EMERGENCY HOUSING VOUCHER PROGRAM

Completing Questionnaires in the EHV Case Tracker
Part 1

COMPLETING THE QUESTIONNAIRES IN THE EHV CASE TRACKER

WHAT

This document provides information for EHV Providers on how to complete two questionnaires in the EHV Case Tracker

- Demographic and Client Information
- Housing Navigator Services Intake

WHO

These two questionnaires should be completed by the EHV Provider in the EHV Case Tracker for each client.

WHEN

These two questionnaires should be completed on the same day the EHV Provider submits the client's EHV Application through the NYCHA Self-Service Portal.

EHV Payment Standard Handout

This one-page handout (front and back) describes higher payment areas (also known as Exception Payment Standard (EPS) Areas) and must be provided at CAPS survey for all but DHS Providers. It can be found at:
https://www1.nyc.gov/site/nycccoc/ehv/provider-resources.page

FRONT

BACK

EHV Payment Standard Handout Distribution

At CAPS survey completion all but DHS providers must distribute the EHV Payment Standard handout.

EHV Process for Providers

Click a topic, or press the enter key on a topic, to reveal its answer.

1. Complete CAPS Screening ⊕

2. Make a Referral to NYCHA or HPD ⊕

3. Register the Client on the NYCHA Self-Service Portal ⊕

4. Gather Required Supporting Documents ⊕

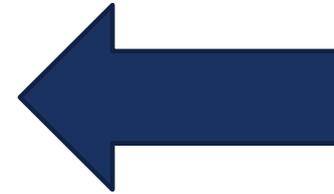5. Ensure Access to Client's Case in EHV Case Tracker ⊕

6. Complete an EHV Application ⊕

7. Complete Questionnaires in the EHV Case Tracker ⊕

Next Steps ⊕

EHV Process for Providers

Click a topic, or press the enter key on a topic, to reveal its answer.

1. Complete CAPS Screening ⊖

Households seeking an EHV must first complete an initial eligibility screening with a caseworker or housing specialist using the Coordinated Assessment Survey (CAS) **available in the online NYC Coordinated Assessment and Placement System (CAPS)**.

Resources:

- **View the CAPS Guide** (.pdf).
- Watch the **'Getting Started in CAPS and NYCHA Referral Portal'** training on the EHV website.

If your client is eligible for EHV, you will see the EHV result in the "**Housing Programs**" section of the CAS. Households are then prioritized by each City agency based on availability.

After completing the CAS, all but DHS providers should give out the **EHV: Payment Standard handout** (.pdf). Additional languages are found in the Resources section below.

2. Make a Referral to NYCHA or HPD ⊕

EHV Process for Providers

Click a topic, or press the enter key on a topic, to reveal its answer.

1. Complete CAPS Screening ⊕

2. Make a Referral to NYCHA or HPD ⊕

3. Register the Client on the NYCHA Self-Service Portal ⊕

4. Gather Required Supporting Documents ⊕
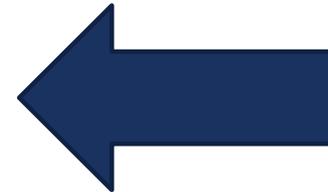
5. Ensure Access to Client's Case in EHV Case Tracker ⊕

6. Complete an EHV Application ⊕

7. Complete Questionnaires in the EHV Case Tracker ⊕

Next Steps ⊕

7. Complete Questionnaires in the EHV Case Tracker ⊖

On the same day that you submit your client's application through the NYCHA Self-Service Portal, be sure to login to Salesforce and navigate to your client's case in the EHV Case Tracker. Remember, you can search for your clients using their CAPS ID.

Once you navigate to your client's case details, click on the "EHV Counseling Questions" tab and complete the first two questionnaires: "Demographics and Client Information" and "Housing Navigator Services Intake." It's very important that these questionnaires are completed at this time with your client. Be sure to ask your clients all of the questions, even if you think you already know the answer.

Please provide the **'EHV: Payment Standards' handout** (.pdf). Additional languages are found in the Resources section below. A more detailed brochure will be available at a later date to provide at this stage. These questionnaires should be completed at the time an application is completed.

If the application has not been submitted but the questionnaires have not been completed, complete them at any time after an EHV application has been submitted so that applicants have the necessary support during the housing search phase.

Next Steps ⊕

DEMOGRAPHIC AND CLIENT INFORMATION

- This information is required for each client.

- It asks information about the applicant as well as each person who would live with them.

- This information is used for reporting purposes. It is necessary that we have complete and consistent information for all EHV cases so that the City can fulfill requirements from HUD and meet various legal obligations.

- You may have already asked some (or all!) of these questions at another time. You still must ask each question and record the answers in the EHV Case Tracker. It is the only way that the City can ensure that we have the same information for every case, since other programs often ask similar questions but do not ask ALL of the questions or ask them in the same way.

- The client may also feel that they have answered these questions before. You can acknowledge this and apologize. You should explain that you MUST ask these questions as part of their EHV application.

- NEVER enter answers without asking the client. You may think that you know the answer, but do not assume anything.

HOW

- Log in to the EHV Case Tracker

- Open the client's case

- Navigate to the EHV Counseling Questions tab under CAPS Eligibility

- Click "Update" to open the Demographics and Client Information questionnaire

Text in the gray boxes provides instructions for you. They are not to be read aloud.

Text in the blue boxes are scripts for you to read to the client.

Demographics and Client Information

Please ask the client the following questions. To ensure consistent information, it is important to read these questions exactly as written an[...]d the answers given by the client.

You MUST ask each question, even if you already know the answer.

I need to collect some basic information about you and anyone else who would live with you in your new home.

*We can connect you to services in your language. What is your preferred language?

--None-- ▼

*Please indicate the client's preferred written language as appropriate

Enter preferred written language; indicate low literacy as appropriate

☐ Client is low literacy

The question text should be read aloud as it appears on the screen.

Answer choices appear as a drop-down menu or allow you to click a box or enter text.

Demographics and Client Inf

Please ask the client the following questions. To ensure consistent info   n, it is important to read these questions exactly as written and record the answers given by the client. You MUST ask each question, even if you already know the answer.

I need to collect some basic information about you and anyone else w   d live with you in your new home.

*We can connect you to services in your language. What is your preferred language?

--None--

Items with an asterisk (*) are required

* Ple se

Enter preferred written language; indicate low literacy as appropriate

☐ Client is low literacy

Language

Record the client's preferred language. They may speak more than one language (including English). Be sure to enter the language they prefer to use for EHV-related services.

Some languages require additional information on the client's preferred written language. For example, if the client's preferred language is Chinese, you should enter into the next question whether they prefer Traditional or Simplified.

If the client is low literacy, check the box below.

*We can connect you to services in your language. What is your preferred language?

    --None--   ▼

*Please indicate the client's preferred written language as appropriate

    Enter preferred written language; indicate low literacy as appropriate

☐ Client is low literacy

PREFERRED NAME

Some clients may prefer to use a name that is different than their legal name used on official application forms or other documentation. Enter the client's preferred first and last name here.

Do you have a preferred name that we should use instead of your legal name?

Enter preferred name below. Please confirm spelling as this will be used in future written communications with the client

First Name

Last Name

AGE, RACE/ETHNICITY, GENDER IDENTITY

Be sure to ask the questions in the order they appear on the screen. Read them exactly as they appear. If the client does not understand the question, you can help them by reading the answer options. Encourage them to pick the answer that is the closest fit if their own experience doesn't fit perfectly into one of the choices.

*What is your date of birth?

MM/DD/YYYY

*Are you of Hispanic, Latino, or Spanish origin?
○ Yes   ○ No

*Do you identify as transgender?
○ Yes   ○ No

*What is your race?

--None--

*What gender do you identify as now?

--None--

GENDER IDENTITY

You must ask the gender identity of each person. If the person answers anything other than "Male" or "Female" then enter "Other" from the drop down and then type whatever the client answered into the open text box below where it says "Specify Other."

* What gender does this person identify as now?

Other

* Specify Other

RELATIONSHIP STATUS, MILITARY SERVICE, HOUSEHOLD SIZE

The last three items ask about their current relationship status, whether they have served in the military, and their household size.

Although this last item is captured in other EHV data systems, we ask household size here because it tells the EHV Tracker if you need to ask these items for other individuals.

* Are you currently married, in a domestic partnership, divorced, separated, widowed, or have you never been married?

> --None-- ▼

* Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

> --None-- ▼

* How many people would live in your new home, including you?

> --None-- ▼

INFORMATION FOR OTHER PEOPLE IN THE HOUSEHOLD

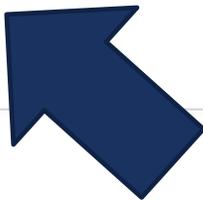If the client lives alone, you should click the blue "Finish" button.

If you enter a value of 2 or more for the last question, "How many people would live in your new home, including you?" you will see a script appear in a blue box and an "Add Member" button. Click this button to continue.

When you add a member, a pop-up window will appear and ask you to collect basic demographic information for this new person.

When there are more than two people in the household, the directions instruct you to work from oldest to youngest person.

REMEMBER TO SCROLL THROUGH ALL THE QUESTIONS!

After you enter the information on the new member, click the blue "Save" button.

Member Details

Let's collect this information for the next oldest person who would live with you

*What is this person's date of birth?

MM/DD/YYYY

☐ Don't Know

*Is this person of Hispanic, Latino, or Spanish origin?
○ Yes   ○ No

*Does this person identify as transgender?
○ Yes   ○ No

*What is this person's race?

Please Select ▼

*What gender does this person identify as now?

Please Select ▼

Save

If you need to add a third person (or more), click the "Add Member" button again. Follow the steps until you have entered all required information.
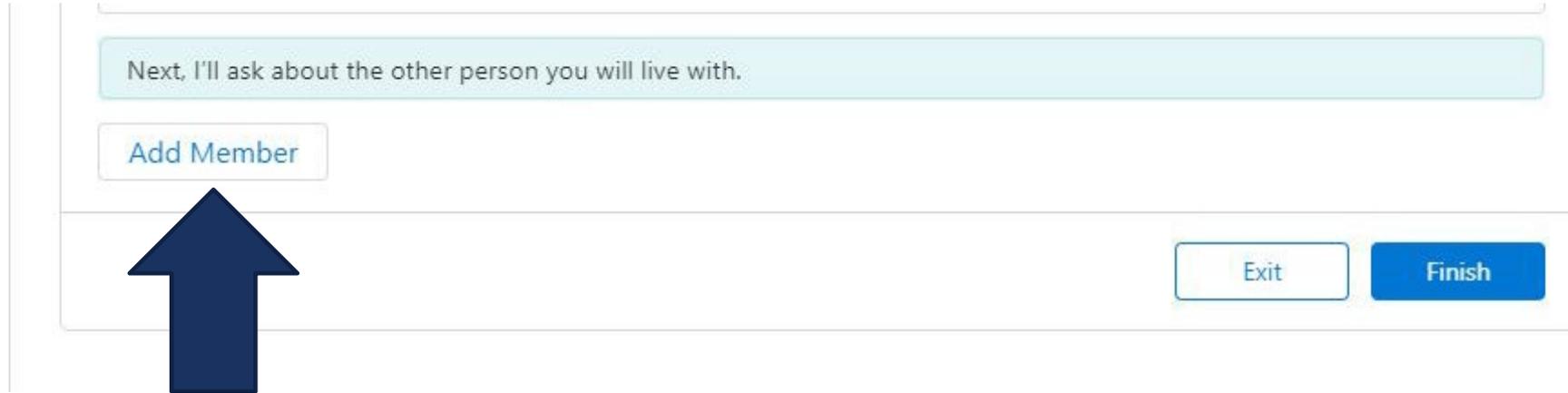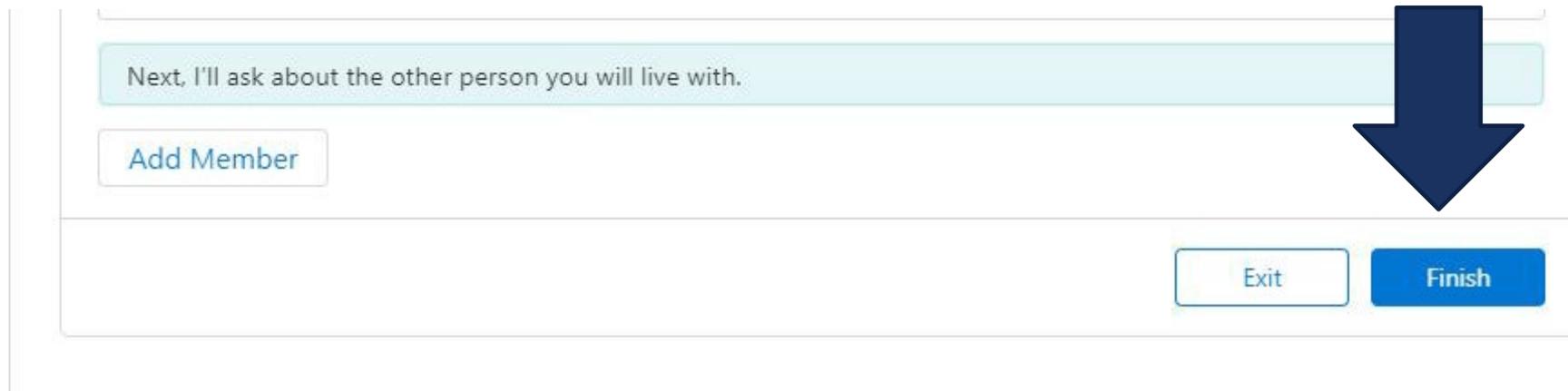
Next, I'll ask about the other person you will live with.

Add Member

Exit   Finish

When you are done, click the "Finish" button

Next, I'll ask about the other person you will live with.

Add Member

Exit   Finish

- You must also complete the second questionnaire in the EHV Counseling Questions tab: Housing Navigator Services Intake

- Click the "Update" button to capture this information.

HOUSING NAVIGATOR SERVICES INTAKE

- This information is required for each client.

- It asks for information that is required in order to assign a Housing Navigator to the client.

- It is also used to verify that required materials were received by the client.

- Unlike the Demographic and Client Information questionnaire, you can enter information that you already know from your interactions with the client. Ask the client when you are not certain!

Housing Navigator Services Intake

Please answer the following questions. This is information that is required to match the client to a housing navigator (where appropriate) and track geographic preferences.

If you have already obtained this information from previous interactions with the client, enter the information below. If you do not know the answers to the questions yourself, please ask the client and enter the information they provide.

*Does this client need special assistance in their housing search (a reasonable accommodation) or modification when meeting or communicating with EHV staff?
○ Yes   ○ No

REASONABLE ACCOMMODATIONS

- The first question asks whether the client has any need for a reasonable accommodation in interacting with EHV program staff. If you indicate yes, you will be asked a follow-up question about the client's needs.

Housing Navigator Services Intake

Please answer the following questions. This is information that is required to match the client to a housing navigator (where appropriate) and track geographic preferences.

If you have already obtained this information from previous interactions with the client, enter the information below. If you do not know the answers to the questions yourself, please ask the client and enter the information they provide.

*Does this client need special assistance in their housing search (a reasonable accommodation) or modification when meeting or communicating with EHV staff?

● Yes   ○ No

Please indicate below the client's needs (check all that apply)

☐ Is deaf or has difficulty hearing:

☐ Is blind or has difficulty seeing:

☐ Has difficulty walking or climbing stairs:

☐ Something else:

PROVIDE THE CLIENT WITH THE EHV PAYMENT STANDARDS FLYER

- This flyer may have already been provided in the past, it must be provided again until a comprehensive brochure is finalized.

- You can access it on the provider resources page on the EHV website: https://www1.nyc.gov/site/nycccoc/ehv/provider-resources.page

- This information is available in many languages:
  - English
  - Spanish
  - Arabic
  - Haitian-Creole
  - Korean
  - Russian
  - Simplified Chinese
  - Traditional Chinese
  - Bengali
  - French
  - Polish
  - Urdu
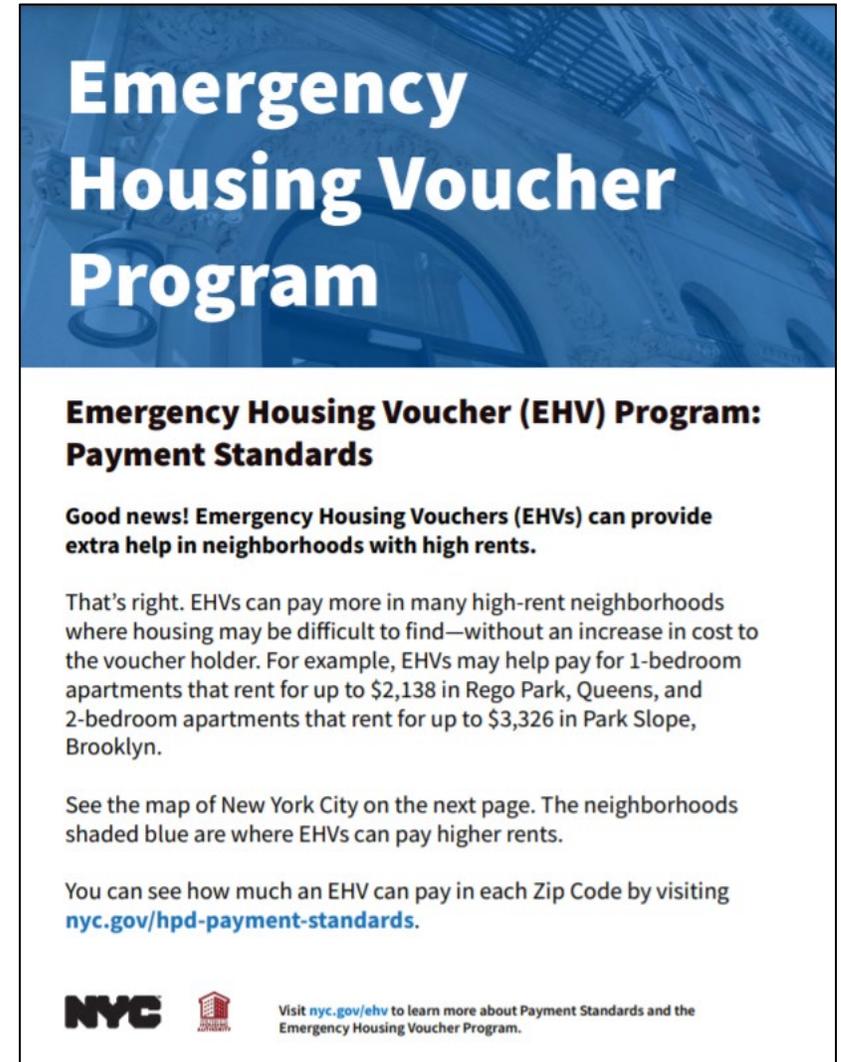
Emergency Housing Voucher Program

Emergency Housing Voucher (EHV) Program: Payment Standards

Good news! Emergency Housing Vouchers (EHVs) can provide extra help in neighborhoods with high rents.

That's right. EHVs can pay more in many high-rent neighborhoods where housing may be difficult to find—without an increase in cost to the voucher holder. For example, EHVs may help pay for 1-bedroom apartments that rent for up to $2,138 in Rego Park, Queens, and 2-bedroom apartments that rent for up to $3,326 in Park Slope, Brooklyn.

See the map of New York City on the next page. The neighborhoods shaded blue are where EHVs can pay higher rents.

You can see how much an EHV can pay in each Zip Code by visiting nyc.gov/hpd-payment-standards.

Visit nyc.gov/ehv to learn more about Payment Standards and the Emergency Housing Voucher Program.

PROVIDE THE CLIENT WITH THE EHV PAYMENT STANDARDS FLYER

■ In the EHV Case Tracker, indicate the client was given Brochure 1

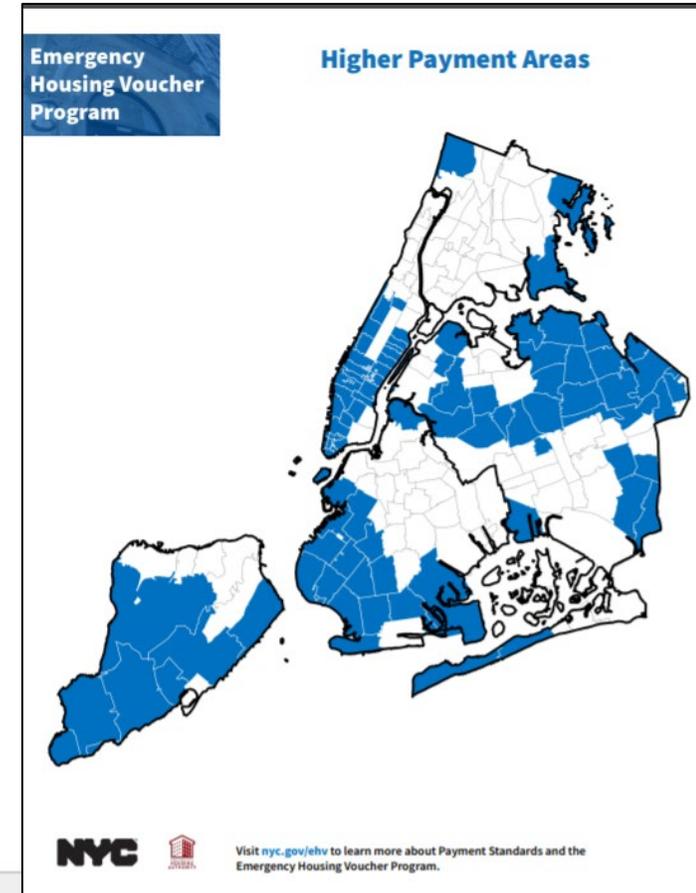## PROVIDE THE CLIENT WITH THE EHV PAYMENT STANDARDS FLYER

- Make sure to enter the language of the Flyer you provided to the client

- If the client required an alternative format, such as the website link to facilitate use of a screen reader, indicate that in the "Alternative format provided for accessibility" item.

INTEREST IN MOVING TO AN EPS AREA

- Give the client time to read the flyer

- After they have reviewed the content, direct the client to the map on the back side of the flyer

- You can then continue with the questionnaire in the EHV Case Tracker:

  - Ask the client if they are interested in moving to one of these areas—the blue areas on the map

  - Enter the client's answer: Yes, Maybe, or No.

Emergency Housing Voucher Program

Higher Payment Areas

NYC — Visit nyc.gov/ehv to learn more about Payment Standards and the Emergency Housing Voucher Program.

Please give the client time to read the brochure and address any questions they have.
Once the client has reviewed the information in the brochure, please read the following questions to the client and enter their answers.

Are you interested in living in one of these areas?

Direct the client's attention to the map of EPS areas

--None--

BOROUGH PREFERENCES

- Ask about the client's preference for moving to each borough and/or outside of NYC

- Enter the client's preferences using the drop-downs, ranking from first preference to last.

- When you are done, click the "Finish" button.

What borough would you like to live in? This can change, but it is helpful to get some information now.

Rank from most to least; use 6 for anywhere client does NOT want to live

*Bronx
--None--

*Brooklyn
--None--

*Manhattan
--None--

*Queens
--None--

*Staten Island
--None--

*Outside NYC
--None--

Exit   Finish

COMPLETING THE QUESTIONNAIRES IN THE EHV CASE TRACKER

REMEMBER:

Complete these two questionnaires in the EHV Tracker on the same day you submit the client's EHV Application through the NYCHA Self-Service Portal.

- Demographic and Client Information

- Housing Navigator Services Intake

This information is required and is important for the City to comply with its reporting requirements and continue moving the client through the EHV process.

WHAT HAPPENS NEXT

Housing Search Support:

After a voucher is issued, clients will:

- Be assigned to work with an HPD Contracted Navigator (i.e. DHS)

- Continue to work with a Referring Agency Navigator (i.e. DYCD)

More guidance will follow to staff providing housing search support to complete two additional questionnaires:

- Housing Search Needs and Preferences

- Housing Search Preferences