receiving services for their housing needs.

Summarize CAPS Referral Steps

CAPS Survey

EHV Result

Program
Prioritization



Demonstration of CAPS – Coordinated Assessment Survey

CAPS Technical Assistance

- If you need technical assistance or encounter any issues in CAPS, please email:

hracassupport@hra.nyc.gov

Demonstration of the Emergency Housing Voucher (EHV) Referral Process

Demonstration of the Portal Registration Process for EHV Referral

Completing the Online EHV Application

- After you register your client on NYCHA's Self-Service Portal and create your client's Username/Password, please work with your client to complete the online EHV application
- Detailed instructions on how to complete the online application are found in the "Agency Referral Online Application Instruction for Applicants" guide.

Online EHV Application: Documents Required

Your Client will need to have the following information and documents available to complete the online EHV application:

- ✓ Birth certificates for every household member
- ✓ Social Security Number for every household member (if applicable)
- ✓ Government issued photo ID
- ✓ Income information for every household member
- ✓ Asset information for every household member (includes checking and savings accounts)
- ✓ Proof of full-time student status (if applicable)

Online EHV Application: Reporting Household Income (1)

All income for every member of the household must be reported. Note: **Even if the applicant believes the income is considered “excluded” income**, applicants should report the income and it will be reviewed to determine if it should be excluded.

Common Types of Income:

- **Employment income**
 - This includes wages and salaries, overtime pay, commissions, fees, tips and bonuses before any payroll deductions.
- **Public Assistance**
 - If the public assistance benefits include an amount specifically designated for shelter, federal regulations dictate a specific formula for how to calculate this income.
- **Social Security, SSI, SSD, NY State SSP**
- **Unemployment Benefits**
- **Contribution Income**
 - Any regular contributions and gifts from persons not living in the unit. These sources may include rent and utility payments paid on behalf of the family, and other cash or noncash contributions provided on a regular basis.

Online EHV Application: Reporting Household Income (2)

- Employment income – at least two current consecutive paystubs; W-2; Verification of Employment form completed by the employer.
- Public Assistance – current budget letter
- Social Security – SSI, SSD, NY SSP award letters
- Contribution Income – written statement from contributor indicating amount and rate of contribution (i.e., \$50 per week)
- Child Support – statement from child support provider, copy of court order, copy of court stipulation
- Unemployment or Workers Compensation – current unemployment benefits statement, workers compensation statement

Reference Materials: Emergency Housing Voucher (EHV) Referral Process

EHV Referral Process

- Before completing the referral process on NYCHA's online portal, the referring agency must obtain consent from the applicant.
- After the completion of the online referral, the completed tenant consent **forms** and the agency referral letter must be uploaded as one document.

EHV Referral Process

- The referring case worker will log onto the NYCHA Self-Service Portal:
 - <https://selfserve.nycha.info>
- Enter the username and password, which was provided to you by your agency for EHV referrals
- Click on “Login”

NYCHA Self-Service Portal

USERNAME

Forgot Username

PASSWORD

LOGIN

REGISTER

Forgot Password
Reset Password

NYCHA Self-Service Program & Initiatives

Public Housing
If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.
LEARN MORE

Section 8
This program provides assistance to eligible low-and moderate-income families to rent housing in the private market.
LEARN MORE

Agency
NYCHA partners with external agencies to provide decent and affordable housing in a safe, secure environment.
LEARN MORE

Opportunity Connect
If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.
LEARN MORE

Applicants
This online application will walk you through the information NYCHA needs to place you on the waiting list.
LEARN MORE

EHV Referral Process

Click on My Referral List



My referrals

Click this link to view your referrals list

[My Referral List](#)

EHV Referral Process

Landlord / Agency

Landlord / Agency Name
Health-Hospital-NYCHA Referral

This screen will list all cases referred by the agency

Click on 'Refer Case' to start the referral process

My Tenants

1 - 5 of 5

QUERY REFER CASE

Case #	First Name	Last Name	Address	City	Zip
12560798	TestUpd11	TestUpd11			
12560844	John25	Doe25			
12560845	Jane26	Doe26			
12560816	HandH	nycha			

< >

EHV Referral Process

- Enter all the information in this screen
- Do not refer an applicant, if applicant is the only person in the household and does not have an eligible immigration status.
- All fields with an “*” must be completed.

Welcome to NYCHA Section 8 Application

General Instructions: Please fill in all of the data fields below and then click on **Save and Continue** to proceed.

Information Fields:

Social Security Number

No SSN **Check “No SSN”, if the applicant does not have SSN**

First Name*

Middle Initial

Last Name*

Date Of Birth*

Gender*

Email Address

Family Size

Referral* **Click the Magnifying Icon to Select the type of referral. A pop up box will appear (See next Screen)**

SAVE AND CONTINUE

EHV Referral Process

- Some agencies will have multiple referral types.
 1. You must accurately select the Type of Referral from the drop down menu.
 2. Click Ok
 3. Click on “Save and Continue”

Welcome to NYCHA Section 8 Application

General Instructions: Please fill in all of the data fields below and then click on **Save and Continue** to proceed.

Information Fields:

Referral

QUERY Referral Name 1 - 2 of 2

Referral Name

EHV-NYCHA-Homeless-HH } 1

EHV-NYCHA-At Risk-HH }

2 OK CANCEL

3 SAVE AND CONTINUE

Gender*

Email Address

Family Size

Referral*

EHV Referral Process

🏠 Address Information : Johny87 Smith87

Note: Note: If the current home or mailing address is not listed, please click on **Add Address** button below.

Applicant Addresses

1. If the applicant's information is already in NYCHA's Database, the system will populate the current Address

2. If the address is blank or Incorrect Click "Add Address"

Street Address	City	State	ZipCode	Address Type	In Care Of
<div data-bbox="377 868 1105 943" style="border: 1px solid red;"></div>					

1

ADD ADDRESS

2

3

3. If Address is Correct, click "Continue"

CONTINUE

No Records

EHV Referral Process

 Home Address: Head of Household

Please enter your Home Address Information, all fields marked *are required

Mail in care of (Name)

Street Address*

Apartment #

City*

State*

ZIP Code*

Check this box if your Home and Mailing Addresses are same. We will set your Address as Mailing for future references.

Update/Enter the Applicant's address

Check here, if the Home and mailing are same

Click "Continue"

EHV Referral Process

Review the screen to make sure the address is correct, then click continue to proceed to the next step.

Address Information :

Note: In case you don't find your Address in the list, please click on **Add Address** button below to add a new Address.

My Addresses 1 - 1 of 1

ADD ADDRESS

Street Address	City	State	ZipCode	Address Type	In Care Of
[Redacted]			310	Home	[Redacted]

« ‹ › »

Click Continue → **CONTINUE**

EHV Referral Process

You must enter one valid phone number for the person being referred, then click continue to proceed to the next step.

Contact Information:

Note: Enter telephone numbers without special characters (i.e., -, (or)).

Personal Contact information : You must enter one valid phone number to continue

Home Phone#

Work Phone #

Cell Phone #

Email Address

Emergency Contact Information

Emergency Contact

Emergency Contact Relationship

Emergency Contact #

Emergency Contact Email

BACK

Click Continue

CONTINUE

EHV Referral Process

Review the summary page to make sure all the information is correct, then scroll down.

Summary

Head of Household:

Full Name
[Redacted]

Home Address
[Redacted] Apt 2b, brooklyn, NY 11221

Mailing Address
[Redacted] Apt 2b, brooklyn, NY 11221

Home Phone
[Redacted]

Work Phone
[Redacted]

Cell Phone
[Redacted] 563

Email
[Redacted]@gmail.com

[Scroll Down](#)

EHV Referral Process

Your Family Composition

1 - 1 of 1

Name	Date of Birth	Gender	Relationship	SSN
Johny87 S...	5/5/1985	Male	Head	xxxxx8888



1. The applicant you have referred to NYCHA for an eligibility interview has been selected based on HUD regulations outlined in 24 CFR 982 & 983. The information provided concerning the applicant is true and accurate to my knowledge..
2. The applicant must not move into the unit prior to NYCHA approval, where applicable.

1

I have read and agree to the above Declaration(Click In the box)★

Email Confirmation

2

Once you click the submit button below, you will receive a confirmation number at this email address. Case # for your records. Please either write this number down or provide an email address below where you wish this number to be sent. You will only receive the confirmation number at this email address.

Email Address

3. Click "Yes Submit"

3

YES, SUBMIT

NO, END SESSION

4

4. If you do not want to proceed with the referral click "No End Session"



EHV Referral Process

Case Number:

12560893

1

First Name:

Jane51

Last Name:

Smith51

Instructions

1. Click on the **Upload** button of the corresponding document that you would like to upload.
2. A separate box will open. This box will allow you to browse and select the document that you wish to upload. Select the Document Name and then the Browse button to select the document you would like to upload. Click on the Upload button within the box.
3. Please note that the document you uploaded will appear in the Documents Received section at the bottom of the page. To ensure that the document has uploaded correctly, click on the **View/Print** document link of the corresponding document.
4. If you would like to provide NYCHA with additional documents that are not listed here, please click on the **Add File** button, and follow steps 1-3 as mentioned above.
5. Please click **Refresh** to update the status of documents uploaded or added.

1. This is the case number for the EHV referral; write this number down.

2. Click on the box to upload the EHV Referral and Consent to Release Information form. A pop box will appear. (Next slide)

Pending Documents

1 - 1 of 1

REFRESH

Document Name	Status	Requested For	Expected Date	View/Print Document	Upload Document
EHV-Referral and Con...	Requested	Jane51 Smith51		2	CLICK HERE TO UPLOAD DOCUMENT

Documents Received by NYCHA

No Records

Document Name	Status	Requested For	Received Date	View/Print Document
---------------	--------	---------------	---------------	---------------------

The Agency Rep will receive an email, which will the applicant's name and Case #

COMPLETE

EHV Referral Process

Upload Document

Vendor/Case#: 12560893

Service Request#: 1-53403128724

HOH Name: Jane51 Smith51

Requested For: Jane51 Smith51

Document Category: Proof Of Referral

Document SubCategory: Consent to Release Information

Document Name: EHV-Referral and Consent to Release Information

Contact Remarks:

File to upload: C:\Users\...pdf **Browse...**

Upload Document

Close

Instructions

1. Click on the **Upload** button of the corresponding document.
2. A separate box will open. This box will allow you to click on the Upload button within the box.
3. Please note that the document you upload corresponds to the document.
4. If you would like to provide NYCHA with additional information, please click on the "Additional Information" button.

Document Name	Status	Requester
EHV-Referral and...	Requested	Jane51 Smith51

Document Name	Status	Requester
EHV-Referral and...	Requested	Jane51 Smith51

2. Click "Browse" in File to Upload field. It will open the folder to upload

1. Click on the dropdown menu in "Document Name" field and select "EHV-Referral and Consent to Release Information. There is only one value

2

1

EHV Referral Process

The screenshot displays the 'Upload Document' interface of the New York City Housing Authority portal. A 'Choose File to Upload' dialog box is open, showing a file named '059125' selected. The file name is entered into a text field, and the 'Open' button is highlighted. A success message 'Your Document has been successfully uploaded' is displayed in a pop-up box. The 'Upload Document' button is also visible, along with a 'Close' button for the success message.

Upload Document

1. A pop up box will open on your computer. Select the EHV Referral and Consent to Release Information form.
2. Click "Open"

3. It populate the file name in this field
4. Click Upload Document
5. A pop up a message will appear: "Your document has been successfully uploaded. Click the "OK" button
6. Click close

Consent to Release Information

Your Document has been successfully uploaded

C:\Users\... .pdf Browse...

Upload Document

Close

EHV Referral Process

At the Confirmation Page:

- Write down the Case #
- Click “Register” to proceed with registering your client on NYCHA’s Self-Service Portal

 Thank You!

1. The System will display the newly created Case#
2. Click “Register” for registering the applicant. It will take you to Slide 25

Congratulations! You have **successfully** submitted a Section 8 referral on the NYCHA e-service portal.

Case #

1

1

Please provide the case number to the applicant and request the applicant to complete the application online at <https://selfserve.nycha.info/>

2

REGISTER

3. Click “Finished”, if you do not want to register the applicant now or the applicant already has a username and password.

3

FINISH

Reference Materials: Portal Registration Process for EHV Referral

Portal Registration Process for EHV Referral

- Click on the below link
<https://selfserve.nycha.info>
- If your client does not have a username and password for NYCHA's Self-Service Portal, they should click on "REGISTER FOR ONLINE ACCESS".

NYCHA Self-Service Portal

USERNAME

[Forgot Username](#)

PASSWORD

[LOGIN](#)

REGISTER

[Forgot Password](#)
[Reset Password](#)

NYCHA Self-Service Program & Initiatives

Public Housing
If you are a NYCHA tenant or if you wish to apply for public housing, here is everything you need to know.
[LEARN MORE](#)

Section 8
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[LEARN MORE](#)

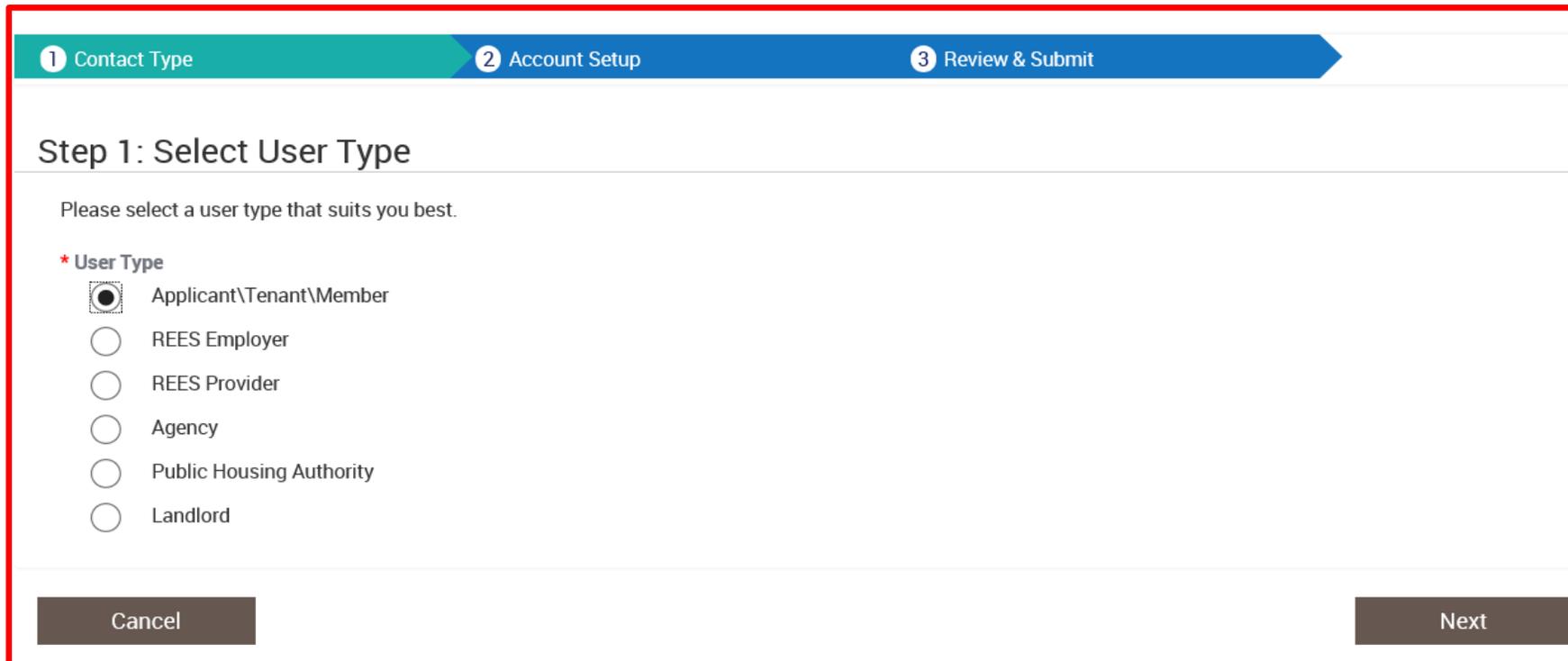
Agency
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Opportunity Connect
If you are a NYCHA Resident or Member and want to learn more about employment assistance, job training and other opportunities provided through REES, click here.
[LEARN MORE](#)

Applicants
This online application will walk you through the information NYCHA needs to place you on the waiting list.
[LEARN MORE](#)

Portal Registration Process for EHV Referral

Select “Applicant\Tenant\Member” then click “Next”



The screenshot displays a three-step registration process: 1. Contact Type (highlighted in green), 2. Account Setup (highlighted in blue), and 3. Review & Submit (highlighted in blue). The current step is Step 1: Select User Type. Below the step title, there is a prompt: "Please select a user type that suits you best." A required field label "* User Type" is followed by a list of radio button options: "Applicant\Tenant\Member" (selected), "REES Employer", "REES Provider", "Agency", "Public Housing Authority", and "Landlord". At the bottom of the form, there are two buttons: "Cancel" on the left and "Next" on the right.

1 Contact Type 2 Account Setup 3 Review & Submit

Step 1: Select User Type

Please select a user type that suits you best.

* User Type

- Applicant\Tenant\Member
- REES Employer
- REES Provider
- Agency
- Public Housing Authority
- Landlord

Cancel Next

Portal Registration Process for EHV Referral

- Enter the following info:
 - First and Last Name
 - Enter the SSN (with dashes)
 - Check “No SSN”, if the applicant does not have SSN.
 - Enter the Birth Date in MM/DD/YYYY format
 - Enter the Email Address and re-enter the same email address in “Confirm Email Address”.

(If your client does not have an Email address, use the **Tab Key** on your keyboard to move over to Username field. **DO NOT USE THE MOUSE.**)

- Create a Username
- Create a Password and re-enter the same password in the “Verify Password”
- Make sure to write down the username and password you created so you can provide it to your client.
- Click “Submit”

The screenshot shows a web form titled "Step 2: Contact Details" with a progress bar at the top indicating three steps: 1. Contact Type, 2. Account Setup, and 3. Review & Submit. The form contains the following fields and instructions:

- First Name:** Text input field.
- Last Name:** Text input field.
- Social Security # (SSN):** Text input field with a placeholder "(000-XX-XXXX) (Please include dashes)".
- No SSN:** A checkbox.
- Birth Date:** Text input field with a placeholder "(MM/DD/YYYY)".
- Email Address:** Text input field with a placeholder "(abcd@example.com)".
- Confirm Email Address:** Text input field.
- Username:** Text input field with a note "User Name cannot be your email address".
- Password:** Text input field.
- Verify Password:** Text input field.

Additional instructions and features include:

- A note: "Please enter your information and then click on the 'Submit' button below."
- A note: "You can create an email address using free service such as" followed by logos for Gmail, Yahoo!, and Microsoft.
- A password requirement note: "Passwords must contain at least 8 characters. To strengthen your password please include a combination of lowercase letters (a through z), AND numbers (0-9), AND non-alphanumeric characters (@ * & # + %)." (Note: the original text contains a typo 'a' for 'and').
- A red box highlights the "Usage Terms" link at the bottom right of the form.
- Buttons for "Cancel" and "Submit" are located at the bottom of the form.

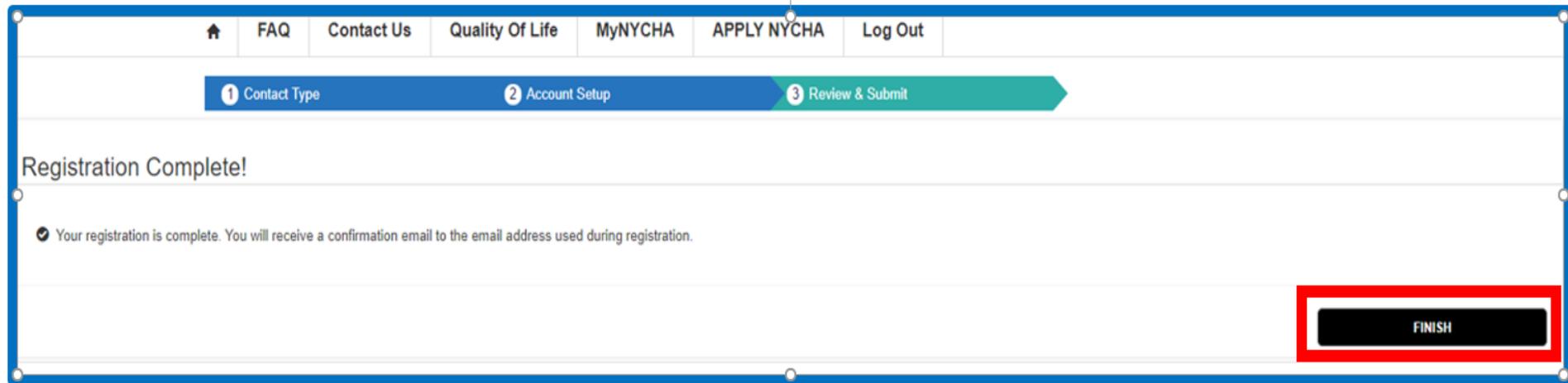
Portal Registration Process for EHV Referral

Please Note:

- If your client (the applicant) does not have a valid Social Security number because of their immigration status, please select 'NO' under the Social Security field in the portal.

Portal Registration Process for EHV Referral

- Click on “Finish” button
- Your client (the applicant) will receive email confirmation



The screenshot displays the NYCHA portal interface. At the top, there is a navigation bar with links for Home, FAQ, Contact Us, Quality Of Life, MyNYCHA, APPLY NYCHA, and Log Out. Below the navigation bar is a progress indicator with three steps: 1 Contact Type, 2 Account Setup, and 3 Review & Submit. The main content area shows the message "Registration Complete!" followed by a confirmation message: "Your registration is complete. You will receive a confirmation email to the email address used during registration." A black button labeled "FINISH" is located in the bottom right corner of the main content area, highlighted with a red rectangular border.

EHV Referral or Portal Registration Assistance

- If you need technical assistance or encounter any issues in making an online referral through the NYCHA online referral portal, please email: ehv.app@nycha.nyc.org

To learn more
& stay
connected:

- Check the EHV website (www.nyc.gov/ehv) on an ongoing basis to 'stay in the know' of the latest resources & information
- Be sure to subscribe for the CoC Listserv to receive EHV-related communications
 - On the right column of the CoC homepage (www.nychomeless.com)