

Caseworker & Housing Navigator Client Support Checklist

Client Name: _____

Caseworker/Housing Navigator Name: _____

Instructions: Caseworkers and Housing Navigators assisting clients with Emergency Housing Voucher (EHV) screening, referral, application, and/or housing placement should use this checklist to ensure key support tasks are completed throughout the EHV process. **PLEASE NOTE:** This checklist does not include detailed instructions and guidance related to each step. For detailed guidance about each EHV step and sub-step below, the various systems involved in the EHV process, and related training and guidance resources can be found on the [EHV Provider Resources](#) webpage.

EHV STEP	SUB-STEPS <i>For detailed instructions on each sub-step, see EHV Process for Providers</i>	Client Support Tasks (✓ when complete)
1. Preliminary Screening	<ol style="list-style-type: none"> Caseworkers at Referring City Providers conduct preliminary screening. For Clients feeling or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking, Caseworkers at community based domestic violence service providers must complete the Domestic Violence Vulnerability Assessment (DVA) in the preliminary screening step. 	<input type="checkbox"/> Complete client preliminary screening per agency/program procedures.
2. CAPS Screening	<ol style="list-style-type: none"> Households identified through preliminary screening and seeking an EHV must complete an initial eligibility screening with a Caseworker using the Coordinated Assessment Survey (Survey) available in the online Coordinated Assessment and Placement System (CAPS). Caseworkers must register for CAPS if they do not already have an account. Before completing the Survey, Caseworkers must complete the CAPS Consent form with the Client. Caseworkers then complete the Survey with the Client. After completing the Survey, Caseworkers review the “Housing Option” result section in the Survey Report. Potentially eligible households will have “Emergency Housing Voucher Program” listed as one of the Housing Options. <ol style="list-style-type: none"> Caseworkers must provide the EHV Payment Standards handout (.pdf) to the Client (except DHS Caseworkers) after completing the Survey. Clients confirmed as potentially eligible upon completion of the Survey are prioritized by each City agency based on availability and prioritization criteria. The Caseworker and Client begin gathering required documents for the EHV application. <ol style="list-style-type: none"> Review the Completing the Online EHV Application: Required Documents Checklist (.pdf). 	<p>If client is potentially eligible for EHV:</p> <input type="checkbox"/> If you are not currently registered in CAPS: register in CAPS for caseworker account if needed per instructions found on EHV Provider Resources webpage. <input type="checkbox"/> Complete CAPS Consent with client (form can be obtained within CAPS). <input type="checkbox"/> Complete and submit survey in CAPS. <input type="checkbox"/> Review CAPS Survey Report with client. <p>If client is confirmed as potentially eligible for EHV:</p> <input type="checkbox"/> Provide EHV Payment Standards Handout to client. DHS Caseworkers Only: provide EHV Payment Standards Handout to client <i>after</i> Client prioritization by DHS. Note: additional language versions available on the EHV Provider Resources webpage. <input type="checkbox"/> Review Completing the Online EHV Application: Required Documents (which lists acceptable types of documents) with client and begin gathering documents for <u>ALL</u> household members that will be living with the client, including: <ul style="list-style-type: none"> <input type="checkbox"/> Proof of date of birth <input type="checkbox"/> Photo identification (adult household members only) <input type="checkbox"/> Proof of Eligible Immigration Status for Non-Citizens (at least one person in the household must have an eligible immigration status)

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		<input type="checkbox"/> Proof of Social Security Number (SSN) <input type="checkbox"/> Proof of Income (for each household member with income, including minors) <input type="checkbox"/> Proof of Assets (for each household member with assets) <input type="checkbox"/> Proof of Expenses (for each household member with expenses)
3. EHV Case Tracker	1. Cases for Clients with a positive EHV result in CAPS are created in the online EHV Case Tracker.	<input type="checkbox"/> Login to EHV Case Tracker to confirm client record in Tracker.
4. Referral and Registration	<p>Referral</p> <ol style="list-style-type: none"> 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 <i>EHV Referral Form and Consent to Release Information (version 3)</i> and upload the completed and signed form in the NYCHA Self-Service Portal. The Caseworker submits referral for EHV assistance through the NYCHA Self-Service Portal. <ol style="list-style-type: none"> Caseworkers must enter the Client’s CAPS Survey # associated with the positive EHV result in CAPS. Caseworkers must select whether they are referring to NYCHA or HPD (this is shown as “Referring Agency” in the NYCHA Service Portal). Caseworkers must review the Housing Navigator Preliminary Intake Questions with Clients before completing the referral. Caseworkers must enter Caseworker name, email address, and phone number in the fields below “Email Confirmation” to allow NYCHA and HPD to communicate with the Caseworker. If the referral is successful, Caseworkers will receive an email confirmation with the Client’s EHV case number generated through the NYCHA Self-Service Portal. <p>Registration</p> <ol style="list-style-type: none"> Immediately after completing the referral, the Caseworker then assists Client with registering on the NYCHA Self-Service Portal for a personal account in order to complete the EHV Application (Step 5). Clients who already have a personal account on the NYCHA Self-Service Portal do not need to register and must use their existing account. <ol style="list-style-type: none"> If the Client encounters any issues in logging into their existing personal account on the online NYCHA Self-Service Portal, view the NYCHA Online Tenant Self-Service Portal Password and Username Instructions (.pdf). 	<p>Referral (if client is prioritized and approved for an EHV referral):</p> <input type="checkbox"/> Complete <i>EHV Referral Form and Consent for the Release Information</i> with client (if needed, obtain form from Referring City Agency). <input type="checkbox"/> Login into NYCHA Self-Service Portal and submit referral for EHV. <input type="checkbox"/> Upload <i>EHV Referral Form and Consent for the Release Information</i> in NYCHA Self-Service Portal. <input type="checkbox"/> Upon successful referral, review email confirmation and record EHV case number generated through NYCHA Self-Service Portal. <p>Registration (after completing EHV referral in NYCHA Portal):</p> <input type="checkbox"/> If client does not already have a personal account in NYCHA Portal: Assist client with registering on NYCHA Self-Service Portal. <input type="checkbox"/> If client does have an existing personal account in the NYCHA Portal: Confirm that client has username and password for their account. If they cannot remember their account information, please use the ‘Forgot Username’ and/or ‘Forgot Password’ functions in the NYCHA Portal.
5. EHV Application and EHV Case Tracker Questionnaires	<p>EHV Application</p> <ol style="list-style-type: none"> Caseworker confirms collection of required supporting documents prior to beginning the application. (Note: if necessary, client may self-certify income, assets, and/or expenses. For more information, see: Self-Certification of Income, Assets, and/or Expenses). 	<p>Before starting the EHV Application:</p> <input type="checkbox"/> Confirm all required supporting documents collected for all household members AND all information needed for EHV Application is available. For additional guidance refer to Completing the Online EHV

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	<ol style="list-style-type: none"> 2. Caseworker and Client complete the EHV Application through the Client’s personal account in the online NYCHA Self-Service Portal and upload all required supporting documents. <i>EHV Case Tracker Questionnaires</i> 3. Caseworker completes Questionnaires 1 and 2 with Client in the online EHV Case Tracker immediately after the EHV Application. 	<p>Application: Required Documents (which lists acceptable types of documents).</p> <p><i>EHV Application (after completing registration in NYCHA Portal):</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Assist client with completing the EHV Application in NYCHA Self-Service Portal, including uploading <u>all</u> required supporting documents. IMPORTANT: All vital documents (proof of date of birth, SSN, photo ID) must be scanned and uploaded together in <u>one</u> pdf, and all income, asset, and expense documents must be scanned and uploaded together as a <u>second</u> pdf. See Guidance on Scanning Multiple Paper Documents to a Single PDF. <p><i>EHV Case Tracker Questionnaires (after completing application in NYCHA Portal):</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Complete Questionnaires 1 and 2 with client in EHV Case Tracker. <input type="checkbox"/> Provide client with Neighborhood Choice Brochure. Alternative language version located here.
6a. Application Review: NYCHA	<ol style="list-style-type: none"> 1. NYCHA reviews application. <ol style="list-style-type: none"> a. As needed, NYCHA contacts Client and Caseworker to obtain additional information. 2. NYCHA completes the criminal background check, and sex offender check. 3. NYCHA conducts an internal eligibility review. 4. If the Client is found eligible, the Client and Caseworker will receive a detailed email with information about the online EHV briefing and next steps. The email will also include the voucher, rental PIN letter, the EHV briefing deck and EPS handout, and, if applicable, the Broker Fee and One-Time Owner Payment request forms. 5. Client signs the voucher and returns the signed copy to NYCHA. 	<p><i>If client was referred for an EHV administered by NYCHA:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Monitor EHV Case Tracker and your email for additional information and/or documentation requests AND updates concerning EHV Eligibility Interview, Briefing, and next steps. <input type="checkbox"/> Assist client with completing additional information and/or documentation requests. <p><i>If client is eligible:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Review NYCHA EHV Briefing deck and Exception Payment Standards (EPS) handout with client. <input type="checkbox"/> As needed, assist client with the online EHV briefing. <input type="checkbox"/> Assist client with returning the signed copy of the voucher to NYCHA.
6b. Application Review: HPD	<ol style="list-style-type: none"> 1. HPD reviews EHV Application for minimal completeness. 2. HPD notifies Client and Caseworker by email of placement on the EHV waitlist and information on how to view Online Briefing. 3. HPD emails Client and Caseworker and mails Client Notice of Briefing Interview Appointment. 4. HPD and Client complete Briefing Interview. 5. HPD determines Client’s eligibility. 6. HPD emails an unexecuted 120-day Voucher to Client and Caseworker. 7. Client signs Voucher and must send it back to HPD to countersign. 	<p><i>If client was referred for an EHV administered by HPD:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Monitor EHV Case Tracker and your email for additional information and/or documentation requests AND updates concerning EHV Eligibility Interview, Briefing, and next steps. <input type="checkbox"/> Assist client with completing additional information and/or documentation requests. <input type="checkbox"/> Review HPD Client Notice of Briefing Interview Appointment with client.

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	8. HPD sends fully signed Voucher back to Client and Caseworker, along with Rental Package and apartment listings by email.	<input type="checkbox"/> Assist client with completing the EHV Briefing Interview. <i>If client is eligible:</i> <input type="checkbox"/> Review HPD Voucher and assist client with signing and returning Voucher to HPD. <input type="checkbox"/> Upon receipt from HPD, review fully signed Voucher, Rental Package, and apartment listings.
7. Housing Search	1. Client begins housing search and is offered housing navigation services. 2. Housing Navigator assists Clients with their housing search. 3. Housing Navigator ensures that they have access to the HOME system and that their Client has a profile in the system. 4. Housing Navigator ensures that they have access to the EHV Case Tracker and that they have been added to the Client's Case Team in the system. 5. Housing Navigator completes Questionnaire 3 (timeframe: approximately 20 minutes) with the Client in the EHV Case Tracker at initial meeting to kick-off their housing search, to better understand the Client's housing needs and preferences. 6. Housing Navigator searches HOME, keeping in mind Client's housing needs and preferences, for any potential good-fit units for their Client, discusses those with them, and helps them register for viewings. 7. Housing Navigator attends viewings with Clients whenever possible. 8. Client applies for desired unit through Broker/Landlord, with support from Housing Navigator.	<input type="checkbox"/> If someone other than you will assist client with housing navigation: Assist client with connecting to Housing Navigator. <i>For Housing Navigators and Caseworkers assisting with housing placement:</i> <input type="checkbox"/> Ensure you have access to the HOME system and the client has a profile in the system. <input type="checkbox"/> Assist client with completing Questionnaire 3 in the EHV Case Tracker, and add any missing information to Questionnaires 1 and 2 if needed <input type="checkbox"/> Assist client with housing search, including registering for viewings using the HOME system. <input type="checkbox"/> Assist client with attending unit viewings when possible, needed, and desired by client. <i>After a potential unit is identified:</i> <input type="checkbox"/> Assist client with applying for unit through Broker/Landlord. <i>Prepare to submit the EHV Grants Package (security deposit, broker fee, and moving costs):</i> <input type="checkbox"/> Review the City's EHV Grants Package for instructions on how, where and when to submit this package.
8a. Rental Package and Lease Up: NYCHA	1. Landlord accesses and completes online Rental Package through the NYCHA Owner Extranet. Landlord requires a copy of the rental PIN letter to access the online Rental Package. <ol style="list-style-type: none"> a. Client receives an email informing them to log onto the Self-Service Portal to sign/approve the Request for Tenancy Approval and Lead Based Paint Disclosure form. 2. If the Client/Landlord requested a paper rental package, the paper rental package must be returned via email to s8.rtu@nycha.nyc.gov . <ol style="list-style-type: none"> a. Where possible, the housing navigator should review the paper rental package to make sure it is complete before it is scanned and emailed to s8.rtu@nycha.nyc.gov. 	<i>For clients with an EHV issued by NYCHA:</i> <i>After a Landlord agrees to rent to client:</i> <input type="checkbox"/> Ensure Landlord submits Rental Package through the NYCHA Owner Extranet . Inspection date and inspections results are indicated in the EHV Case Tracker. <i>After NYCHA completes the Housing Quality Standards (HQS) unit inspection and Landlord executes Housing Assistance Payments (HAP) contract with NYCHA:</i>

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	<ol style="list-style-type: none"> 3. NYCHA reviews Rental Package. 4. If necessary, NYCHA contacts Landlord for Additional Information. 5. NYCHA contacts Landlord to schedule HQS inspection. 6. NYCHA notifies the Landlord of the inspection results. 7. NYCHA emails conditional move-in letter to Client and Caseworker. 8. NYCHA emails HAP Contract to Landlord. 9. Landlord executes HAP Contract and signs lease with Client. 10. Landlord returns signed lease and HAP Contract to NYCHA. 11. NYCHA reviews HAP and fully-executed lease. If complete, NYCHA issues HAP Approval Letter by email to Client and Caseworker and issues a copy of the fully executed HAP contract to the Landlord. 12. Client moves in. 13. NYCHA pays first subsidy portion. 14. NYCHA makes ongoing payments. 	<ul style="list-style-type: none"> <input type="checkbox"/> Assist client with signing lease with Landlord. <input type="checkbox"/> Review HAP Approval Letter with client upon receipt from NYCHA. <input type="checkbox"/> Assist client with moving into new housing unit as of effective date of lease.
8b. Rental Package and Lease Up: HPD	<ol style="list-style-type: none"> 1. Landlord submits Rental Package and submits through HPD's Division of Tenant Resources (DTR) Portal or email. 2. HPD reviews Rental Package. 3. If necessary, HPD sends Request for Additional Information (AI) notice. 4. When the Package is determined complete, the HQS inspection is requested or HQS owner-certification result is recorded. 5. After the HQS pass result is available, HPD sends conditional move-in letter to Client and Caseworker by email and Client by mail. 6. HPD emails HAP Contract to Landlord. 7. Landlord executes HAP Contract and signs lease with Client. 8. Landlord returns signed lease and HAP Contract to HPD. 9. Client moves in as of the effective date of the lease and HAP Contract. 10. HPD issues the fully signed HAP contract and Rent Breakdown Letter to Client and Landlord. 11. HPD pays first subsidy portion. 12. HPD conducts an annual HQS inspection within 3 months of Client move-in. 13. HPD makes ongoing payments. 	<p><i>For clients with an EHV issued by <u>HPD</u>:</i></p> <p><i>After a Landlord agrees to rent to client:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure Landlord submits Rental Package to HPD through the HPD DTR Owner Portal or via email. <p><i>After HPD completes the Housing Quality Standards (HQS) unit inspection:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Review conditional move-in letter with client. <p><i>After Landlord executes Housing Assistance Payments (HAP) contract with HPD:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Assist client with signing lease with Landlord. <input type="checkbox"/> Review HAP contract and Rent Breakdown Letter with client upon receipt from HPD. <input type="checkbox"/> Assist client with moving into new housing unit as of effective date of lease.