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.





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 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 EHVs 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: hracassupport@hra.nyc.gov

Referral to NYCHA or HPD for EHV Assistance





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:

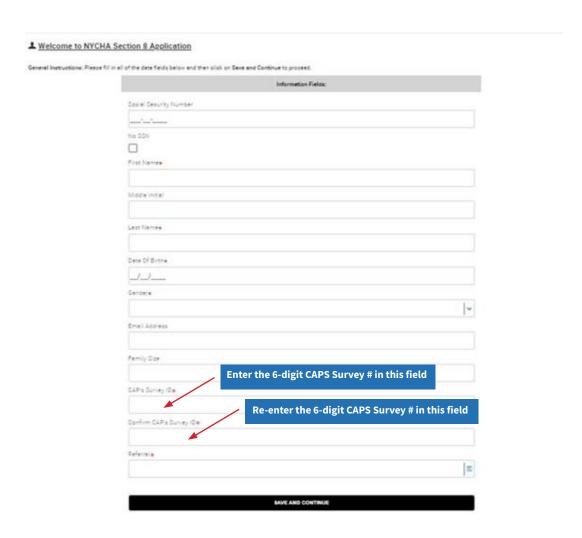
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							Federally- funded Housing Programs	Emergency Housing Vouchers	
G	129672	09/23/2021	H S	1	E C	Start Supportive Housing Application	Supportive Housing Programs	SMI/ High Service Needs , NY/NY I and II, NY/NY III - Population A: SMI Community, NYC 15/15 - Adult	
							Federally- funded Housing	Emergency Housing Vouchers	





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:



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



