

Emergency Housing Voucher (EHV) Program Onboarding Guide

Emergency Housing Voucher Program

About this Guide

This guide is for caseworkers (or supervisors) who are new to the Emergency Housing Voucher (EHV) program and their supervisors, where the caseworker will be assisting potentially eligible clients apply for EHV assistance. *Caseworkers and their supervisors must carefully review EHV training and guidance resources outlined in this guide before assisting clients with EHV screening, referral, and application processes to fully understand EHV requirements, reduce errors, and successfully support clients.*

Background

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

EHV assistance is limited to families and individuals who are:

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

Potentially eligible families and individuals must first complete an initial screening with a caseworker and be referred to NYCHA and HPD by designated New York City agencies and their contracted providers. ***Clients cannot apply directly to NYCHA or HPD for EHV assistance.***

The agencies making EHV referrals are:

- NYC Department of Homeless Services (DHS)
- NYC Human Resources Administration (HRA)
- HIV/AIDS Service Administration (HASA)
- Office of Domestic Violence (ODV)
- Homelessness Prevention Administration (HPA)
- Federal Homeless Policy Unit - Continuum of Care (NYC CoC)
- NYC Department of Housing Preservation and Development (HPD)
- NYC Mayor's Office on Criminal Justice (MOCJ)
- NYC Health + Hospitals (H + H)
- NYC Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV)
- NYC Department of Youth and Community Development (DYCD)
- NYC Administration for Children's Services (ACS)

Please note: Because the EHV's are limited, families and individuals who meet the eligibility criteria must also satisfy additional prioritization criteria. Only eligible clients who are also in a priority group will be referred to NYCHA or HPD. All clients referred to NYCHA and HPD will then need to complete an online EHV application for further screening and to verify eligibility for the EHV program.

Changes Since Prior Version:

Version 04-05-2022:

- Added direct link to Salesforce "Login & Password / Multi Factor Authentication (MFA) Quick Reference Guide"

Version -5-17-2022:

- Updated information about EHV office hours.

Onboarding Steps: Caseworkers who are New to EHV

Caseworkers who are new to EHV should complete the following steps. These steps should also be used by supervisors who are new to EHV. *Optional: caseworker supervisors may use the chart to identify and track target dates for completion.*

<i>BEFORE</i> Caseworker assists clients who may be eligible for EHV:	Target Date	Completed? (✓)
STEP 1: Go to the EHV Provider Resources page:		
a. WATCH NYC EHV Introductory Training Video: a 2-hour recorded training that provides a basic overview of the full EHV screening, referral, application, and housing placement process)		
b. REVIEW EHV Process for Providers: a detailed outline of the steps for each milestone of the EHV process. Process steps and related instructions are also provided on the provider resources page. A companion EHV Process Diagram is also available.		
c. REVIEW Additional EHV Resources: these are located below the process steps on the EHV Provider Resources page . Additional resources include documents and trainings for CAPS, EHV application, EHV case tracker, housing search, and rental package and lease up. Be sure to REVIEW the Required Documents Checklist .		
d. COMPLETE this EHV listserv sign-up survey to receive the <i>Weekly EHV Program News & Updates</i> email, which includes important updates, reminders, and tips for referring caseworkers.		
e. CONTACT your agency administrator to register you as a user for the following systems: <ul style="list-style-type: none"> • <i>Coordinated Assessment and Placement System (CAPS)</i> (if you do not already have an account) • <i>EHV Case Tracker in Salesforce</i> <ul style="list-style-type: none"> ○ Once registered, you will receive a system-generated email from Salesforce prompting you to login. Please click the link in that email to finish setting up your account. For every login after the first time, you will need to use the Salesforce Authenticator app to verify your login. Review the Login & Password / Multi Factor Authentication (MFA) Quick Reference Guide for additional directions on how to connect the Salesforce Authenticator App to your account. 		
f. CONFIRM you have access to the NYCHA's Online Self-Service Portal (used for both NYCHA and HPD EHV referrals and applications). REVIEW NYCHA's Referral, Portal Registration and Online Applications Process Guide for Emergency Housing Vouchers located on the EHV Provider Resources page .		
<i>AFTER</i> completing the above steps:	Target Date	Completed? (✓)
STEP 2: ASSIST <u>at least one</u> potentially eligible client with the full EHV screening, referral, and application process. <ul style="list-style-type: none"> a. Use CAPS for EHV screening. If positive CAPS result, then b. Use the NYCHA Section 8 Self-Service Portal for EHV referral and application. c. Review questions and additional information requests with your supervisor. 		
<i>AFTER</i> you begin assisting clients:	Target Date	Completed? (✓)
STEP 3: ATTEND the next scheduled <i>EHV Office Hours from 2:00-4:00 p.m. Monday through Friday</i>. Monday office hours are hosted by HPD and Thursday's are hosted by NYCHA. Both weekly sessions can be used to learn and ask questions about the EHV process. The schedule for these sessions is included in the <i>Weekly EHV Program News & Updates</i> email.		

Onboarding Steps: Caseworker Supervisors

Supervisors with referring Caseworkers who are new to EHV should use the following steps to orient and onboard caseworkers.

BEFORE caseworker assists clients who may be eligible for EHV:

STEP 1: ORIENT new caseworker to EHV and the [EHV Provider Resources page](#).

STEP 2: REVIEW the EHV Onboarding Steps for Caseworkers who are New to EHV contained in this guide.

Optional: establish target dates for completing each step and review progress during staff supervision.

STEP 3: ENSURE caseworker completes the [EHV listserv sign-up survey](#) to receive the **Weekly EHV Program News & Updates email**, which includes important updates, reminders, and tips for referring caseworkers.

STEP 4: REGISTER caseworker as a user in the following systems:

- *Coordinated Assessment and Placement System (CAPS)* (if caseworker does not already have an account)
- *EHV Case Tracker in Salesforce*

AFTER caseworker completes STEP 1 for Caseworkers who are New to EHV contained in this guide:

STEP 5: REVIEW agency and program processes for screening clients for potential EHV eligibility with the caseworker. Provide guidance on how to scan and upload required documents for EHV applications as needed.

STEP 6: Have the caseworker ASSIST at least one potentially eligible client with the full EHV screening, referral, and application process.

AFTER caseworker begins assisting clients:

STEP 7: Have the caseworker ATTEND the next scheduled **EHV Office Hours with HPD or NYCHA**, where they can ask questions about the EHV process. The schedule for these sessions is included in the **Weekly EHV Program News & Updates email**.

STEP 8: REGULARLY REVIEW potentially eligible EHV cases with the caseworker, including questions they may have and any additional information requests received from NYCHA or HPD.

IMPORTANT: For initial cases assisted by new caseworkers: review CAPS screening results, EHV referral and consent forms, and documentation and information required for EHV applications **BEFORE** caseworker submits a referral and application in the NYCHA self-service portal. This is especially important as caseworkers are beginning to learn how to effectively and efficiently navigate the EHV process with clients and will help reduce caused by missing required documentation or other applicant information.