

# Emergency Housing Voucher Program

## EHV Process

### Roles:

- **Client:** Households that may be eligible for EHV assistance.
- **Referring Provider Caseworker (Caseworker):** Staff at Referring Providers working with Clients to apply for EHV assistance.
- **Public Housing Authority (PHA):** Entities administering EHV (NYCHA and HPD)
- **Referring City Agency (Agency):** Designated City Agencies and their contracted Providers making referrals to NYCHA or HPD for EHV assistance. The Referring City Agencies are listed at [nyc.gov/ehv](http://nyc.gov/ehv).
- **Housing Navigator (Navigator):** The person providing housing navigation services is called a Housing Navigator, and for many Clients, the Navigator will be an employee of a community-based organization (CBO) contracted by the city to do this work. For some, the Navigator may be the Client's existing Caseworker or a City staff person.
- **Landlord:** The person leasing a unit to a Client with an EHV.

### Systems/Platforms:

- **Coordinated Assessment and Placement System (CAPS):** A web-based platform that allows providers to centrally access the Coordinated Assessment Survey, used to complete the initial eligibility screening.
- **NYCHA Self-Service Portal:** A web-based portal used to complete the EHV Referral, Registration and Application.
- **EHV Case Tracker:** A web-based system used to keep track of Client progress throughout the EHV program and for Caseworkers to see all Client information in one place, by pulling information from several systems including the CAPS, the NYCHA Self-Service Portal, HOME, and Elite.
- **HOME:** A system developed by DHS that assists Caseworkers and Housing Navigators in managing documentation and processes associated with the Client housing search. For EHV, Housing Navigators can use HOME to find or add their Clients to the system and connect them with viewings for available units.

## Process Overview

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

### 1. Preliminary Screening

**1.1 Caseworkers at Referring City Providers conduct preliminary screening. [EHV assistance is limited to families and individuals who are:](#)**

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

NYCHA and HPD 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.

**1.2 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.**

### 2. CAPS Screening

**2.1 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 \(CAPS\)](#).**

NYC Human Resources Administration  
Department of Social Services

CAPS  
Coordinated Assessment and Placement System

Coordinated Assessment and Placement System

Welcome to  
**CAPS**

username

password

**WARNING:**

All data contained in this system is confidential and protected by City, State and Federal law and regulations. Failure to protect this information from unauthorized use or disclosure may subject you to discipline as well as financial, civil and criminal penalties, up to and including incarceration. ID and password sharing is expressly forbidden, under any circumstance. By logging into this system, you agree to these terms of use.

**In case you experience issues logging into CAPS, please contact the DSS ITS Enterprise Access Management Office by sending an email to MISSECURITYADMIN@dss.nyc.gov using the following instructions:**

Screenshot of CAPS

- Watch the [Getting Started in CAPS and NYCHA Referral Portal video](#) or view the [CAPS Guide](#)

**2.2 Caseworkers must register for CAPS if they do not already have an account.** Please contact your agency/program CAPS System Administrator to add you as a user. If you do not know the CAPS System Administrator at your agency, you can contact HRA CAS Support [hracassupport@hra.nyc.gov](mailto:hracassupport@hra.nyc.gov) to assist. Once registered you will receive an automated email the next day to finalize your registration with HRA Data Security.

**2.3 Before completing the Survey, Caseworkers must complete the CAPS Consent form with the Client. Clients must physically sign the 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**.

Screenshot of CAPS Consent form

**2.4 Caseworkers then complete the Survey with the Client** (*timeframe: approximately 30 minutes*). The Survey asks questions about the Client's household, veteran status, income, employment, homeless or at risk of homeless situation, domestic violence (including DVA score), and health conditions, to determine potential eligibility for many housing programs available in New York City, including EHV.

If you need technical assistance or encounter any issues in CAPS, please contact [hrcassupport@hra.nyc.gov](mailto:hrcassupport@hra.nyc.gov).

**2.5 After completing the Survey, Caseworkers review the “Housing Option” result section in the Survey Report.** If the Client meets preliminary screening criteria for EHV eligibility, Emergency Housing Voucher will be listed under the Program Description column (positive EHV result). If the Client does not meet preliminary screening criteria for EHV eligibility, Caseworkers can contact their Referring City Agency to review the Survey results. Please note Client’s CAPS Survey # associated with the positive EHV result in CAPS because it will be needed at various steps.

**Coordinated Assessment Survey**

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

SUBMITTED SURVEYS (96)

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

Name (L,N, 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 (EODS), Special One-Time Assistance (SOTA) Federally-funded Housing Programs Emergency Housing Vouchers
G	129873	09/23/2021	H S	1		Start Supportive Housing Application	Supportive Housing Programs SMI/ High Service Needs , NY/NY I and II, NY/NY III - Population A, SMI Community, NYC 15/15 - Adult Federally-funded Housing Programs Emergency Housing Vouchers

Screenshot of sample CAS Submitted Surveys

- **Caseworkers must provide the [EHV: Payment Standards](#) handout to the Client (except DHS Caseworkers) after completing the Survey.** DHS Caseworkers must provide the handout after Client prioritization. The EHV Payment Standards handout is available in 12 languages. Additional languages are found at [nyc.gov/ehv](http://nyc.gov/ehv). The handout can also be printed directly from CAPS. [View instructions on how to print the handout in CAPS.](#)

## Emergency Housing Voucher Program

**Emergency Housing Voucher (EHV) Program: Payment Standards**

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

That's right, EHV's can pay more in many high rent neighborhoods where housing may be difficult to find without an increase in cost to the voucher holder. For example, EHV's may help pay for 1 bedroom apartments that rent for up to \$2,149 in Kings Park, Queens, and 7 Bedview apartments that rent for up to \$3,228 in Park Slope, Brooklyn.

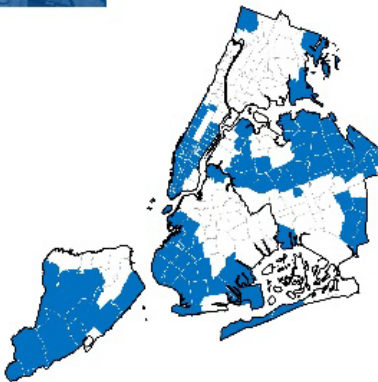
See the map of New York City on the next page. The neighborhoods shaded blue are where EHV's can pay higher rents.

You can see how much an EHV can pay in each Zip Code by visiting [nyc.gov/hpd-payment-standards](http://nyc.gov/hpd-payment-standards).

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

**Emergency Housing Voucher Program**

**Higher Payment Areas**



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

Screenshot of EHV: Payment Standards handout

**2.6 Clients confirmed as potentially eligible upon completion of the Survey are prioritized by each City agency based on availability and prioritization criteria.** Clients who meet preliminary eligibility criteria who are highest priority are then referred to NYCHA or HPD to complete an EHV application, as vouchers are available. Households cannot apply directly to NYCHA or HPD for EHV assistance. If Client is not prioritized, they do not meet preliminary screening criteria for EHV eligibility or have not been prioritized by Referring City Agency for EHV referral. If a Client is not prioritized, then do not proceed to the next steps in the EHV referral and application process. There are many more eligible households than available vouchers (7,788 total EHV), necessitating screening and prioritization steps to ensure EHV are provided to households with the greatest need as quickly as possible.

- DHS Caseworkers must provide the [EHV: Payment Standards](#) handout to the Client after prioritization. Additional languages are found at [nyc.gov/ehv](#).

**2.7 The Caseworker and Client begin gathering required documents for the EHV application.**

- Review the [Completing the Online EHV Application: Required Documents Checklist](#). Additional languages are found in the resources section below. Some documents may be available in CAPS.



**Completing the Online EHV Application: Required Documents**

Once you have been referred by City agency to the household, the next step is to complete an online application. A caseworker will assist you with the online EHV application. You will need to provide all the information and documents needed to complete the online application.

**Please gather all required supporting documents prior to beginning the online application.**

You will need to gather all supporting documents for all household members who will be residing in the EHV household. To assist in completing the EHV application, these documents include:

These items are to be collected from all household members who are applying for the EHV household. To assist in completing the EHV application, these documents include your supporting documents for each applicant. If you are applying for the EHV household, you will need to provide all supporting documents for each household member. If you are not applying for the EHV household, you will need to provide all supporting documents for each household member.



**Vital Records for All Household Members**

Below is the list of vital records for all household members that must be provided to complete the online application. All records must be provided in English. Some records may be available in Spanish, Italian, Chinese, Vietnamese, or other languages.

- Proof of date of birth**
  - Accepted forms of proof of date of birth include:
  - Driver's License
  - State-issued ID card
  - Passport
  - Civil birth certificate issued by a government agency, including public birth records, New York State birth certificate (certified or uncertified)
  - Birth records issued by a public health agency within:
  - New York State Health Department
  - Local health department
  - Hospital
- Photo identification (for adult household members only)**
  - Accepted forms of photo identification include:
  - Driver's License
  - Passport
  - NYC ID
  - Government-issued photo identification
- Marriage certificate (for married household members only)**
  - The marriage certificate must be a certified copy of the marriage certificate. The original document must be provided in English.
- Proof of public housing assistance (for public housing residents)**
  - Accepted forms of proof of public housing assistance include:
  - Copy of the public housing assistance award letter
  - Copy of the public housing assistance award letter for the household
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
- Proof of Social Security Number (SSN)**
  - Accepted forms of proof of SSN include:
  - Social Security card
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
  - Copy of the public housing assistance award letter for the household (with the public housing assistance award letter for the household)
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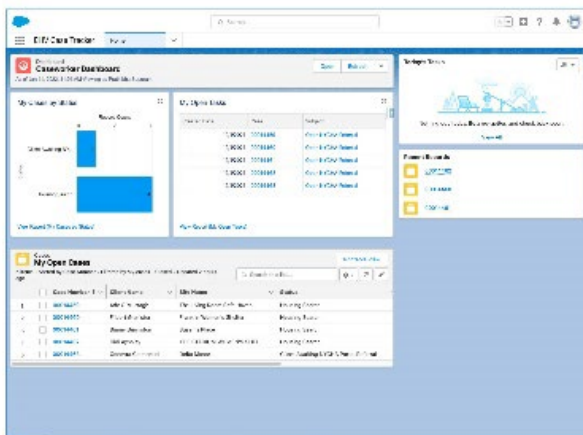


Screenshot of Required Documents Checklist

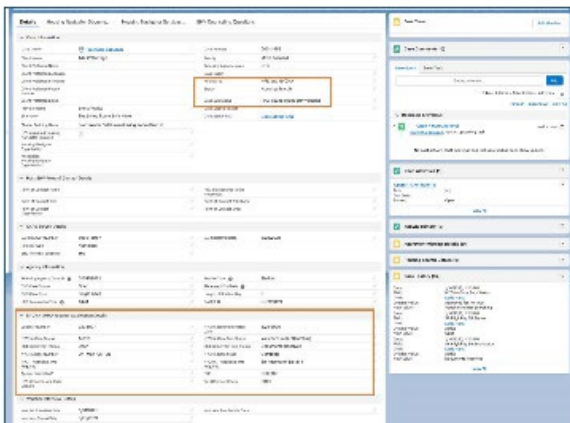
### 3. EHV Case Tracker

**3.1 Cases for Clients with a positive EHV result in CAPS are created in the [EHV Case Tracker](#).** The EHV Case Tracker was created to keep track of Client progress throughout the EHV program and for Caseworkers to see all Client information in one place, by pulling information from several systems including the CAPS, the NYCHA Self-Service Portal, HOME, and Elite. For guidance on accessing the EHV Case Tracker, please see the [EHV Case Tracker Quick Reference Guide](#) or the [EHV Case Tracker training video](#).

#### Home Page



#### Case Information, Voucher Application Details



Screenshots of EHV Case Tracker

The Referring City Agency or those with Supervisor access to the system manually assign cases to Caseworkers. The Client's Survey # associated with the positive EHV result in CAPS is listed in the case details section.

*Please note:* Do not stop in the process if you do not have access to the EHV Case Tracker. If you are unable to access the EHV Case Tracker or are having trouble with logging in, please contact your Supervisor or Referring City Agency and they will assist with facilitating access.

If you are having issues with the EHV User Account Password and Multi-Factor Authentication, you can reach the Citywide Service Desk at 212-692-4357. Listen to the prompts for "Emergency Housing Vouchers" and press 8 to be connected to a representative

#### 4. Referral and Registration

In this step, Caseworkers are advised complete the Referral (*timeframe: approximately 15 minutes*), and then immediately after, the Registration (*timeframe: approximately 10 minutes*).

**4.1 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 NYCHA Self-Service Portal is used to process all EHV Referrals and EHV Applications for both HPD and NYCHA.

An official website of New York City Housing Authority

NYCHA Self Service Portal

HOME HELP TRANSLATE MENU

NYCHA Self-Service Portal

USERNAME

Forgot Username

PASSWORD

LOGIN

REGISTER

Forgot Password  
Reset Password

Screenshot of NYCHA Self-Service Portal

In most cases, the login information to make a referral must not be changed because these logins are shared within the Referring City Agency. In other cases, the Referring Agency will have to approve new logins. Please check with the Referring City Agency if you have any questions. Do not add personal information to the "My Profile" section when using the shared login.

#### Referral

**4.2 The Caseworker submits referral for EHV assistance through the NYCHA Self-Service Portal.**

- Watch the [Getting Started in CAPS and NYCHA Referral Portal video](#) (start video at 29:52) or view the [Training slides](#) (start at slide 23)

Caseworkers must enter the Client's CAPS Survey # associated with the positive EHV result in CAPS:

**Coordinated Assessment Survey**

Welcome, C... Test Login Sep 25, 2021 12:46 Logout

**SUBMITTED SURVEYS (96)**

Show 12 entries Pressing "Start Supportive Housing Application" begins an application that copies survey data. Search



Name (SA, FPO)	Survey #	Survey Date	Entered By	Agency/Site	Client Document	HVA Supportive Housing Application	Housing Programs
S	120824	09/24/2021	HS S	1		3	<ul style="list-style-type: none"> <li>Supportive Housing Programs</li> <li>DMU High Service Needs, NY/NY and IL, NY/NY III - Population P, Substance Use Treated, NYC IS/IS - Adult</li> <li>CITY/State Housing Programs</li> <li>Enhanced One Shot Deal (EOD), Special One-Time Assistance (SOTA)</li> <li>Federally-funded Housing Programs</li> <li>Emergency Housing Vouchers</li> </ul>

Screenshot of CAS Submitted Surveys

(1/24/2022 update) Caseworkers must review the Housing Navigator Preliminary Intake Questions with Clients before completing the referral. The information from these questions helps HPD find the best possible Housing Navigator to assist each Client.

(1/24/2022 update) Caseworkers must enter name, email address, and phone number in the fields below “Email Confirmation”. This contact information is critical and will allow the NYCHA and HPD to communicate with the Caseworker.

**4.3 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.**

### Emergency Housing Voucher Program

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

The Emergency Housing Voucher (EHV) program assists eligible homeless individuals and families in obtaining permanent affordable rental housing. The U.S. Department of Housing and Urban Development (HUD) and the City of New York Department of Housing Preservation and Development (HPD) have entered into a Memorandum of Understanding (MOU) to provide for the issuance of EHV's to eligible homeless individuals and families who are in need of permanent housing.

**Section 1: Eligibility Confirmation** (to be completed by the Referring Provider or Agency)

This section is to be completed by the Referring Provider or Agency and is to be provided to the Department of Housing Preservation and Development (HPD) of the New York City Department of Housing Preservation and Development (HPD) for the issuance of EHV's to eligible homeless individuals and families who are in need of permanent housing.

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

Agency Name: \_\_\_\_\_ Applicant EHV #: \_\_\_\_\_

Agency Address: \_\_\_\_\_ (Optional)

Agency Phone Number (please include area code): \_\_\_\_\_

I believe  
 I do not believe  
 I believe, but I am not sure  
 I believe, but I am not sure (please provide a brief explanation of your belief in the box below)

I believe, but I am not sure (please provide a brief explanation of your belief in the box below)

I believe, but I am not sure (please provide a brief explanation of your belief in the box below)

**Declaration**

I, the undersigned, certify that the information provided on this form is true and correct to the best of my knowledge and belief.


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

Referring Provider or Agency Representative Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

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

\*Please print clearly and legibly. Do not use correction fluid or white-out.



Screenshot of EHV Referral and Consent to Release Information



**4.4 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.** The email will also indicate if the referral was made to NYCHA or HPD.

If you need technical assistance with making a referral, please contact [ehv.app@nycha.nyc.org](mailto:ehv.app@nycha.nyc.org).

#### Registration

**4.5 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).** The username and password are very important – please make sure it is something the Client can remember. Clients who already have a personal account on the NYCHA Self-Service Portal do not need to register and must use their existing account.

- 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](#)

When registering the Client on the NYCHA Self-Service Portal, please include the Client's information exactly as it was entered for the referral. *Helpful Hint: take a screenshot of the online referral so you can remember exactly how you entered your client's information.*

If you encounter an error message or need technical assistance with registration, please contact [ehv.app@nycha.nyc.org](mailto:ehv.app@nycha.nyc.org).

### 5. EHV Application and Case Tracker Questionnaires

In this step, Caseworkers are advised to complete the Application (*timeframe: approximately 30 minutes to 1 hour depending on household size*), and then immediately after, the Case Tracker Questionnaires (*timeframe: approximately 10 minutes*).

#### EHV Application

**5.1 Caseworker confirms collection of required supporting documents prior to beginning the application. Please do not begin the application until all required supporting documents are collected.** For an EHV application to be complete, required supporting documents must be uploaded for all members who will be living in the EHV household. Incomplete applications greatly delay voucher issuance.

- Review the [Completing the Online EHV Application: Required Documents Checklist](#). Additional languages are found in the resources section below.
- Some documents may be available in CAPS. See the [CAS Access Client Documents](#) guide for more information.

(1/24/2022 update) The online EHV application has been updated with language to the Acknowledgement section at the end of the application that would permit the Client, if necessary, to self-certify income, assets and/or expenses for which they do not have and cannot obtain third-party documentation. For more information, please view the [Self-Certification of Income, Assets, and/or Expenses document](#).

## 5.2 Caseworker and Client complete the EHV Application through the Client's personal account in [NYCHA Self-Service Portal](#), and upload all required supporting documents.

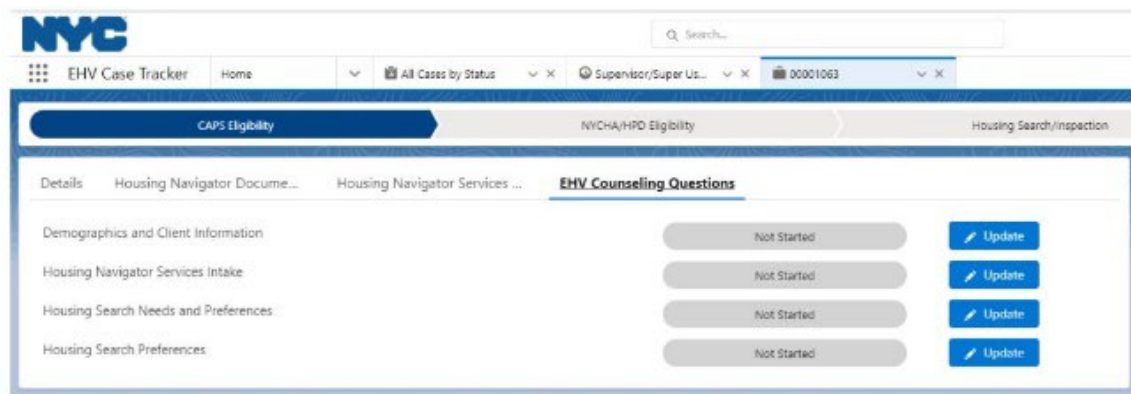
- Please upload all vital documents (proof of date of birth, SSN, photo ID) as one pdf, and all income documents as a second pdf. See guidance on [scanning multiple paper documents to a single pdf](#).

If you need technical assistance or encounter any issues completing the EHV Application or uploading required supporting documents, please contact [ehv.app@nycha.nyc.org](mailto:ehv.app@nycha.nyc.org). For general questions, please attend the weekly NYCHA Office Hours.

*Helpful hint: The Caseworker must continue to be listed in the "Emergency Contact Information" section to ensure they are included on additional communications in Steps 5-7. After lease-up, the Client can change the Emergency Contact Information and remove the Caseworker.*

### EHV Case Tracker Questionnaires

## 5.3 Caseworker completes Questionnaires 1 and 2 with Client in the [EHV Case Tracker](#) immediately after the EHV Application.



Screenshot of EHV Case Tracker Questionnaires

- View the [Completing Questionnaires in the EHV Case Tracker](#) guide
- In Questionnaire 2 "Housing Navigator Services Intake," there are questions related to where a Client would like to search for housing. Please provide the **Neighborhood Choice Brochure** at this time.
  - a. [Version 2](#) (languages include English, Haitian-Creole, Simplified Chinese, Traditional Chinese, Russian, Spanish, Bengali)
  - b. [Version 3](#) (languages include English, French, Korean, Polish, Arabic, Urdu)

## 6. NYCHA and HPD Application Review

The Application Review process is different for NYCHA and HPD. Section 6a (immediately below) covers the NYCHA process and Section 6b (on the following page) covers the HPD process.

### 6a. NYCHA

**6a.1 NYCHA reviews application** (*timeframe: up to 15 business days*). If any documents are missing, NYCHA follows up with the Client and Caseworker (if Caseworker was included as the Emergency Contact on the application) requesting the missing information. NYCHA provides status updates around additional information to the EHV Case Tracker on a nightly basis; the additional information notes are visible to the Caseworker in the EHV Case Tracker.

- View the [Additional Information and PHA Status in the EHV Case Tracker](#) and Status and [Sub-Status Definition Guide](#)

**6a.2 NYCHA contacts the Client by telephone or email to schedule Eligibility Interview once the application, criminal background check, and sex offender check are complete.**

NYCHA and HPD 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. NYCHA and HPD 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.

If Client is contacted by email, NYCHA will copy the Caseworker (if Caseworker was included as the Emergency Contact on the application). If Client is unable to attend, NYCHA will reach out to reschedule. Caseworkers can access information about Eligibility Interviews in the EHV Case Tracker.

**6a.3 NYCHA emails Client and Caseworker (if Caseworker was included as the Emergency Contact on the application) a copy of the NYCHA EHV Briefing deck and EPS Payment Standards.**

**6a.4 NYCHA and Client complete Eligibility Interview and Briefing.** The NYCHA staff member will call the client to begin the Eligibility Interview and Briefing. An Eligibility Interview and Briefing will take between 30 minutes to an hour.

**6a.5 If Client is eligible, NYCHA issues a 120-day Voucher and PIN letter to Client at the Eligibility Interview by email.** Client can access a copy of the Voucher on the NYCHA Self-Service Portal. The PIN on the letter allows the Owner to access the online rental packet for the Client.

Client can request one 60-day extension. Extension requests should be submitted 7 to 10 days before the voucher expiration date by calling the NYCHA Customer Contact Center at (718) 707-7771 or by emailing [EHV.App@nycha.nyc.gov](mailto:EHV.App@nycha.nyc.gov). Client can opt out for a paper rental packet by calling the NYCHA Customer Contact Center at 718-707-7771. The documents are available on the NYCHA Self-Service Portal the following day and the Client can print them out.

6b. HPD

**6b.1 HPD reviews EHV Application for minimal completeness** (*timeframe: up to 15 business days*). Applications proceed to the EHV Waitlist if the EHV Referral Form was provided, a photo ID was provided and the criminal background check and lifetime sex offender screening is cleared, and someone in the household declares citizenship or eligible immigration status. If any of these three minimal requirements are not met, a Request for Additional Information (AI) notice will be issued to the Client (Applicant) and Caseworker. The application will remain in this preliminary status until the

three minimal requirements have been met or their application is denied (due to ineligibility or failure to respond to AI requests).

- View the [Additional Information and PHA Status in the EHV Case Tracker](#) and Status and [Sub-Status Definition Guide](#)

**6b.2 HPD notifies Client and Caseworker by email of placement on the EHV waitlist and information on how to view Online Briefing** (*timeframe: about 30 days*). If other required documents are missing, a Request for Additional Information (AI) notice is issued for those documents. The applicant has 15 days to respond. If documents are still missing a final Request for Additional Information (AI) notice will be issued for another 15 days. If no response is received, the case will be reviewed for denial.

The Client should watch or listen to the [Online Briefing](#) before the Interview Appointment. Clients are required to return the [certification form](#). Clients are also notified of detailed information about their rights and responsibilities in the program in the [Briefing Book](#).

**6b.3 HPD emails Client and Caseworker and mails Client Notice of Briefing Interview Appointment.** Client is scheduled for 1 appointment with 10 days of notice. Client can reschedule one time if needed. If Client does not attend, they are automatically rescheduled for a second appointment. If Client does not attend the second opportunity, their application is reviewed for denial. Information about the Briefing Interview Appointment is available in the EHV Case Tracker.

**6b.4 HPD and Client complete Briefing Interview.** On the scheduled date and time, HPD will call the Client at the phone number confirmed in the previous step (Notice of Briefing Interview Appointment). The staff will review a summary of the application information (sent to the client on the Applicant Information Sheet) to confirm that the listed information is true, complete, and up to date. The Client will have an opportunity to ask any questions that they might have from the briefing presentation and will be informed of the next steps in the process.

If there are still any missing documents or if new information about the household and their income was presented during the interview, the documents are requested from the applicant with a Request for Additional Information (AI) notice.

Applicants are required to sign and return the Briefing Certification form.

**6b.5 HPD determines Client's eligibility** (*timeframe: up to 15 business days*). Once all documents are received the final eligibility determination is completed.

**6b.6 HPD emails an unexecuted 120-day Voucher to Client and Caseworker** (plus a 60-day extension).

**6b.7 Client signs Voucher and must send it back to HPD to countersign.**

**6b.8 HPD sends fully signed Voucher back to Client and Caseworker, along with Rental Package and apartment listings by email.**

## 7. Housing Search

**7.1 Client begins housing search and is offered housing navigation services.** The person providing housing navigation services is called a Housing Navigator, and for many Clients, the Navigator will be an employee of a community-based organization (CBO) contracted by the city to do this work. For some, the Navigator may be the Client's existing Caseworker or a City staff person.

Beginning in January/February: For Clients who will work with a contracted CBO Navigator, HPD matches Clients with Navigators primarily based on location (proximity of the shelter to Navigator organization and/or where the Client would like to live), language, and Client's accessibility needs if applicable. The Navigator will initiate contact with the Client, help Clients identify and prepare for apartment viewings, and offer regular check-ins and support for a successful housing search and lease-up process.

**7.2 Housing Navigator assists Clients with their housing search. Navigators have two key goals:**

- Inform all EHV holders of the voucher's payment and exception payment standards and the financial support available to EHV holders
- Offer the support necessary in each individual case for Clients to search for and access units in the neighborhoods of their choice

**7.3 Housing Navigator ensures that they have access to the HOME system and that their Client has a profile in the system.** If the Client does not have a profile in the system, contact Referring City Agency to get them on the list to be provisioned.

**7.4 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.**

Each Navigator completes HPD's Housing Navigator training and agrees to comply with data security standards; after that, HPD/DoITT create an account for each HPD-contracted Housing Navigator in the EHV Case Tracker. This allows HPD to assign Clients to them. Cases that require assignment to a contracted Housing Navigator through HPD are added to the case team module in the EHV Case Tracker by HPD's designated Housing Navigator Coordinator. Once a Housing Navigator is added to the case team, they will receive a push notification in the Tracker and an email informing them of the new Client.

**7.5 Housing Navigator completes Questionnaires 3 and 4 (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.**

Section	Status	Action
Demographics and Client Information	Not Started	Update
Housing Navigator Services Intake	Not Started	Update
Housing Search Needs and Preferences	Not Started	Update
Housing Search Preferences	Not Started	Update

Screenshot of EHV Case Tracker Questionnaires

- View the [Completing Questionnaires in the EHV Case Tracker](#) guide

**7.6 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.**

To access HOME, Caseworkers and Housing Navigators can [sign up using this form](#). *Note: the “EHV Client Specialist” role does not have the ability to access apartment viewings in HOME.* HOME access will be provisioned by DHS. New users will receive their credentials and a link to a HOME training module. Since this is an e-training module, new users can take the training multiple times and should have open access once provisioned. PEU will conduct HOME office hours every other Tuesday. Coming to these offices hours with support questions is encouraged.

**7.7 Housing Navigator attends viewings with Clients whenever possible.** This is not required if Navigator does not have capacity or if the Client does not want the Navigator to accompany them.

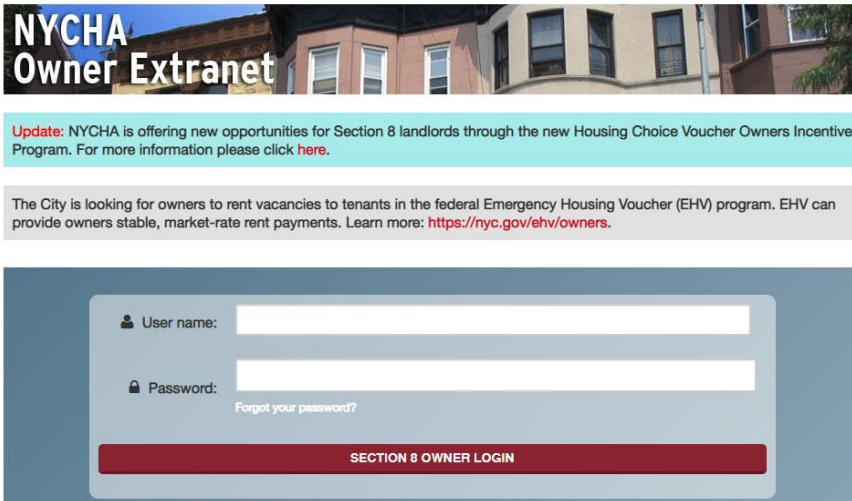
**7.8 Client applies for desired unit through Broker/Landlord, with support from Housing Navigator.** If accepted, Client and Navigator provide Landlord with Rental Package to complete as soon as possible. Navigator and PEU assist with landlord/broker fee processes through HRA or HPD/NYCHA, as appropriate. If denied, Client and Navigator continue searching

## 8. Rental Package and Lease Up

The Rental Package and Lease Up process is different for NYCHA and HPD. Section 8a (immediately below) covers the NYCHA process and Section 8b (on the following page) covers the HPD process.

### 8a. NYCHA

**8a.1 Landlord submits Rental Package through the [NYCHA Owner Extranet](#).** For more information, see the [NYCHA Owner Extranet Online Rental Packet Submission: Step by Step Instructions](#).



Screenshot of NYCHA Owner Extranet

**8a.2 NYCHA reviews Rental Package** (*timeframe: 5 business days*).

**8a.3 If necessary, NYCHA contacts Landlord for Additional Information.** NYCHA works with Landlord to address any issues (missing documents, no signature, rent reasonableness). If issues can't be resolved, the rental package is rejected and Client has the remaining time on their voucher to continue their housing search. If the voucher is expired, NYCHA will issue a 60-day extension to allow the Client to continue their housing search.

**8a.4 NYCHA contacts Landlord to schedule HQS inspection** (*timeframe: 5 business days*). For more information, see the [HQS Guide](#).

**8a.5 NYCHA notifies the Landlord of the inspection results.**

Notice sent to Landlord for both life-threatening (LT) and non-life threatening HQS violations.

If the unit fails the HQS inspection for only non-life-threatening violations (NLT), NYCHA notifies Client and provides Client with the NLT waiver form. Client can choose to waive those violations and proceed with the rental.

The Landlord has 30 days to correct the NLT violations.

If the unit fails for LT or LT and NLT violations, the landlord must make the necessary repairs as soon as possible and notify NYCHA by calling the Customer Contact Center when unit can be re-inspected.

**8a.6 NYCHA sends conditional move-in letter to Client and Caseworker by email** (*timeframe: 5 business days*). Clients can use this conditional move-in letter to apply for financial assistance (broker fee, security voucher) through HRA.

**8a.7 NYCHA emails HAP Contract to Landlord.**

**8a.8 Landlord executes HAP Contract and signs lease with Client.** Lease must have the same start and end dates as the HAP contract.

**8a.9 Landlord returns signed lease and HAP Contract to NYCHA** (*timeframe: to be returned within 15 days. Void after 60*).

**8a.10 NYCHA issues HAP Approval Letter by email to Client and Caseworker and issues a copy of the fully executed HAP contract to the Landlord.**

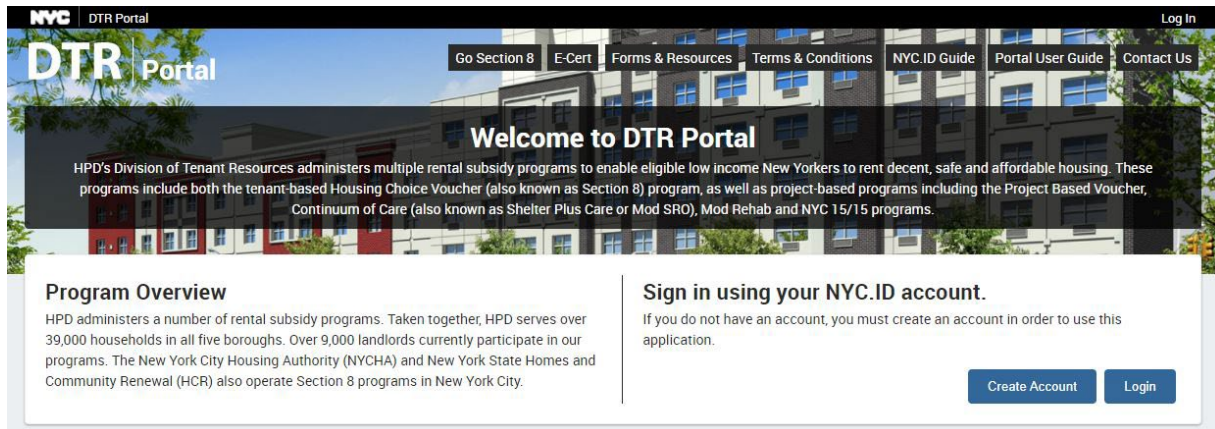
**8a.11 Client moves in** on or after the effect date of the lease and HAP contract.

**8a.12 NYCHA pays first subsidy portion.** This occurs the first of the month following the execution of the HAP contract. NYCHA will pay the Landlord based on the commencement date of the HAP contract.

**8a.13 NYCHA makes ongoing payments.**

8b. HPD

**8b.1 Landlord submits Rental Package and submits through [DTR Portal](#) or email.**



Screenshot of DTR Portal

**8b.2 HPD reviews Rental Package** (*timeframe: 5 business days*).

**8b.3 If necessary, HPD sends Request for Additional Information (AI) notice** (*timeframe: 15 days for response*). HPD works with Landlord to address any issues (missing documents, no signature, rent reasonableness, vendor registration). If issues can't be resolved within 30 days, rental package is denied and time is added back to Client's Voucher to continue searching. If issues are resolved after 30 days, the Landlord and Client can re-submit/resume the process for the same unit.

If Client is eligible for HPD paid broker fee and owner fee, those forms should be completed and returned with the Rental Package for processing.

**8b.4 When the Package is determined complete, the HQS inspection is requested or HQS owner-certification result is recorded.**

For Rental Packages processed before 12/31/21: HPD schedules an HQS Inspection only if a child under the age of 6 is in the household (If no child under 6, Landlord self-certifies there are no life-threatening (LT) conditions in Rental Package) or if there are serious Code Enforcement violations.



As of 1/1/22 all EHV units will be required to pass an HQS inspection.

Code Enforcement schedulers contact Landlord by phone to schedule the HQS inspection (*timeframe: up to 5 business days*). Access must be provided on the scheduled date to the assisted unit, the building common areas, and building systems. For more information, see the [HQS Guide](#).

HPD Code Enforcement contacts Landlord by phone to notify if unit fails HQS Inspection. Landlord notifies HPD when conditions are corrected and unit can be re-inspected

**8b.5 After the HQS pass result is available, HPD sends conditional move-in letter to Client and Caseworker by email and Client by mail** (*timeframe: 5 business days*). Clients can use this conditional move-in letter to apply for financial assistance (broker fee, security voucher) through HRA.

If the Client has been determined eligible for PHA-paid EHV broker and owner fees, those forms should have been included in the Rental Package. Payments will be processed upon completion of the Lease Up with assistance.

**8b.6 HPD emails HAP Contract to Landlord** (*timeframe: 5 business days*).

**8b.7 Landlord executes HAP Contract and signs lease with Client.**

**8b.8 Landlord returns signed lease and HAP Contract to HPD** (*timeframe: to be returned within 15 days. Void after 60*).

**8b.9 Client moves in as of the effective date of the lease and HAP Contract.** Client pays first month tenant share to the Landlord as stipulated in the lease. Tenant share should be pro-rated if moving in mid-month

**8b.10 HPD issues the fully signed HAP contract and Rent Breakdown Letter to Client and Landlord.**

**8b.11 HPD pays first subsidy portion.** There are 2 payment checks runs per month. At the end of the month for the next monthly HAP and adjustments mid-month. Payments will be processed at the same time that the HAP and Rent Breakdown letter are issued but will be released to the owner in the next check run cycle after that date. Landlords will usually receive retroactive payments for the first month in their first payment received.

If Client is receiving HPD paid assistance for broker and owner fees, these payments will be processed at the same time as the HAP payments.

**8b.12 HPD conducts an annual HQS inspection within 3 months of Client move-in.**

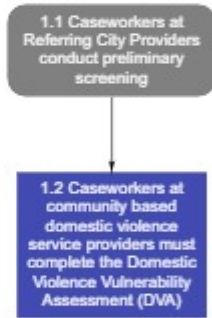
**8b.13 HPD makes ongoing payments.**

Please note: Please visit [nyc.gov/ehv](http://nyc.gov/ehv) to access training and reference documents and additional resources.

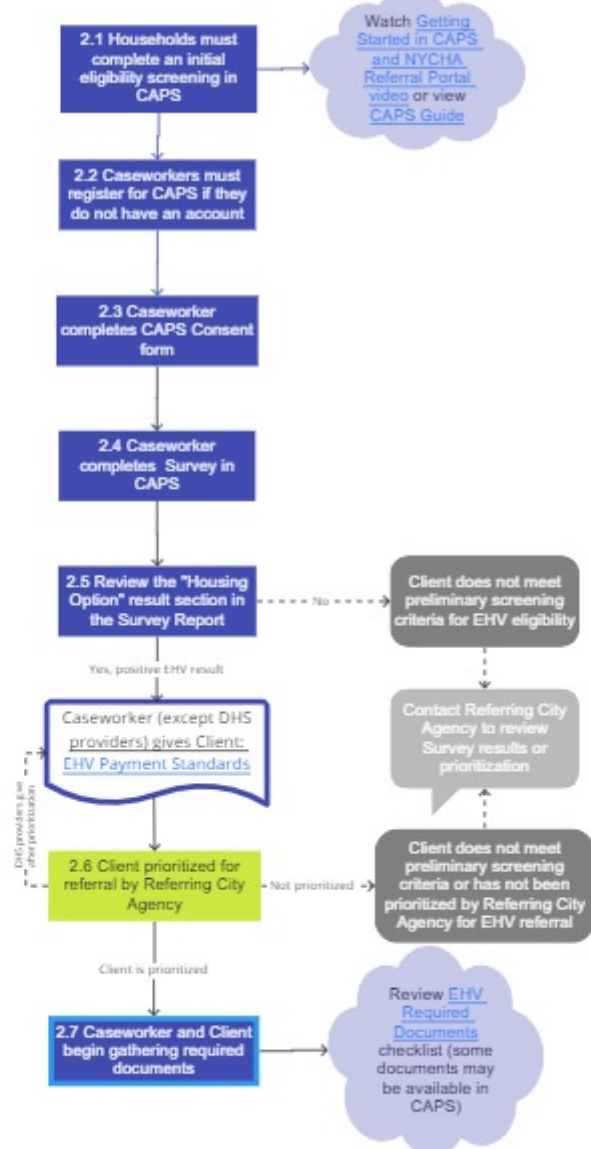
# EHV Process Diagram

Referring Provider Caseworker      Referring City Agency

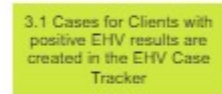
## 1. Preliminary Screening



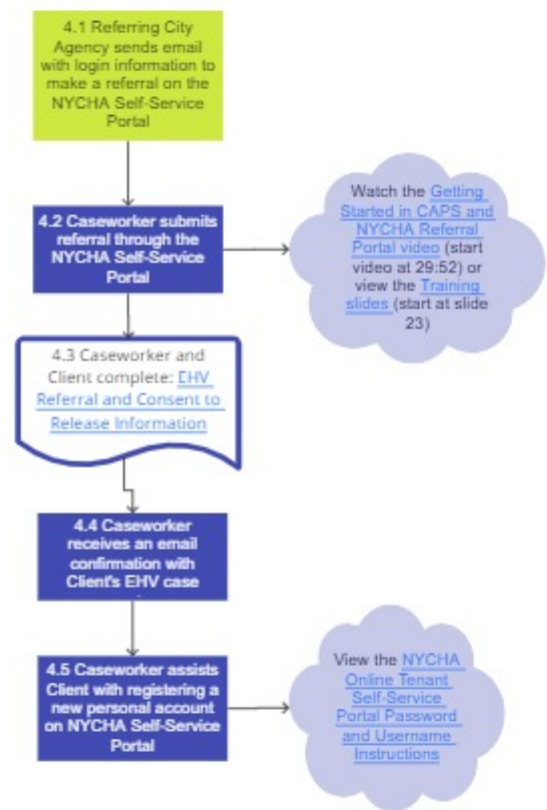
## 2. CAPS Screening



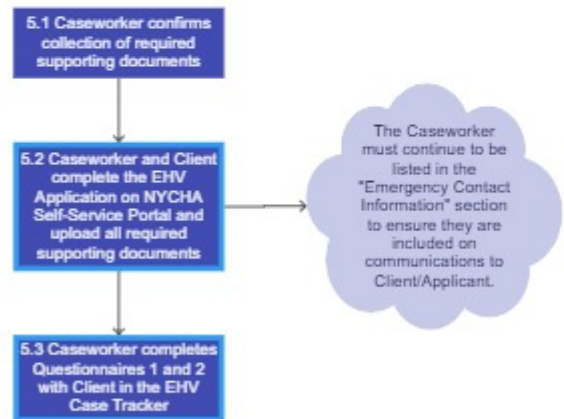
## 3. EHV Case Tracker



## 4. Referral and Registration



## 5. EHV Application and Case Tracker Questionnaires



Referring City Agency

Housing Navigator / Caseworker

Landlord

Client / Applicant

### 6. Application Review

### 7. Housing Search

### 8. Rental Package and Lease Up

