

Emergency Housing Voucher Program

Getting Started in the CAPS Survey and NYCHA Portal

The U.S. Department of Housing and Urban Development (HUD) has awarded a limited number of Emergency Housing Vouchers (EHV) to the New York City Housing Authority (NYCHA) and the NYC Department of Housing Preservation and Development (HPD).

EHV assistance is limited to families and individuals who are:

- Homeless;
- At-risk of homelessness;
- Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking; or
- Recently homeless and at high risk of housing instability.

Households seeking an EHV must first complete an initial eligibility screening with designated City agencies and their contracted service providers (program). Initial eligibility screening is conducted by program staff (caseworkers or housing specialists) using the Coordinated Assessment Survey (CAS) available in the online NYC Coordinated Assessment and Placement System (CAPS).

Households confirmed as potentially eligible upon completion of the CAPS survey with their caseworker are prioritized by each City agency based on availability. Households who meet initial eligibility criteria who are higher priority are then referred to NYCHA or HPD to complete an EHV application.



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

CAPS Survey

If you have a client interested in EHV assistance, you must complete a Coordinated Assessment Survey (in CAPS) with your client. A new consent form was added to CAPS on July 12, 2021 and your client must sign the new consent form in order to be screened for EHV eligibility.

The Survey takes about 30 minutes and asks questions about your client's 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 available in NYC. Additionally, there will be a list of Client Documents that will be available. The list includes the following document types that should be saved as they will be needed for the EHV application process:

- Birth certificate
- Social Security Card
- Photo IDs
- Income verification documents

Once the Survey is complete, please review the "Housing Option" result section in the Survey Report. If your client is potentially eligible for an EHV referral, 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.

Please contact your agency supervisor or EHV coordinator to find out more information about your agency's process for prioritizing clients for a referral for EHV assistance. **Please note:** Because the EHV's are limited, families and individuals who meet the eligibility criteria must also satisfy additional prioritization criteria. Only eligible clients who are also in a priority group will be referred to NYCHA or HPD. All clients referred to NYCHA and HPD will then need to complete an online EHV application for further screening and to verify eligibility for the EHV program.

Submit questions about the CAPS survey or how to access CAPS to our support email: hrcassupport@hra.nyc.gov

Referral to NYCHA or HPD for EHV Assistance



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If your client is prioritized for EHV assistance, please log onto the online NYCHA referral portal with the username and password provided to you. **Please note: DO NOT** change this password as many people at your agency are sharing the same username and password. The online referral will take approximately 5 to 7 minutes to complete; please make sure to complete the referral in one sitting or an error could result.

The online referral portal requires you to (1) complete basic information about the EHV household including, name, date of birth, social security number, gender, family size, address, phone number, email and emergency contact information (this should be the caseworker's information); (2) enter the CAPS Survey #; and (3) upload the completed EHV Referral and Consent to Release Information form. This is **NOT** the CAPS Consent form. The EHV Referral and Consent to Release Information form is available from your agency supervisor or EHV coordinator.

You must enter the **CORRECT** CAPS Survey # when completing the online EHV Referral. The CAPS Survey # is used to track your client's EHV case from CAPS Survey to EHV referral to EHV application. Entering the incorrect number could interfere with assisting clients to find and lease apartments in the case tracking system.

See the screenshot below where to find the CAPS Survey # (circled in red) in your Submitted Surveys list:

The screenshot displays the 'Coordinated Assessment Survey' interface. At the top, it says 'Coordinated Assessment Survey' and 'Welcome, C (Last Login: Sep 23, 2021 16:14) Logout'. Below this is a section for 'SUBMITTED SURVEYS (96)'. There is a search bar and a note: 'Pressing "Start Supportive Housing Application" begins an application that copies survey data.' The main part of the screenshot is a table with the following columns: Name (LN, FN), Survey #, Survey Date, Entered By, Agency/Site, Client Documents, HRA Supportive Housing Application, and Housing Programs. Two rows are visible, with the 'Survey #' cells circled in red. The first row has a survey number of 129824 and a date of 09/24/2021. The second row has a survey number of 129672 and a date of 09/23/2021.

Name (LN, FN)	Survey #	Survey Date	Entered By	Agency/Site	Client Documents	HRA Supportive Housing Application	Housing Programs
S.	129824	09/24/2021	H S	1		3	Supportive Housing Programs SMI/ High Service Needs , NY/NY I and II, NY/NY III - Population F. Substance Use Treated, NYC 15/15 - Adult CITY/State Housing Programs Enhanced One Shot Deal (E OSD), Special One-Time Assistance (SOTA) Federally-funded Housing Programs Emergency Housing Vouchers
G	129672	09/23/2021	H S	1		Start Supportive Housing Application	Supportive Housing Programs SMI/ High Service Needs , NY/NY I and II, NY/NY III - Population A: SMI Community, NYC 15/15 - Adult Federally-funded Housing Programs Emergency Housing Vouchers



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ATTENTION: You **MUST** double check that you have entered the correct CAPS Survey # for your client in the online EHV Referral Portal. Entering the incorrect number could interfere with assisting clients to find and lease apartments in the case tracking system.

See the screenshot below where to enter and re-enter (confirm) the correct CAPS Survey # in the NYCHA portal:

The screenshot shows the 'Welcome to NYCHA Section 8 Application' page. Below the title is a 'General Instructions' section: 'Please fill in all of the data fields below and then click on Save and Continue to proceed.' The form is titled 'Information Fields' and contains the following fields: Social Security Number, Tax ID, First Name, Middle Initial, Last Name, Date Of Birth, Gender, Email Address, Family Size, CAPS Survey ID#, Confirm CAPS Survey ID#, and Reference. Two blue callout boxes with red arrows point to the 'CAPS Survey ID#' and 'Confirm CAPS Survey ID#' fields. The first callout says 'Enter the 6-digit CAPS Survey # in this field' and the second says 'Re-enter the 6-digit CAPS Survey # in this field'. At the bottom of the form is a black button labeled 'SAVE AND CONTINUE'.

Once you complete the online referral, a confirmation email will be sent to you with the EHV case number. The next steps are to:

1. Register your client in the NYCHA Self-Service Portal
2. Gather all supporting documents with your client that are needed for the online application
3. Assist your client in completing the online EHV application and uploading all the supporting documents.

More information on the EHV application process is available at nyc.gov/ehv



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