

# Referral, Portal Registration and Online Applications Process Guide for Emergency Housing Vouchers (EHV)

May 2022

## Emergency Housing Voucher Program



New York City  
Housing Authority



# Table of Contents

1.	Online EHV Referral Process: Step-by-Step Process .....	3
2.	Portal Registration Process for EHV Referral .....	26
3.	Completing the Online EHV Application .....	32
	• Application Process .....	33
	• Uploading Documents .....	59
	• Removing a Family Member .....	65

# Online EHV Referral: Step-by-Step Process

Before starting the referral process on NYCHA's online [Self-Service Portal](#), review the EHV process at [nyc.gov/ehv](https://nyc.gov/ehv) (specifically the [EHV 101 training video](#)).

## Provider Resources

### EHV Process for Providers

Please review the EHV Process for Providers detailed below, which outlines the steps for each milestone of the EHV process.

You can also download and print the [EHV Process for Providers \(.pdf\)](#) (updated on 02/24/2022) or view the [EHV Process Diagram \(.pdf\)](#).

Additional resources can be found in the Resources List section below.

Expand All

Collapse All

- Roles and Systems +
- 1. Preliminary Screening +
- 2. CAPS Screening +
- 3. EHV Case Tracker +
- 4. Referral and Registration +
- 5. EHV Application and Case Tracker Questionnaires +
- 6a. Application Review: NYCHA +
- 6b. Application Review: HPD +
- 7. Housing Search +
- 8a. Rental Package and Lease Up: NYCHA +
- 8b. Rental Package and Lease Up: HPD +

# Online EHV Referral: Step-by-Step Process

- As detailed on the [nyc.gov/ehv](https://nyc.gov/ehv) website and the [EHV 101 training video](#), there are steps to complete in the process before beginning the EHV online application to include:
  - Preliminary screening,
  - [CAPS](#) screening, and
  - Gaining access to the [EHV Case Tracker](#).
- If a Client is prioritized and approved for referral by a Referring City Agency, Caseworkers receive an email from the Referring City Agency with login information for the NYCHA Self-Service Portal.
- The Caseworker and Client must then complete the ***EHV Referral Form and Consent to Release Information (version 3)*** and upload the completed and signed form in the NYCHA Self-Service Portal (see next slide).

# Online EHV Referral: Step-by-Step Process

**Complete** the *EHV Referral Form and Consent to Release Information (v3)* form (**earlier versions are not accepted**)

- Form is provided by the referring agency
- After applicant has been prioritized, **confirm** the household is eligible for EHV by:
  - Confirming the client is within an eligible category and checking the applicable box
  - Ensuring the client has a CAPS EHV eligible result
- Make sure to **complete all fields**:
  - Referral Provider or Agency Name
  - Applicant Name, Date of Birth and Social Security number
  - Applicant eligibility category (**check only one box**)
- Complete Certification box
- Have the client complete the consent portion of the form on page 2



**Upload pages 1 & 2 of this form during the online referral process in the NYCHA Self-Service Portal – Applications will not be accepted without this Referral and Consent form**



**NEW YORK CITY HOUSING AUTHORITY**

**NYC**  
Department of  
Housing Preservation  
& Development

## Emergency Housing Voucher Program

### Referral Form and Consent for the Release of Information

The Emergency Housing Voucher (EHV) program, established under the federal Housing Act, provides time limited (10 years) rental assistance to eligible households. The U.S. Department of Housing and Urban Development (HUD), which administers this program, requires that applicants must be certified as eligible for EHV assistance. Applicants must also provide written consent so that agencies helping them to receive assistance under the program can share information.

**Section 1. Eligibility Certification (to be completed by referring Provider or Agency)**

This section is to be completed by the non-for-profit or other legal business entity provider (the "Referring Provider") or New York City mayoral agency (the "Agency") referring an applicant to NYC Department of Housing Preservation & Development (HPD) or the New York City Housing Authority (NYCHA) for EHV assistance to certify the applicant is eligible for EHV assistance.

Referring Provider or Agency name: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Applicant DOB: \_\_\_\_\_

Applicant SSN: \_\_\_\_\_ (if available)

Applicant eligibility category (please check one):

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

**Certification**

I certify that the above-named applicant meets the eligibility criteria for EHV assistance as indicated above and as defined in HUD Notice PIH 2021-15 (HA): Emergency Housing Vouchers – Operating Requirements, dated May 5, 2021, and Appendix A to this form.

Name of Referring Provider or Agency: \_\_\_\_\_

Referring Provider or Agency Representative:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Referring Provider or Agency Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Online EHV Referral: Step-by-Step Process

To begin the online referral process, the referring case worker will log on to the NYCHA Self-Service Portal:

<https://selfserve.nycha.info>

- Enter the username and password that were provided to you by your agency for EHV referrals
- Click on “Login”

**NYCHA Self-Service Portal**

USERNAME [Forgot Username](#)

PASSWORD

**LOGIN**

**REGISTER**

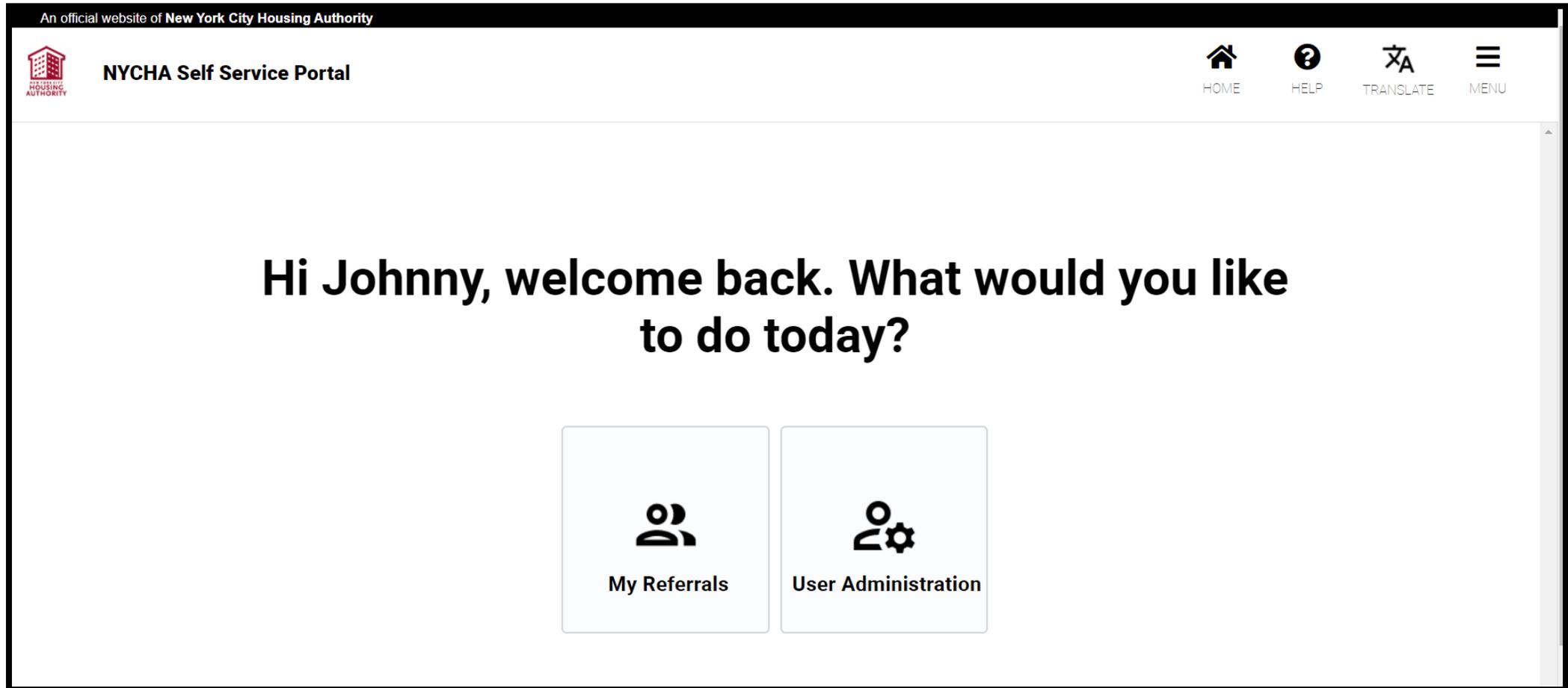
[Forgot Password](#)  
[Reset Password](#)

### NYCHA Self-Service Program & Initiatives

- Housing**  
NYCHA tenant or if apply for public housing 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](#)

# Online EHV Referral: Step-by-Step Process

This is the main landing page. Caseworkers should click on “My Referrals”



# Online EHV Referral: Step-by-Step Process

The referring caseworker should select the appropriate PHA that they are making the EHV referral to: NYCHA or HPD

The screenshot displays the NYCHA Self Service Portal interface. At the top left is the NYCHA logo and the text "NYCHA Self Service Portal". At the top right are navigation icons for HOME, HELP, TRANSLATE, and MENU. Below the header is a dark blue "Home" button. The main content area features a "REFERRING AGENCY" section with a prompt "Please select Referring Agency★" and a dropdown menu. The dropdown menu is open, showing two options: "HPD" and "NYCHA". At the bottom of the form are two black buttons: "BACK" on the left and "CONTINUE" on the right. A footer bar at the very bottom contains links for "FEEDBACK", "ACCESS NYC", "QUICK LINKS", and "NEWS LETTER".

# Online EHV Referral: Step-by-Step Process

The referring caseworker must complete this online referral form for their client

**Important note: If your client has a Social Security card, you must enter your client's name exactly as it appears on their Social Security Card or there will be a delay in processing the EHV application.**

**If your client does not have a Social Security card, please enter their name as it appears on their government issued photo ID.**

The screenshot shows the following form fields and instructions:

- Information Fields:**
  - Social Security Number: [Text input]
  - No SSN:
  - First Name: [Text input]
  - Middle Initial: [Text input]
  - Last Name: [Text input]
  - Date Of Birth: [Text input]
  - Gender: [Dropdown menu]
  - Email Address: [Text input]
  - Family Size: [Text input]
  - CAP's Survey ID: [Text input]
  - Confirm CAP's Survey ID: [Text input]
  - Referral: [Text input]
- Selected Instructions:**
  - Social Security: Please enter Applicant SSN here.
  - No SSN: Please check this box if Applicant don't have a SSN.
  - Name: Fill out Applicant First name and Last name exactly as they appear on Social Security Card.
  - Date of birth: Please make sure Applicant's Date of Birth is in the MM/DD/YYYY format.
  - Email Address: If Applicant don't have an email address, please create a free e-mail by using gmail.com, ymail.com or hotmail.com. [Click Here!](#)

At the bottom of the form is a "SAVE AND CONTINUE" button. The footer includes links for FEEDBACK, ACCESS NYC, QUICK LINKS, and NEWS LETTER, along with social media icons and a disclaimer: "© 2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal."

# Online EHV Referral: Step-by-Step Process

- All fields with an “\*” must be completed.
- Enter your client’s:
  - Social Security Number
  - First Name
  - Last Name
  - Date of Birth
  - Gender Identity
- Do not refer a client if the client is the only person in the household AND does not have an eligible immigration status.

uity

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

First Name\*

\_\_\_\_\_

Middle Initial

\_\_\_\_\_

Last Name\*

\_\_\_\_\_

Date Of Birth\*

\_\_/\_\_/\_\_\_\_

Gender\*

\_\_\_\_\_

Check “No SSN”, if the client does not have a SSN

# Online EHV Referral: Step-by-Step Process

All fields with an “\*” must be completed.

Enter the CAPS Survey ID

- It must be associated with a CAPS survey where your client received a potentially EHV eligible result
- This number is critical to providing status updates for your client; please confirm it is the correct number before you enter it

Click the magnifying icon to select the Referral Type. A pop-up box will appear. See slide 13.

Email Address

Family Size

CAP's Survey ID\*

Confirm CAP's Survey ID\*

Referral\*

SAVE AND CONTINUE

FEEDBACK ACCESS NYC QUICK LINKS NEWS LETTER

# Where to Find the CAPS Survey ID

**Coordinated Assessment Survey**

Welcome, C [Last Login: Sep 23, 2021 16:54] Logout!

**SUBMITTED SURVEYS (96)**

Show 10 entries Pressing "Start Supportive Housing Application" begins an application that copies survey data. Search:

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 (EOSD), 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 Emergency Housing Vouchers

# Online EHV Referral: Step-by-Step Process

Some agencies will have multiple referral types.

1. You must accurately select the referral type from the drop-down menu
2. Click “Ok”
3. Click on “Save and Continue”

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

First Name★  
\_\_\_\_\_

Middle Initial  
\_\_\_\_\_

**Referral**

QUERY Referral Name 1 - 2 of 2

**Referral Name**

EHV-NYCHA-Homeless-HH } 1  
EHV-NYCHA-At Risk -HH

2 OK CANCEL

CAP's Survey ID★  
\_\_\_\_\_

Referral★  
\_\_\_\_\_

3 SAVE AND CONTINUE

# Online EHV Referral: Step-by-Step Process

**NOTE:** Please make sure the address provided is an address where your client can receive correspondence from the PHA without causing a safety concern AND that can be used throughout the application process. Clients may use any reliable address.

🏠 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 client's information is already in NYCHA's database, the system will populate the client's address as it appears in NYCHA's database

2. If the address is blank or incorrect, click "Add Address"

Street Address	City	State	ZipCode	Address Type	In Care Of

1

No Records

ADD ADDRESS

2

3

CONTINUE

3. If address is correct, click "Continue"

# Online EHV Referral: Step-by-Step Process

To update or correct a client's address, please make sure:

1. All fields with an "★" are completed
2. There are no safety concerns for the client if NYCHA or HPD sends correspondence to the address
3. The address is correct

📄 Home Address: Head of Household

Please enter your applicant's Home Address, all fields marked ★ are required.

Mail in care of (Name)

Street Address★

Apartment #

City★

State★

ZIP Code★

Check this box if home and mailing addresses are same.

Click "CONTINUE" to proceed

# Online EHV Referral: Step-by-Step Process

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

The screenshot displays a web form for address information. At the top, there is a header 'Address Information : [redacted]'. Below this is a note: 'Note: In case you don't find your Address in the list, please click on **Add Address** button below to add a new Address.' The main section is titled 'My Addresses' and shows '1 - 1 of 1' entries. A table lists the address details:

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

Below the table, there are navigation arrows. At the bottom right, a blue box labeled 'Click Continue' has a red arrow pointing to a black button labeled 'CONTINUE'.

# Online EHV Referral: Step-by-Step Process

Contact Information:

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

Appliant's 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 Number\*

Emergency Contact Email\*

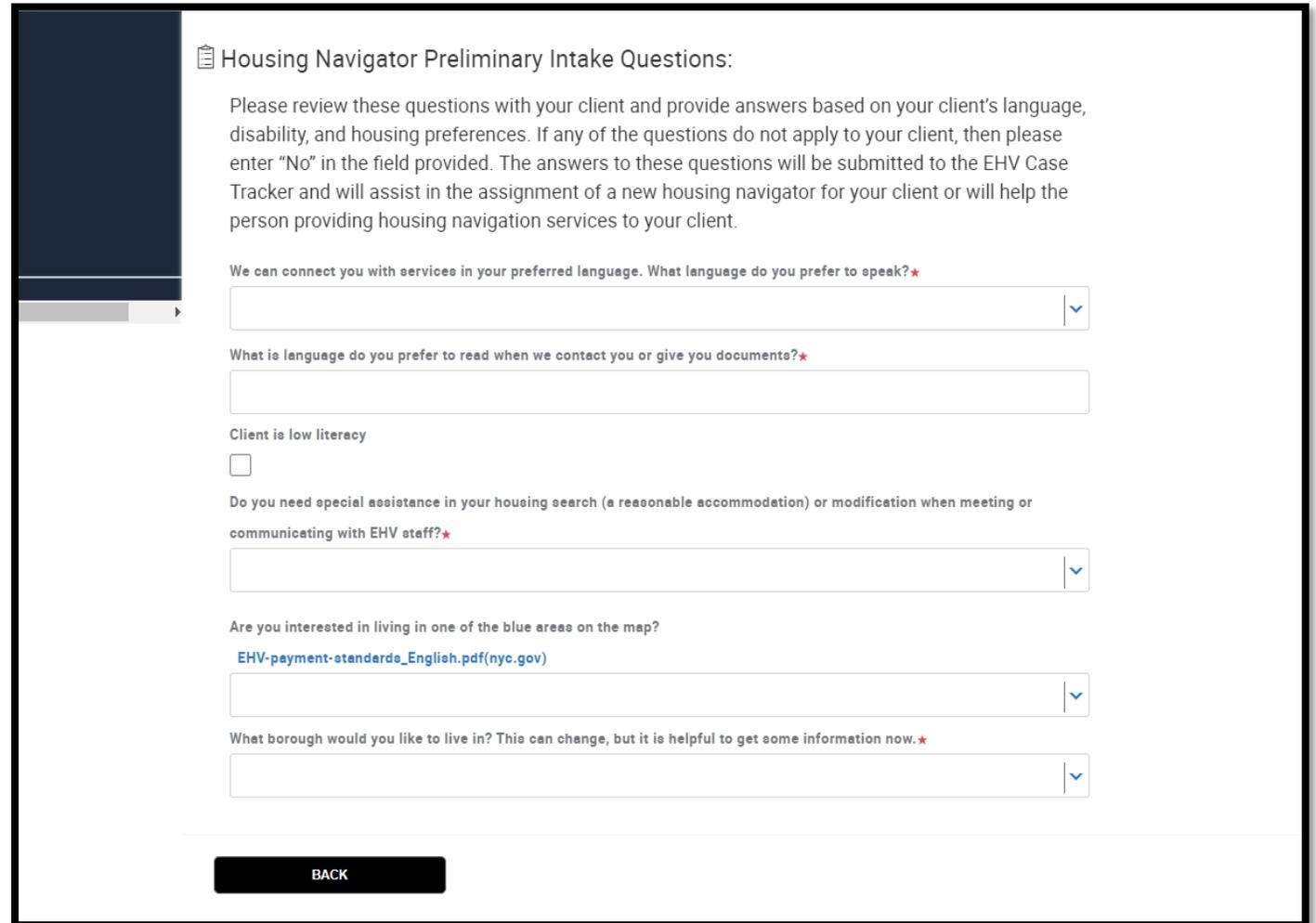
BACK

CONTINUE

1. Enter your client's phone number without any special characters
2. Enter your client's emergency contact information
3. Click "Continue" to proceed

# Online EHV Referral: Step-by-Step Process

- The next set of questions will be used by HPD to assign a housing navigator to your client or to assist a housing navigator in meeting your client's needs.
- Prior to completing the online referral, please make sure you meet with your client and review the questions so you can answer them accurately.
- Please enter:
  - Your client's preferred language
  - Whether your client needs any accommodations in their housing search
  - Your client's preference for borough and whether they are interested in living in an Exception Payment Standard (EPS) area
  - For more info on EHV payment standards, see [EHV-payment-standards\\_English.pdf \(nyc.gov\)](#)



**Housing Navigator Preliminary Intake Questions:**

Please review these questions with your client and provide answers based on your client's language, disability, and housing preferences. If any of the questions do not apply to your client, then please enter "No" in the field provided. The answers to these questions will be submitted to the EHV Case Tracker and will assist in the assignment of a new housing navigator for your client or will help the person providing housing navigation services to your client.

We can connect you with services in your preferred language. What language do you prefer to speak?★

What is language do you prefer to read when we contact you or give you documents?★

Client is low literacy

Do you need special assistance in your housing search (a reasonable accommodation) or modification when meeting or communicating with EHV staff?★

Are you interested in living in one of the blue areas on the map?  
[EHV-payment-standards\\_English.pdf\(nyc.gov\)](#)

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

**BACK**

# Online EHV Referral: Step-by-Step Process

- If you indicate that your client needs special assistance in their housing search, you must provide an answer to each of the four additional questions
- If your client does not need the modification stated, then enter “No” or “Not Applicable” in the field

Do you need special assistance in your housing search (a reasonable accommodation) or modification when meeting or communicating with EHV staff?★

Yes

Are you deaf or have difficulty hearing? If so, what modification is required?

Are you blind or have difficulty seeing? If so, what modification is required?

Do you have difficulty walking or climbing stairs? If so, what modification is required?

What other modification do you need?

# Online EHV Referral: Step-by-Step 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**

# Online EHV Referral: Step-by-Step Process

1. Check the box indicating you have read the statement at the top of the screen
2. Enter the referring caseworker's name, work phone number and email address
3. Then click on "YES, SUBMIT" to submit the referral
4. If you do not want to submit the referral, click "NO, END SESSION"

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.

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

## Email Confirmation

Once you click the submit button below, you will receive a 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.

First Name

Johnny

Last Name

Smith

Work Phone #

[REDACTED]

Email Address

[REDACTED]

YES, SUBMIT

NO, END SESSION

# Online EHV Referral: Uploading EHV Consent Form

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

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.

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			<b>2</b> <b>CLICK HERE TO UPLOAD DOCUMENT</b>

⏪ ⏩ ⏴ ⏵

Documents Received by NYCHA No Records

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

⏪ ⏩ ⏴ ⏵

**COMPLETE**

2. Click on the box to upload the EHV Referral and Consent to Release Information form. A pop-up box will appear

The referring caseworker will receive an email that will have the client's name and NYCHA EHV case number

# Online EHV Referral: Uploading EHV Consent Form

The screenshot shows the 'Upload Document' interface for the New York City Housing Authority. The form includes fields for Vendor/Case#, Service Request#, HOH Name, Requested For, Document Category, Document SubCategory, Document Name, Contact Remarks, and File to upload. A table at the bottom shows columns for Document Name, Status, and Requested For. Three blue callout boxes provide instructions: 1. Click on the drop-down menu in 'Document Name' field and select 'EHV-Referral and Consent to Release Information'. 2. Click 'Browse' in File to Upload field. 3. Click 'Upload Document' button.

**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**

Document Name	Status	Requested For
---------------	--------	---------------

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

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

2

1

Upload Document

# Online EHV Referral: Uploading EHV Consent Form

**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 will populate the file name in this field

4. Click Upload Document

5. A pop-up message will appear: "Your document has been successfully uploaded." Click the "OK" button

6. Click close

# Online EHV Referral: Uploading EHV Consent Form

## UPLOAD THIS FORM



### Emergency Housing Voucher Program Referral Form and Consent for the Release of Information

The Emergency Housing Voucher (EHV) program, established under the federal Housing Act, provides time limited (10 years) rental assistance to eligible households. The U.S. Department of Housing and Urban Development (HUD), which administers this program, requires that applicants must be certified as eligible for EHV assistance. Applicants must also provide written consent so that agencies helping them to receive assistance under the program can share information.

#### Section 1. Eligibility Certification (to be completed by referring Provider or Agency)

This section is to be completed by the non-for-profit or other legal business entity provider (the "Referring Provider") or New York City mayoral agency (the "Agency") referring an applicant to NYC Department of Housing Preservation & Development (HPD) or the New York City Housing Authority (NYCHA) for EHV assistance to certify the applicant is eligible for EHV assistance.

Referring Provider or Agency name: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Applicant DOB: \_\_\_\_\_

Applicant SSN: \_\_\_\_\_ (if available)

Applicant eligibility category (please check one):

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

#### Certification

I certify that the above-named applicant meets the eligibility criteria for EHV assistance as indicated above and as defined in HUD Notice PIH 2021-15 (HA): Emergency Housing Vouchers – Operating Requirements, dated May 5, 2021, and Appendix A to this form.

Name of Referring Provider or Agency: \_\_\_\_\_

Referring Provider or Agency Representative:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Referring Provider or Agency Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Do NOT upload this form

CAS-700 (E) 06/24/2021

### NYC Human Resources Administration HIPAA Compliant Consent for the Coordinated Assessment Survey and/or Supportive Housing Application

Client Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ SS# \_\_\_\_\_

Organization Assisting Client \_\_\_\_\_

We need your SS# to assess your eligibility for supportive and/or affordable housing under federal law (42 U.S.C. § 1437, 42 U.S.C. § 2000d, 42 U.S.C. § 3601-19, and 42 U.S.C. § 3543).

By signing this consent, you agree to let the Human Resources Administration (HRA) use and share your confidential health information to help you obtain appropriate housing placement. Your information will be shared between HRA, the Organization listed above that is helping you, and organizations listed in **Attachment A**.

Your confidential health information includes:

# Online EHV Referral: Submission Confirmation

At the Confirmation Page:

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

**1. The system will display the newly created Case #**  
**2. Click “Register” for registering the applicant**

Thank You!

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

Case # **1**

1 [Redacted]

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

**2** REGISTER

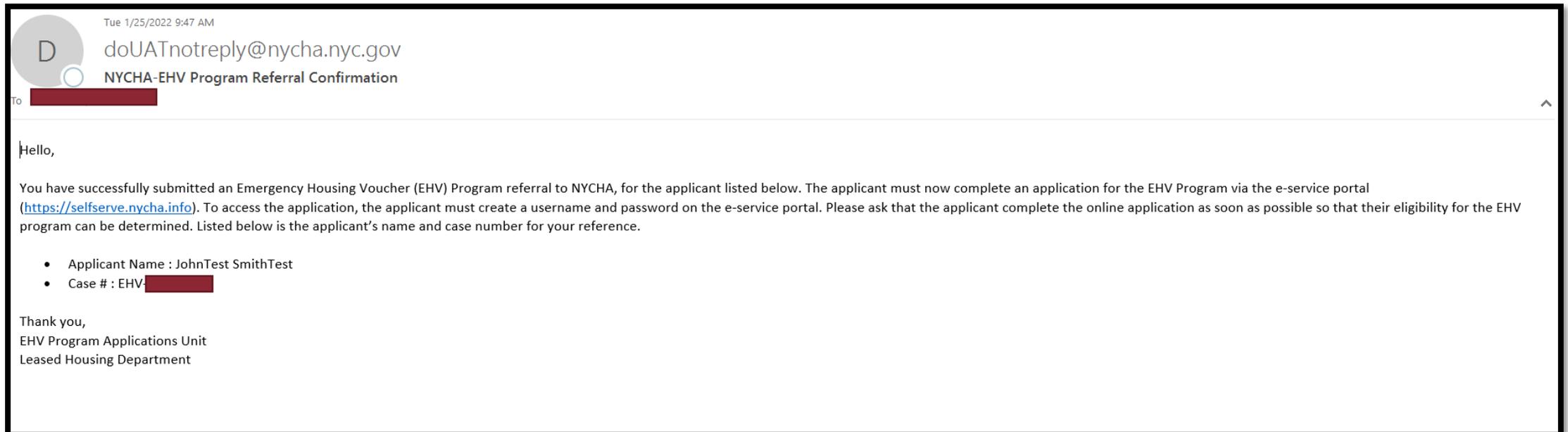
**3. OR Click “FINISH” if you do not want to register the client now OR if the client already has an account on NYCHA’s Self-Service Portal**

**3** FINISH

# Online EHV Referral: Submission Confirmation

Once a referral is submitted, the referring caseworker will also receive a confirmation email. The confirmation email will provide:

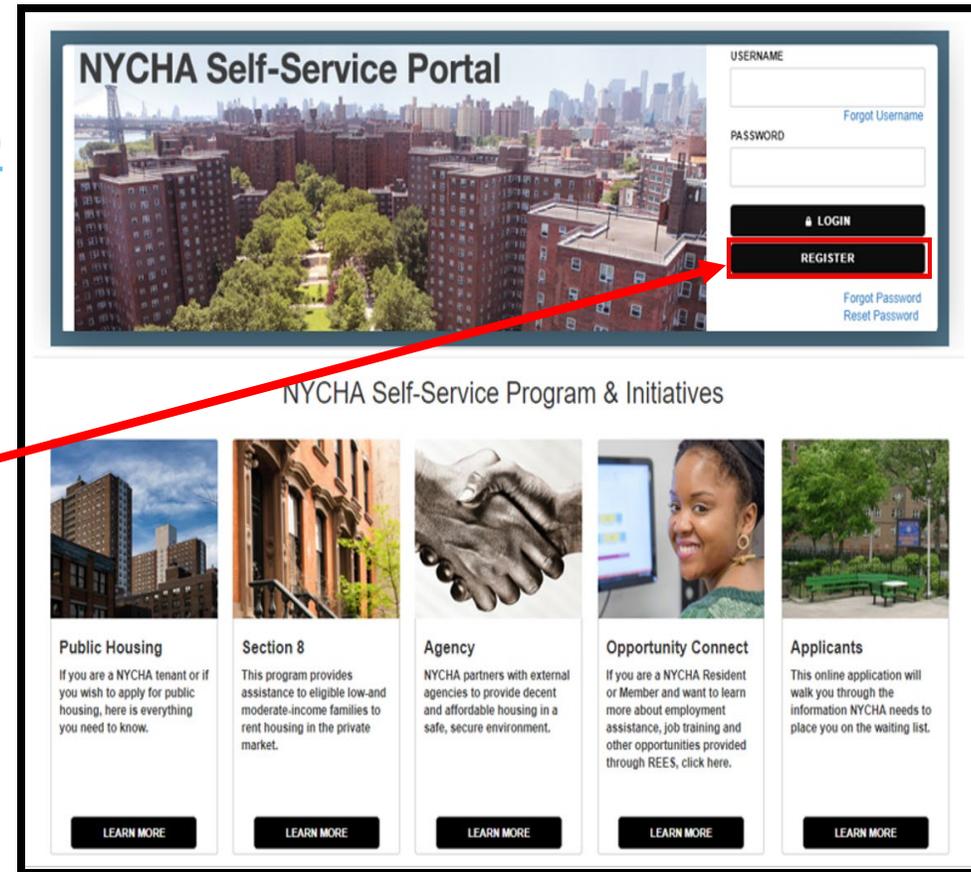
1. The client's name as provided during the online referral process
2. The client's NYCHA EHV case number
3. Whether the referral was made to HPD or NYCHA



# Portal Registration Process for EHV Referral

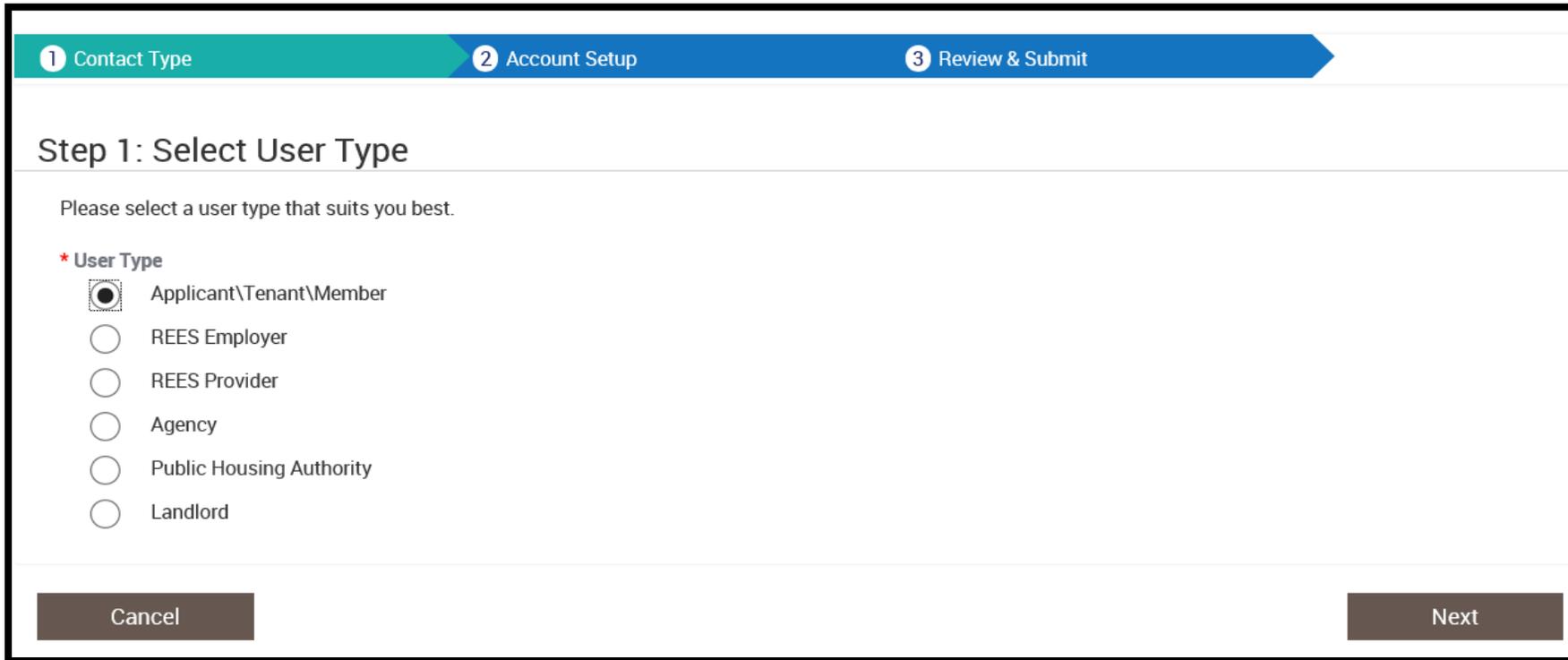
# Portal Registration Process for EHV Referral

- Click on this link:  
<https://selfserve.nycha.info>
- If your client does not have a username and password for NYCHA's Self-Service Portal, click on "REGISTER" to start the portal registration process



# Portal Registration Process for EHV Referral

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



The screenshot displays a registration form with a progress bar at the top. The progress bar has three steps: 1 Contact Type (highlighted in green), 2 Account Setup (highlighted in blue), and 3 Review & Submit (highlighted in blue). Below the progress bar, the title "Step 1: Select User Type" is displayed. The main content area contains the instruction "Please select a user type that suits you best." followed by a section titled "\* User Type". Under this section, there are six radio button options: "Applicant\Tenant\Member" (which is 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:

- Enter applicant first and last name
- Enter the SSN (with dashes)
- Check “No SSN” if the applicant does not have a SSN
- Enter the birth date in MM/DD/YYYY format
- Enter applicant email address and re-enter it 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 “Verify Password”
- Write down the username and password you created so you can provide it to your client
- Click “Submit”

The screenshot displays a web portal registration interface. At the top right, there are navigation icons for HOME, HELP, TRANSLATE, and a menu icon. Below these is a progress bar with three steps: 1 Contact Type, 2 Account Setup (highlighted in green), and 3 Review & Submit. The main heading is "Step 2: Contact Details". Below this, a message says "Please enter your information and then click on the 'Submit' button below." The form is divided into two columns. The left column contains fields for: First Name\*, Social Security # (SSN) (XXX-XX-XXXX) (Please include dashes)\*, Email Address (abcd@example.com)\*, Username (with a note "User Name cannot be your email address"), Password:, and Verify Password:. The right column contains fields for: Last Name\*, No SSN (with a checkbox), Birth Date (MM/DD/YYYY)\*, and Confirm Email Address\*. Below the Confirm Email Address field, there is a section for creating an email address using free services like AOL, with icons for AOL and other services. A password strength note at the bottom right states: "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 (@ \* &! \$ # \* + %)." At the bottom of the form, there is a "+ Usage Terms" link, a "CANCEL" button, and a "SUBMIT" button.

# Portal Registration Process for EHV Referral

1. Read the Terms and Conditions
2. Check “I Accept”
3. Click “SUBMIT” to complete the registration process for your client

## Terms and Conditions

You are responsible for maintaining the confidentiality of the password and account and are fully responsible for all activities that occur under your account.

As a condition of your use of the Customer Contact Center Online website, you agree to provide true, accurate, current and complete information about yourself as required by the New York City Housing Authority, and maintain and promptly update your registration data to keep it true, accurate, current and complete.

The New York City Housing Authority has the right to suspend or terminate your account and refuse any and all current or future use of the Customer Contact Center Online website. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Customer Contact Center Online website.

website (or any portion thereof).

These Terms and Conditions are not exhaustive and the New York City Housing Authority reserves the right to add, delete or amend these Terms and Conditions at any time and notify users in the form and manner determined by the New York City Housing Authority.

The New York City Housing Authority makes every effort to ensure the content of the Customer Contact Center Online website is accurate and up-to-date but it does not offer any warranties (whether expressly implied or otherwise) as to the reliability, accuracy or completeness of the information appearing on the Customer Contact Center Online website. The service is provided on an "as is" and "as available" basis.

As a condition of your use of the Customer Contact Center Online website, you warrant to NYCHA that you will not use the Customer Contact Center Online website for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use the Customer Contact Center Online website in any manner which could damage, disable, overburden, or impair the Customer Contact Center Online website or interfere with any other party's use of the Customer Contact Center Online

**The New York City Housing Authority expressly disclaims the following:**

1. The New York City Housing Authority does not endorse specific properties or landlords and does not guarantee the availability of any listing. The New York City Housing Authority does not endorse specific properties or landlords and does not guarantee the availability of any listing. The New York City Housing Authority has conducted an online browse of official NYC government agency records to verify that the listed properties have valid Certificates of Occupancy and do not contain any significant number of outstanding hazardous conditions.
2. Section 8 voucher holders are responsible for inspecting a rental address and negotiating the lease terms with any landlord. A final determination of the suitability for occupancy of any listed apartment will be made after a review of a completed rental package and completion of a Housing Quality Standards inspection by New York City Housing Authority staff.

I Accept

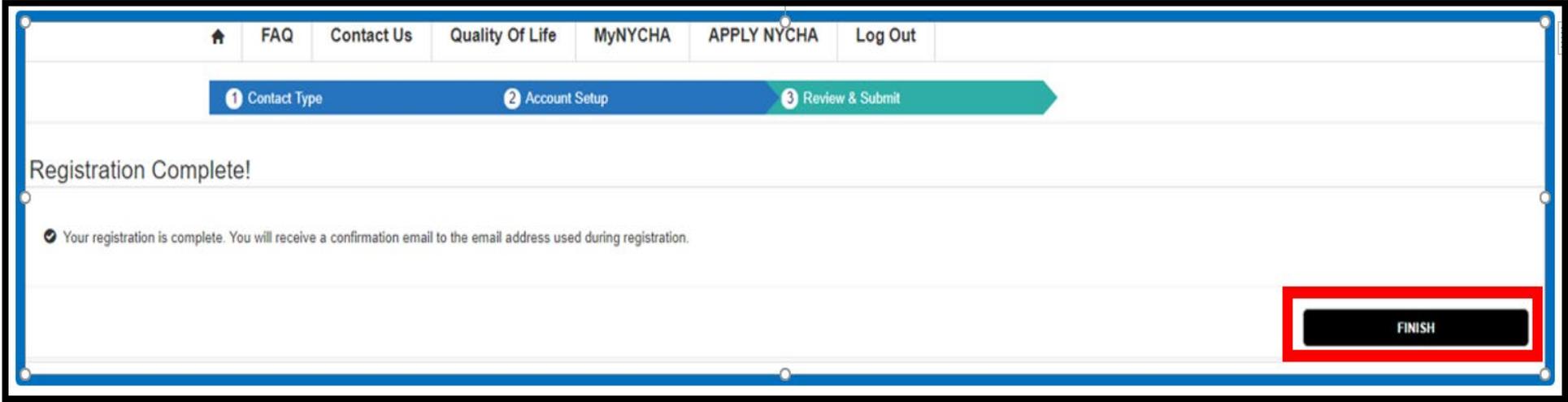


CANCEL

SUBMIT

# Portal Registration Process for EHV Referral

- Click on the “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.

# Completing the Online EHV Application

Reminder: The EHV application should be completed with the assistance of a caseworker

# 1. Application Process

# Application Process: Logging in to the Application

- After the registration process, the below screen will appear
- Enter the applicant's username and password and 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](#)

# Application Process: Initiating Online Application

- Click on the “Manage Your Account” hyperlink under My Section 8 Cases(s) for the case shown that matches the EHV Case # received after completing the Referral

**Hi John21 Doe21, welcome back.**

Use this portal to manage your NYCHA account, request a transfer, adjust your rent or adjust your income.

## Your Section 8 Application

Your Case Number 12560842

Your Case Status Application Received

Head of Household John21 Doe21

[Manage Your Account](#)

# Application Process: Initiating Online Application

- Click on the “Start reviewing this Program” hyperlink

Based on the information in our system, you need to complete the following Mandatory process. Please find more details about the program below

Case #	12560842
Program Name	S8 EHV Eligibility Interview
Effective End Date	8/16/2021
<a href="#">Start reviewing this Program.</a>	

# Application Process: Required Documents

- Please gather all required supporting documents before beginning the online application
- Please see [Completing the Online EHV Application: Required Documents](#) for more information on accepted forms of required documents
- **You will need to upload required supporting documents for all household members who will be residing in the EHV household to complete the EHV Application**
- These documents include vital documents (proof of date of birth, citizenship, Social Security number, and photo ID) and income and asset and/or expenses information for all household members

# Application Process: Required Documents

- If income documentation is not available at the time of application submission, the applicant may self-certify income, assets, and expenses. For more information, please see [EHV Self Cert Income, Assets, and Expenses.pdf \(nyc.gov\)](#)
- Please upload all vital documents (proof of date of birth, citizenship, Social Security number, and photo ID) as **one PDF**, and all income documents as a **second PDF**
- ***Make sure to upload all supporting documents at the time of online application submission***

# Application Process: Required Documents

- See the [Homeless & Housing Resource Center Toolkit](#), which provides guidance on helping individuals who are experiencing homelessness obtain vital documents
- Some documents may be available in CAPS, including birth certificate, Social Security card, photo ID, and income documents
- See the [CAS Access Client Documents guide](#) for more information
- Third-party documentation should be on letterhead and include the date. Letters should also be dated and signed. Letterhead is a document that has the organization's name, address, and contact information at the top (and include the organization's logo if one exists).
- A list of accepted forms of documentation can be found in the [Completing the Online EHV Application: Required Documents guide](#)
- ***Please note: If a household member does not have valid photo identification, they must submit a written statement explaining why they cannot provide it or why it is out of date. The household member must sign and date the statement.***

# Application Process: Initiating Online Application

The application process involves five steps.

 Complete your Eligibility interview in just five easy steps!

**Step 1: Family Composition:**

Verify your family composition. Please review the names and details of all authorized members in your household. You may also use this page to indicate if you would like to remove a household member or request permission to add a new household member. This system will allow you to electronically 'sign' the documents.

**Step 2: Member Detail Information:**

This page allows you to update information pertaining to active family members and individuals you would like to add to your household. It indicates which members have Income, Assets, and/or Expenses, and enter the details related to the amount, source, frequency, and other information for these individuals. If you or your family members do not have Income, Assets, and/or Expenses, please indicate in this section. Please read and sign all acknowledgements on this page.

**Step 3: Application Summary**

Review all information you provided for the head of household, each family member, and for any new family member(s) you have requested to add to the household. Please review the terms and conditions and check the 'Acknowledgement' box. This agreement is legally binding between you and NYCHA.

**Step 4: Document Summary:**

Based on the information you provided, you may be required to provide supplemental documents such as pay stubs, bank statements, employment letters, etc. to verify reported Income, Assets and/or Expenses. This page will provide you with a summary of the documents needed to process your annual review.

**Step 5: Upload Documents**

You may upload all supplemental documents required to process your annual recertification on this page.

**NOTE:**

The EHV program is being administered by two separate agencies, NYCHA and HPD. Your completed application, along with any supporting documentation you submit, will be routed to either NYCHA or HPD for processing. Please consult with your caseworker to confirm the agency that is assigned to process your EHV application. The administering agency will also contact you once your application is received.

If you would like to request reasonable accommodation to meet the needs of persons with disabilities, please contact the Customer Contact Center at 718-707-7771.

Click on "Get Started" 

GET STARTED

FEEDBACK

ACCESS NYC

QUICK LINKS

NEWS LETTER



© 2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal. □



# Application Process: Initiating Online Application

Click on the “Yes” button if the applicant wants to continue with the application process

If you click “No”, it will withdraw and close the EHV application

Are you still interested in Section 8 Program?

FEEDBACK   ACCESS NYC   QUICK LINKS   NEWS LETTER

©2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal.

# Application Process: Initiating Online Application

To access their eligibility application, applicants must:

Check “Homeless Referrals from NYC Agencies” (this applies to ALL EHV applicants and includes EHV applicants who are at-risk of homelessness)

Click on “Save & Continue”

Case Number: 12560842      Head of Household: John21 Doe21      SR Number: 1-53403076735

### Special Housing Conditions

Check any boxes that apply to you and/or your current housing condition.  
*Please be advised that you will need to provide proof that you qualify under these preference you select.*

- Homeless referrals from NYC agencies 
- Victim of Domestic Violence  
OR  
Intimidated Witness - Referred by Prosecutorial or Law  
OR  
Enforcement Agency to NYCHA’s Family Services Department
- NYCHA residents required to move because unit is not habitable, they are at risk of displacement, or they are extremely under occupied in their current apartment.
- Mobility Impaired and Residing in Inaccessible Housing
- Elderly persons and persons with disabilities

**BACK**      **SAVE & CONTINUE →**

# Application Process: Family Composition

- Select “Yes” or “No” as appropriate under “Pregnancy Information” (if yes, indicate the “Pregnancy Due Date”)
- Enter **ALL members** of the EHV household
- You must **select “Add” to enter additional household members**
- If there are no additional household members, scroll down

You are at [Step 1: Family Composition](#) of the application process. Please review your information provided below.

Based on the current information in our system, **Active Members** listed below are already part of your household. The Income, Asset, and Expense information must be completed for all Active Members in order to process your Application.

To request an addition of a new Member, please click on the **Add** button. To remove an Active Member from your household, please click on the **Remove** button.

### Case Information

Pregnancy Information + i

Is any Family member in the household is pregnant?

Yes

No

Pregnancy due date

Member Information 1 - 1 of 1

**ADD** **REMOVE**

Update	First Name	Last Name	Relationship	Status	Information Complete
	Shane14	Smith14	Head	Active	<span>✗</span>

# Application Process: Basic Details

- If the address listed needs to be changed, select “Update My Address Info”
- Add all income and expenses information for **all “Pending Members”** before selecting **“Save & Continue”**

Based on the current information in our system, **Pending Members** are individuals you have requested to either add or remove from your household. NYCHA has not completed processing individuals listed in this section.

---

 Pending Member Information No Records

First Name	Last Name	Relationship	Status
------------	-----------	--------------	--------

« ‹ › »

---

 My Addresses Information 1 - 1 of 1

Address Type	Street Address	Address Line 2	City	State	Zipcode	Update My Address Info
Home	1638 VANBURE...		Bronx	NY	10460	

« ‹ › »

Back Save & Continue

# Application Process: Basic Details

- Enter all the information in the “Head of Household information” section (all fields marked as “\*” must be completed)
- Then select the “Earnings/Asset Related Information” hyperlink

The screenshot displays a web application form for 'Head of Household Information'. The form is organized into three columns of input fields. The first column contains fields for First Name (John51), Date Of Birth (4/25/1956), Citizenship Status, a red asterisk next to Disability, Home Phone, and Work Phone. The second column contains Last Name (Doe51), Sex (M), Social Security Number (SSN) (xxxxx8777), a dropdown for 'Do you want to update Race?', a red asterisk next to Race, and Mobile Phone. The third column contains Middle Name, Relationship (Head), No SSN (checkbox), Alien Registration # or I-94 #, a dropdown for 'Do you want to update Ethnicity?', Ethnicity, and Email Address. A red box highlights the 'Head of Household Information' section title. A red arrow points to the '+ Earnings/Asset Related Information' section title at the bottom of the form.

# Proof of Eligible Immigration Status

At least **one person in the household** must have an eligible immigration status

Upload proof of immigration status for each household member who declares themselves a legal resident, such as:

- Copy of valid permanent resident card (photocopy the front and back)
- Copy of valid alien registration card (photocopy the front and back)
  - **Note:** when entering the alien registration number, please enter A and then the number on the Alien Registration card
- USCIS/BCIS receipt that shows the individual entitlement has been verified (not that it is pending)
- Copy of one of the following INS forms: I-551 (Alien Registration Receipt Card), I-94 (Arrival - Departure Record), I-688 (Temporary Resident Card), I-688B (Employment Authorization Card)
- For VAWA self-petitioners, copy of one of the following INS forms: I-360 (Petition for Amerasian, Widow(er), or Special Immigrant), I-130 (Petition for Alien Relative), I-797 (Notice of Action)

# Application Process: Earnings/Asset Related Information

- Answer all questions marked with an “\*” along with any follow up questions
- Then select the “Additional Information” hyperlink

The screenshot shows a web form titled "Head of Household Information:". Below the title is a section for "Basic Details" and a section for "Earnings/Asset Related Information". The "Earnings/Asset Related Information" section contains four questions, each with a dropdown menu. The first two questions are highlighted with a red box: "★Are you currently employed?" (dropdown shows 'Y') and "★Were you employed during the last 12 months?" (dropdown shows 'N'). The next two questions are also highlighted with a red box: "★Do you have any Assets?" (dropdown shows 'N') and "★Are the net family assets in excess of \$5,000?" (dropdown shows 'N'). At the bottom of the form is a button labeled "+ Additional Information", which is also highlighted with a red box.

- Please see [Completing the Online EHV Application: Required Documents](#) for more information on types of assets and income

# Examples of Assets

## Checking/Savings Accounts

- Bank Statement(s) (photo or copy of most recent bank statement; include all pages)
  - \*If you are receiving Social Security and do not have a bank account, you must submit the debit card statement from the Social Security debit card
- 1099 Interest Statement(s)

## Retirement

- Retirement Earnings Statement(s) (KEOGH, 401K, 457B, IRA, etc; include all pages)

## Stocks/Bonds

- Stock Broker Summary/Statement(s)
- Bonds and Mutual Funds
- Stock Certificate(s)
- 1099 Interest Statement(s)

## Money Market Funds/Mutual Funds

- Bank Statement(s)
- Stock Broker Summary/Statement(s)
- Stock Certificate(s)
- 1099 Interest Statement(s)

## Life Insurance Policy

- Life Insurance Policy Statement(s) (must include Cash Value or Surrender Value)

## Trust/Trust Funds

- Proof of Trust/Trust Funds including Trust Agreement(s) and Bank Statement(s)

## Real Estate

- Letter from Closing Attorney and Unrecorded Deed
- Proof of Property Value
- Current Loan/Mortgage Amount
- Letter or Agreement from the Condominium/Co-op
- Testamentary Letters from the Estate
- Proprietary Co-op Letter
- Co-op Shareholder Certificate
- Recoded Deed
- Federal Tax Return (including Schedule E)

# Example of Expenses and Other information Needed

## **Childcare Expenses** (for households with a child under 12 only)

- Childcare affidavit (alimony documents, statement from child support provider, court order, or court stipulations)

## **Medical or Disability Expenses** (for any household with a head of household who is 62 and older or has a disability)

- Any unreimbursed medical or disability expenses such as receipts for prescription or nonprescription medicines; receipts for medical supplies or equipment; medical insurance premiums; receipts for services of doctors, health care professionals, or health care facilities, etc.

## **Education Status** (for any household member 18 and older who is a full-time student)

- High school students may submit their most recent report card or a letter from a school official confirming enrollment
- Students in adult training programs may submit enrollment documents or a letter from a program official
- College students may submit their most recent transcripts or a letter from an official at their institution confirming full-time student enrollment

# Application Process: Additional Information

- Answer all the questions under the “Additional Information” hyperlink

**+ Additional Information**

★ Do you currently attend school (College, University, or Vocational Training)?

Start Date

If this member is enrolled as a student at an institution of higher education (college or university), are you also 24 years of age or older, or married, or have dependent children, or are a veteran or have disabilities?

Did you or any member in your family sell or give away any assets in the past 2 years in excess of \$1,000?

Do you have children who are 12 years old or younger?

What language do you speak and understand?

What language do you read and understand?

# Application Process: Additional Information

- Scroll down and enter the remaining information
- Then select the “Emergency Contact Information” hyperlink

Note: There are two mandatory prohibitions for EHV eligibility (no other criminal background information will be used to determine eligibility for EHV):

- The PHA must prohibit admission to the program if any household member has ever been convicted of drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing
- The PHA must prohibit admission to the program if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program

★Have you been required to register as a lifetime sex offender in any state?

State Requiring Registration

★Have you or any member of your household been convicted of any crime? (Misdemeanor or Felony)

Convicted City

Convicted State

★Have you or any member of your household ever been evicted from a Federal or Public Subsidized Housing program?

Indicate Date of Eviction

List State where the eviction occurred

★If anyone in your household has previously lived in a NYCHA development, enter development name.

[+ Emergency Contact Information](#)

Enter “No” in the above field, if the applicant has NOT previously lived in a NYCHA Development

# Application Process: Emergency Contact

- Enter the emergency contact's information
- Then select the “Third Party Verification: Consent to Release Information” hyperlink

The screenshot shows a web form with three main sections, each with a plus sign icon and a title:

- + Additional Information**: This section is currently collapsed.
- + Emergency Contact Information**: This section is expanded and contains two columns of input fields:
  - Left Column:** Contains two input fields. The top one is labeled "Emergency Contact" and the bottom one is labeled "Emergency Contact Number".
  - Right Column:** Contains two input fields. The top one is labeled "Emergency Contact Relationship" and the bottom one is labeled "Emergency Contact Email".
- + Third Party Verification: Consent to Release Information**: This section is collapsed and highlighted with a red border.

# Application Process: Third Party Verification

- Click on the hyperlink “To View the Third Party Verification Terms & Conditions”
- Put a check mark under “I Confirm” field and **enter the name exactly as it is spelled above** under “Signed By.” The date will automatically populate.
- Then click on “Declaration of Citizenship” hyperlink

+ Third Party Verification: Consent to Release Information

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form. Failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

[To view the Third Party Terms & Conditions, please Click Here](#)

<p>★ I Confirm</p> <input type="checkbox"/>	<p>★ Signed By</p> <input type="text"/>	<p>Signed Date</p> <input type="text"/>
---	---	---

+ Declaration of Citizenship

+ Debts Owed to PHA

# Application Process: Declaration of Citizenship

- Click on the “To View the US Citizenship Declaration Terms & Conditions” hyperlink
- Put a check mark under “Signed By”
- Then click on “Debts Owed to PHA” hyperlink

+ Declaration of Citizenship

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form. Failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

[To view the US Citizenship Declaration Terms & Conditions, please Click Here](#)

Signed By

+ Debts Owed to PHA

# Application Process: Debts Owed to PHA

- Click on the “To View the Debts Owed to PHA Terms & Conditions” hyperlink
  - **Note:** If an applicant owes money to a public housing agency, it does not make them ineligible for EHV assistance
- Put a check mark under “Signed By” and enter the name exactly as it is spelled in the Third Party Verification section; the date will be automatically populated by the system
- Then click on the “Save & Continue” button

+ Debts Owed to PHA

Please ensure that you have read the Third Party Verification: Consent to Release Information Terms and Conditions. Please note that all authorized family members 18 years of age and older must sign a consent form. Failure to sign this consent form may result in denial of eligibility and/or termination of subsidy.

To view the Debts owed to PHA Terms & Conditions, please [Click Here](#)

Signed By	Signed By	Signed Date
<input checked="" type="checkbox"/>	<input type="text"/>	9/22/2016

Back Save & Continue

# Application Process: Application Summary

- Applicant must click the “Add Income,” “Add Asset(s)/Report Sale(s),” and “Add Expenses” if they have any and must complete those sections
- After entering all the information, click “Save & Continue”

Contact Information for - John51 DOE51

**\$ My Income Information** No Records

Income Source	Total Income	Frequency	Start Date	Effective End Date	Edit Income	REMOVE	+ ADD INCOME(S)
---------------	--------------	-----------	------------	--------------------	-------------	--------	-----------------

**My Asset Information** No Records

Asset Type	Current Balance/Value	Interest Rate	Account Number	Edit Asset	REMOVE	+ ADD ASSET(S) / REPORT SALE(S)
------------	-----------------------	---------------	----------------	------------	--------	---------------------------------

**My Expense Information** No Records

Expense Type	Total Expenses	Frequency for Expenses	Total Reimbursement	Frequency for Reimbursement	Edit Expenses	REMOVE	+ ADD EXPENSE(S)
--------------	----------------	------------------------	---------------------	-----------------------------	---------------	--------	------------------

BACK SKIP & CONTINUE **SAVE & CONTINUE →**

# Application Process: Income Details

- Add all income in the EHV household, including income of minor children
- Then click “SAVE & CONTINUE”

**Instructions**  
You are at Step 2 : Member Detail Information of your Application. Please enter the Income information for a household member below. You may add multiple sources of income on this page; however, the information must pertain to the household member specified below.

Contact Information for - Shane14 SMITH14

**\$ Income Details**

**Note:** An address is mandatory if the Income Source is: *Employment, Self-Employment, Contributions, Pension/Annuity, Worker's Compensation, Adoption/Foster Care or Child Support/Alimony* Income Detail Information Source Name and Address Information

**Income Details**  
**Note:** Please enter your income details in this section. Some examples of valid income sources are: Wages, Commission, Tips etc.

Income Source\*  
Employment

Total Income\*  
\$250.00

Start Date\*  
1/1/2022

Frequency  
Weekly

**Income Source & Income Information**  
**Note:** Please enter your Income Source and address information in this section. Where you are getting your income, the address of your work location - stuff like that.

Source Name  
ABC Realty

Source Phone #  
(212) 333-9999

Source Address  
250 Broadway

**BACK** **SAVE & CONTINUE**

**Total income = gross income**

**Address is only required for employment income. Not applicable for non-employment income such as alimony, foster care, pension, worker's comp income**

# Application Process: Application Summary

This is the final screen before the submission of the EHV application

Update	First Name	Last Name	Relationship	Status	Information Complete
<a href="#">Update</a>	Shane14	Smith14	Head	Active	✓
<a href="#">Update</a>	Child14	SMITH14	Child	Pending Addition	✓

My Income Information 1 - 1 of 1

First Name	Last Name	Income Source	Total Income	Frequency	Start Date
Shane14	Smith14	Employment	\$250.00	Weekly	1/1/2022 12:00:00 AM

My Asset Information No Records

First Name	Last Name	Asset Type	Current Balance/Value	Interest Rate	Account Number
------------	-----------	------------	-----------------------	---------------	----------------

My Expense Information No Records

First Name	Last Name	Expense Type	Total Expenses	Frequency for Expenses
------------	-----------	--------------	----------------	------------------------

Acknowledgement  
(Click only once)

# Application Process: Acknowledgment Section

- **VERY Important:** Before entering the check mark under “Acknowledgement,” read the entirety of the Acknowledgment section to your client and follow the steps on the next slides to review the information submitted for household members
- **Note:** after you have submitted the online application, you **CANNOT** update any information on the application

## Acknowledgement

(Click only once)



By completing this application I agree to allow HPD and NYCHA to share relevant information about my participation in the EHV program with the Referring Provider and/or any Agency in New York City assisting in the administration and coordination of the EHV Program.

I certify the information given to the New York City Housing Authority on household composition, income, net family assets, and allowance and deductions is accurate and complete to the best of my knowledge and belief. I further certify all Employment Certification or statements from employers that I have submitted as part of the Affidavit of Income have been completed and signed by the employer or an authorized representative of the employer. I understand that providing false statements or information is punishable under federal and local laws. I also understand that false statements or information are grounds for termination of housing assistance. Further, I have read or someone has read to me the above statement.

As an applicant for the Emergency Housing Voucher (EHV) program, I certify under penalty of perjury that:

I understand that any self-declarations of income will be verified utilizing government, benefit or other appropriate records.

I will immediately provide the required proof of income, assets and expenses upon request of NYCHA or HPD as part of the verification process.

If I do not cooperate with the verification process as requested, my participation in the program will be impacted. This includes repayment of rental assistance received and termination from the EHV program.

Upon completion of the verification process, my share of the rent may be adjusted for any misreported income, assets and/or expenses. I may also be required to repay any overpayments in rental assistance provided because of misreporting.

I permit HPD or NYCHA to contact my referring agency caseworker for assistance in completing the verification process.

BACK

SUBMIT

# Application Process: Acknowledgment Section

- The online EHV application has been updated to add language to the acknowledgement section at the end of the application that would permit your client, if necessary, to self-certify their income, assets and expenses (for more information see, [EHV Self Cert Income, Assets, and Expenses.pdf \(nyc.gov\)](#))
- Please read the entirety of the language to your client

## Acknowledgement

(Click only once)

By completing this application I agree to allow HPD and NYCHA to share relevant information about my participation in the EHV program with the Referring Provider and/or any Agency in New York City assisting in the administration and coordination of the EHV Program.

I certify the information given to the New York City Housing Authority on household composition, income, net family assets, and allowance and deductions is accurate and complete to the best of my knowledge and belief. I further certify all Employment Certification or statements from employers that I have submitted as part of the Affidavit of Income have been completed and signed by the employer or an authorized representative of the employer. I understand that providing false statements or information is punishable under federal and local laws. I also understand that false statements or information are grounds for termination of housing assistance. Further, I have read or someone has read to me the above statement.

As an applicant for the Emergency Housing Voucher (EHV) program, I certify under penalty of perjury that:

I understand that any self-declarations of income will be verified utilizing government, benefit or other appropriate records.

I will immediately provide the required proof of income, assets and expenses upon request of NYCHA or HPD as part of the verification process.

If I do not cooperate with the verification process as requested, my participation in the program will be impacted. This includes repayment of rental assistance received and termination from the EHV program.

Upon completion of the verification process, my share of the rent may be adjusted for any misreported income, assets and/or expenses. I may also be required to repay any overpayments in rental assistance provided because of misreporting.

I permit HPD or NYCHA to contact my referring agency caseworker for assistance in completing the verification process.

# Application Process: Application Summary

- To ensure you have added all the family members, please click the “Members” tab on the left side of the screen

Note: These steps and updates to the application occur before application submission

The screenshot shows the application process interface. On the left, a navigation menu has the 'Members' tab highlighted with a red box. The main content area is partially obscured by a blue text box with instructions. Below this, the 'Member Information' section shows a table with one member listed. The 'Update' button for this member is highlighted with a red box, and a green checkmark in the 'Information Complete' column is also highlighted with a red box. At the bottom, a blue text box provides instructions about the 'Save and Continue' button, which is highlighted with a red box.

**Member Information** 1 - 1 of 1

Update	First Name	Last Name	Relationship	Status	Information Complete
<a href="#">Update</a>	Jane23	Doe23	Head	Active	✓

**Address Information**

Address Type	Street Address	Address Line 2	City	State
Home	90 Church...		New York	NY

[BACK](#) [SAVE & CONTINUE →](#)

- If you have missed any family members, click “Add” and follow the steps from slide 46
- If you have to remove anyone from the household, click “Remove” and follow the steps from slide 72
- If you have added all family members, please make sure they have the green check mark ✓
- If any family member has a red “X” mark, click the “Update” hyperlink to complete the missing information for that member

If all the members are added and they all have a green check mark ✓, click “Save and Continue”

# Application Process: Application Summary

- Enter the check mark in the box under “Acknowledgement”
- Click “Submit” to complete the online application
- **Note:** after you have submitted the online application, you **CANNOT** update any information on the application

**HPD**  
After submitting the EHV application in the NYCHA Self-Service Portal, you can continue to log in and submit missing documents for up to 14 days. After that 14-day window, the Self-Service Portal will close to HPD applicants, and any missing documents will need to be submitted through the [DTR Portal](#).

**NYCHA**  
After submitting the EHV application in the NYCHA Self-Service Portal, you can continue to log in and submit missing documents. If an email is received from a NYCHA staff person requesting missing documents, the missing documents can be emailed back to the NYCHA staff person requesting the additional information.

## Acknowledgement

(Click only once)



By completing this application I agree to allow HPD and NYCHA to share relevant information about my participation in the EHV program with the Referring Provider and/or any Agency in New York City assisting in the administration and coordination of the EHV Program.

I certify the information given to the New York City Housing Authority on household composition, income, net family assets, and allowance and deductions is accurate and complete to the best of my knowledge and belief. I further certify all Employment Certification or statements from employers that I have submitted as part of the Affidavit of Income have been completed and signed by the employer or an authorized representative of the employer. I understand that providing false statements or information is punishable under federal and local laws. I also understand that false statements or information are grounds for termination of housing assistance. Further, I have read or someone has read to me the above statement.

As an applicant for the Emergency Housing Voucher (EHV) program, I certify under penalty of perjury that:

I understand that any self-declarations of income will be verified utilizing government, benefit or other appropriate records.

I will immediately provide the required proof of income, assets and expenses upon request of NYCHA or HPD as part of the verification process.

If I do not cooperate with the verification process as requested, my participation in the program will be impacted. This includes repayment of rental assistance received and termination from the EHV program.

Upon completion of the verification process, my share of the rent may be adjusted for any misreported income, assets and/or expenses. I may also be required to repay any overpayments in rental assistance provided because of misreporting.

I permit HPD or NYCHA to contact my referring agency caseworker for assistance in completing the verification process.

BACK

SUBMIT

# Application Process: Application Summary

- Now all supporting documents must be uploaded.
- To upload the documents, click “Continue to Document Upload(s)” hyperlink

The screenshot shows the NYCHA application portal interface. On the left is a dark navigation sidebar with icons and labels for Home, Instructions, Members, Member Summary (highlighted), Income Information, Review & Submit, Documents Upload, and Finish. The main content area shows the following information:

- Case Number: 12560840
- Head of Household: Jane23 Doe23
- SR Number: 1-53403076554

The page title is "Application Support". Below the title, there is explanatory text: "This is to confirm the submission of your Application for this year. Your reference number is SR Number. You may need to submit supporting documentation in order to complete the Application. Please click on the Next button to view the list of documents requested. You may go online at any time to check the status of your application, or to upload supporting documentation. If you have any questions regarding your application, please call NYCHA's Customer Contact Center, Monday through Friday, 8:00 a.m. to 5:00 p.m., at (718) 707-7771." A large black button with white text, "CONTINUE TO DOCUMENT UPLOAD(S)", is centered on the page and is highlighted with a red rectangular border.

At the bottom of the page, there are links for FEEDBACK, ACCESS NYC, QUICK LINKS, and NEWS LETTER. To the right are social media icons for Facebook, Twitter, and YouTube. A disclaimer is present: "2016 - New York City Housing Authority. Disclaimer: NYCHA is not responsible for any data transmission errors that may occur as a result of the Internet browser or personal equipment used to access the portal."

## 2. Uploading Documents

Note: Uploading documents occurs after the application is submitted

# Online EHV Application: Documents Required

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

- ✓ EHV Referral and Consent to Release Information form
- ✓ Proof of date of birth for every household member
- ✓ Proof of Social Security number for every household member (if applicable)
- ✓ Copy of government-issued photo ID for adult household members only
- ✓ Income information for every household member with any type of income
- ✓ Asset information for every household member (includes checking and savings accounts)
- ✓ Proof of childcare, medical and disability-related expenses (if applicable)
- ✓ Proof of full-time student status (if applicable)
- ✓ Proof of eligible immigration status (if applicable)

See the [Completing the EHV Application: Supporting Document Checklist](#) for more details

# Instructions for Uploading Documents

**Instructions**

To upload a required supporting document, click on the Upload button corresponding to the document name. This will open a dialogue box which allows you to browse and select the required document from your desktop. Once you have selected the correct document, click on the Submit button.

To view if your document has been correctly attached, click on the View/Print document link corresponding to the document name. If you wish to provide NYCHA with additional documents that are not listed here, please click on the Add Additional Documents button and follow steps 1-3 as mentioned above. If you do not see the View/Print link below to download and print your document, a paper copy of this form will be mailed to you. Please fill out the paper copy and return it to NYCHA in a timely manner.

Pending documents 1 - 2 of 2

[REFRESH](#) [ADD ADDITIONAL DOCUMENTS](#)

Document Name	Status	Requested For	Expected Date	View/Print Document	Upload Document
EHV-Referral and...	Requested	John51 Doe51			<a href="#">CLICK HERE TO UPLOAD DOCUMENT</a>
Proof Of Income-...	Requested	John51 Doe51			<a href="#">CLICK HERE TO UPLOAD DOCUMENT</a>

◀ ▶ ▲ ▼

# Instructions for Uploading Documents

**NEW YORK CITY HOUSING AUTHORITY**

## Upload Document

**Vendor/Case#:**

**Service Request#:**

**HOH Name:**

**Requested For:**

**Document Category:**

**Document SubCategory:**

**Document Name:**  ▼

**Contact Remarks:**

**File to upload:**

- Scan your documents that need to be uploaded
  - Combine all vital documents into one PDF and all income, asset, and expense documents as a second PDF
- Click on the drop-down arrow to select the document the applicant will be uploading
- Click on the “Browse” button to select the file from your computer

See this link for guidance on how to scan multiple documents at once: <https://helpx.adobe.com/acrobat/using/s>

# Instructions for Uploading Documents

**NEW YORK CITY HOUSING AUTHORITY**

## Upload Document

1. A pop-up box will open on your computer; select the document  
2. Click "Open"

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

Document Category: Proof Of Referral

Document SubCategory: Your Document has been successfully uploaded

Document Name: EHV-Referral and Consent to Release Information

Contact Remarks:

File to upload: C:\Users\mathewa1\Desktop\059103

Upload Document

Close

# Instructions for Uploading Documents

Documents Received by NYCHA 1 - 5 of 5+

Document Name	Status	Requested For?	Expected Date	View/Print Document
Application For...	Pending Review	DUMMY15 DUMM...		<a href="#">View Document</a>
Application for...	Pending Review	DUMMY15 DUMM...		<a href="#">View Document</a>
Third Party Veri...	Pending Review	DUMMY15 DUMM...	11/17/2016	<a href="#">View Document</a>
Debts Owed to...	Pending Review	DUMMY15 DUMM...		<a href="#">View Document</a>
Application for...	Pending Review	TEST DUMMY		<a href="#">View Document</a>

Back Continue

The uploaded documents will be listed under the “Documents Received by NYCHA” section

Note: missing/incomplete documentation (other than income/asset/expenses) will delay the application and require later submission

**Thank You**

You have successfully submitted your Application online.

You can check the status of your Application and the information you provided at any time by logging in to the Tenant Self-Service Portal and clicking on the Eligibility Interview link.

You will be notified via mail and online when your Application process is complete.

OK

A “Thank You” message will appear; if you are finished uploading documents, click on the “OK” button

## **3. Removing a Family Member**

# Application Process: Removing a Family Member

- If the applicant wants to remove a family member from their household, they will have to click on the “Remove” button

## Case Information

---

### Pregnancy Information+

Is any Family member in the household is pregnant?

Yes  
 No

Pregnancy due date  
12/31/2016

---

### Member Information

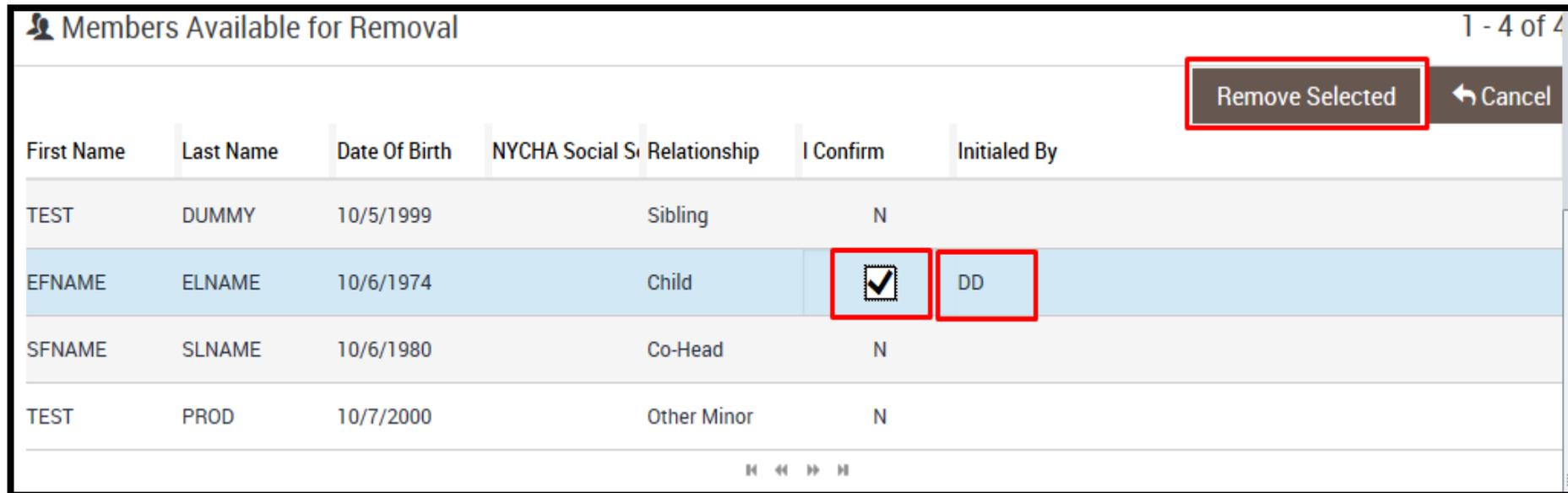
1 - 5 of 5+

[Add](#) [Remove](#)

Update	First Name	Last Name	Relationship	Status	Information Complete
<a href="#">Update</a>	TEST	DUMMY	Sibling	Pending Addition	✓
<a href="#">Update</a>	DUMMY15	DUMMY15	Head	Pending Addition	✓
<a href="#">Update</a>	EFNAME	ELNAME	Child	Pending Addition	✓
<a href="#">Update</a>	TEST	PROD	Other Minor	Pending Addition	✓

# Application Process: Removing a Family Member

- Highlight the family member who needs to be removed.
- Click under the “I Confirm” field (the check mark changes to “Y” after the initials are entered under “Initialed By”)
- Click on the “Remove Selected” button



First Name	Last Name	Date Of Birth	NYCHA Social S	Relationship	I Confirm	Initialed By
TEST	DUMMY	10/5/1999		Sibling	N	
EFNAME	ELNAME	10/6/1974		Child	<input checked="" type="checkbox"/>	DD
SFNAME	SLNAME	10/6/1980		Co-Head	N	
TEST	PROD	10/7/2000		Other Minor	N	

# Application Process: Removing Family Member

- The removed family member will be displayed under the “Pending Member Information” marked as “Pending Deletion”

The screenshot shows two sections of a web application. The top section, titled "Member Information", displays a table with four rows of pending additions. The bottom section, titled "Pending Member Information", displays a table with one row of a pending deletion. Red boxes highlight the "Pending Member Information" title and the single row in the table below it.

**Member Information** 1 - 4 of 4

Update First Name Last Name Relationship Status Information Complete

Update	TEST	DUMMY	Sibling	Pending Addition	✓
Update	TEST	PROD	Other Minor	Pending Addition	✓
Update	SFNAME	SLNAME	Co-Head	Pending Addition	✓
Update	DUMMY15	DUMMY15	Head	Pending Addition	✓

Based on the current information in our system, **Pending Members** are individuals you have requested to either add or remove from your household. NYCHA has not completed processing individuals listed in this section.

**Pending Member Information** 1 - 1 of 1

First Name	Last Name	Relationship	Status
EFNAME	ELNAME	Child	Pending Deletion

# EHV Online Application Registration Assistance

## For technical assistance with the EHV Referral and Online EHV Application:

- If you need technical assistance or encounter any issues in completing an online referral and/or application through the NYCHA online Self-Service Portal, please email [ehv.app@nycha.nyc.gov](mailto:ehv.app@nycha.nyc.gov)
- Do not email this email address requesting status updates