



# **EMERGENCY HOUSING VOUCHER PROGRAM**

**Introductory Training  
March 2022**

Provide referring agency, caseworker, and housing navigator staff with an overview of the Emergency Housing Voucher (EHV) process from start to finish

Provide information on training and resources to aid in staff understanding of the EHV Program

## TRAINING OBJECTIVES

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# BACKGROUND

- 
- The New York City Department of Housing Preservation & Development (HPD) and the New York City Housing Authority (NYCHA) have been awarded a limited number of housing vouchers through the U.S. Department of Housing and Urban Development (HUD) Emergency Housing Voucher (EHV) Program.
  - In partnership with the New York City Continuum of Care (NYC CoC), both agencies will issue these emergency vouchers to eligible and prioritized individuals and families.

# EMERGENCY HOUSING VOUCHER (EHV) PROGRAM

- EHV Program – similar to the Housing Choice Voucher (HCV) Program – aka “Section 8”
  - Rental assistance in the form of a voucher
  - Households find housing in the private market
  - 180 days to search
  - They pay ~30% of their monthly income for rent and utilities, PHA pays the remainder of the rent directly to owner
- EHV is limited to certain eligible populations who are prioritized by a Referring Agency (e.g., Department of Homeless Services)

# EHV PROCESS

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

# ROLES

Client /  
Household

Referring Provider  
Caseworker  
("Caseworker")

Public Housing  
Authority (PHA)

Referring Agency  
("Agency")

Housing Navigator

Landlord / Owner

# EHV REFERRING CITY AGENCIES

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)

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## Public Housing Authority and Referring Agency Breakdown:

### NYCHA

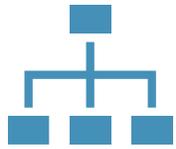
- DYCD
- HRA  
HASA/DV
- HRA  
Homebase

- DHS
- END  
GBV

### HPD

- ACS
- MOCJ
- CoC
- HPD Moving  
On & EHS

# SYSTEMS / PLATFORMS



Coordinated Assessment  
and Placement System  
(CAPS)



NYCHA Self-Service  
Portal



HPD DTR Portal (*HPD-  
Referring Programs only*)



HOME



EHV Case Tracker  
(Salesforce)



# I. PRELIMINARY SCREENING

KRISTEN MITCHELL, ASSOCIATE COMMISSIONER, DSS

ALYSON ZIKMUND, EXECUTIVE DIRECTOR, HPD



# EHV PROCESS

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# I. PRELIMINARY SCREENING

## ELIGIBILITY:

**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

**1.2** Caseworkers at community based domestic violence providers must complete a Domestic Violence Vulnerability Assessment (DVA) in the preliminary screening.

# I. PRELIMINARY SCREENING *(cont'd)*

## ELIGIBILITY *(cont'd)*:

- NYCHA and HPD must **prohibit** admission if an applicant has:
  - A lifetime sex offender registration requirement in any State; or
  - Been convicted of drug-related criminal activity for the manufacture or production of methamphetamines on the premises of federally assisted housing
- The applicant must be within HUD's definition of Family
  - At admission, a family may consist of a single person or a group of two or more persons with or without children who maintain an interdependent relationship and whose income and resources are available to meet the household's needs.
- At least one member of every household must have an eligible immigration status in order to be found eligible for EHV assistance
  - Rent assistance will be prorated by the number of people in the household who have eligible immigration status.
- Income limit (*applies at admission only*): 50% of [Area Median Income \(AMI\)](#)
  - At-Risk population income limit is set by HUD at 30% AMI, with some exceptions for highest risk cases



## 2. CAPS SCREENING

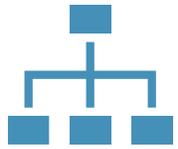
CRAIG RETCHLESS, ASSISTANT DEPUTY COMMISSIONER, HRA



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and Placement System  
(CAPS)



NYCHA Self-Service  
Portal



HPD DTR Portal (*HPD-  
Referring Programs only*)



HOME



EHV Case Tracker  
(Salesforce)

## 2. CAPS SCREENING

Coordinated Assessment and Placement System (CAPS) in NYC assists homeless and at-risk households to determine potential eligibility for supportive housing and rental assistance programs – including EHV

- 2.1** Initial eligibility screenings must be completed with a Caseworker using the Coordinated Assessment Survey available in CAPS
- 2.2** Register with an account in CAPS if you do not already have one
- 2.3** Complete CAPS Consent form with Client before starting Survey
- 2.4** Complete the CAPS Survey with your client and review the Housing Results for EHV (*timeframe: approx. 30min*)
  - *Caseworker should confirm that they are completing the CAPS Survey in the correct Site. Please contact your Supervisor or Referring Agency Lead for information on what Site you should use.*

## 2. CAPS SCREENING *(cont'd)*

**2.5** After completing the CAPS Survey, review the Housing Result Section in the Survey Report.

If the Client meets preliminary screening criteria for EHV, Emergency Housing Voucher will be listed under the Program Description column (positive EHV result). Please make note of the CAPS Survey Number (circled in red).

***See slide 20 to know if you can proceed with a Referral for clients that meet preliminary screening criteria for EHV eligibility.***

If the Client does not meet preliminary screening criteria for EHV eligibility, Caseworkers can contact their Referring City Agency to review the Survey results.

Coordinated Assessment Survey

Welcome, C (Last Login: Sep 23, 2021 16:14) Logout

SUBMITTED SURVEYS (96)

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

Name (J.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 (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 Programs Emergency Housing Vouchers

## 2. CAPS SCREENING *(cont'd)*

**2.5** Caseworkers should then review the **EHV Payment Standards handout** with clients.

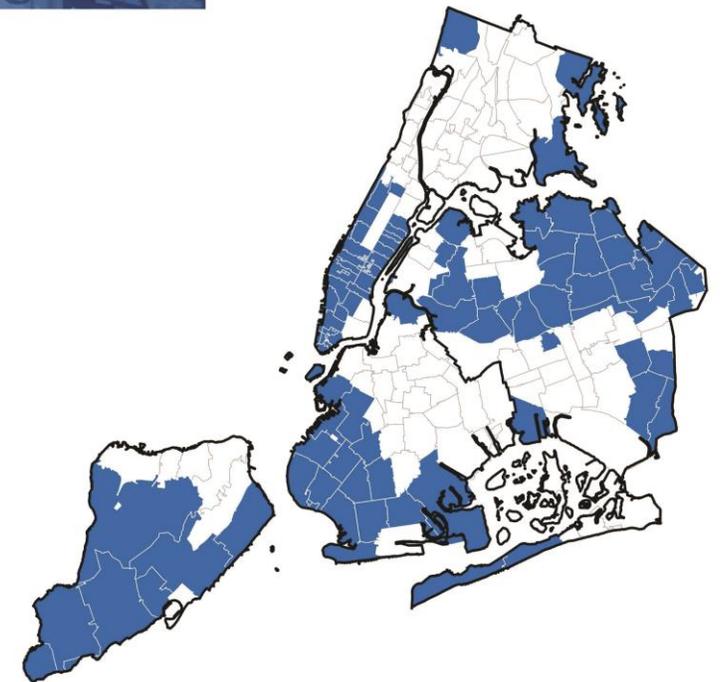
DHS Caseworkers must provide the handout after client prioritization.

Additional languages can be printed from CAPS or downloaded at [nyc.gov/ehv](https://nyc.gov/ehv)



Emergency  
Housing Voucher  
Program

Higher Payment Areas



### 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. EHVs 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, EHVs may help pay for 1-bedroom apartments that rent for up to \$2,138 in Rego Park, Queens, and 2-bedroom apartments that rent for up to \$3,326 in Park Slope, Brooklyn.

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

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



Visit [nyc.gov/ehv](https://nyc.gov/ehv) to learn more about Payment Standards and the Emergency Housing Voucher Program.



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## 2. CAPS SCREENING - PRIORITIZATION

**2.6** A potentially EHV eligible result in CAPS doesn't guarantee eligibility for a referral for EHV assistance. Clients confirmed as potentially eligible upon completion of the Survey are prioritized by each City agency based on availability, prioritization criteria, and allocation schedule.

- 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.
- Caseworkers **cannot** complete an EHV referral in the NYCHA Self-Service Portal, until you have explicitly been told by your Referring Agency that you can move forward with your client, even if they receive an EHV result in the CAPS Survey.
- Reach out to your Supervisor with questions about prioritization for your program area.

**2.7** Begin gathering required documents for the EHV application



## KEY REMINDERS:

- CAPS Consent Form must be completed with Client prior to completing the Survey
- All but DHS Providers must give the EHV Payment Standards handout to clients upon completion of the Survey. DHS Providers must give the handout to clients at prioritization.
- Use CAPS System to assist with Document Collection during Application
- Save record of the CAPS Survey ID for each client. This will be needed in later steps (see screenshot below)

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 (LN, FN)	Survey #	Survey Date	Entered By	Agency/Site	Client Documents	HRA Supportive Housing Application	Housing Programs
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## 2. CAPS SCREENING

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### TRAININGS & RESOURCES



- If you do not have a CAPS account, please contact your Agency/Program's System Administrator to add you as a user or you can contact HRA CAS Support for assistance at [hracassupport@hra.nyc.gov](mailto:hracassupport@hra.nyc.gov)
- **Resources:**
  - [CAPS Survey Guide](#)
  - [CAS Access Client Documents Guide](#)
- **Training:**
  - [Getting Started in CAPS and NYCHA Referral Portal" Training video \(07/14/21\)](#)



# 3. EHV CASE TRACKER

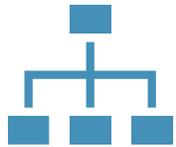
TRACEY THORNE, DIRECTOR, DYCD



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# SYSTEMS / PLATFORMS



Coordinated Assessment  
and Placement System  
(CAPS)



NYCHA Self-Service  
Portal



HPD DTR Portal (*HPD-  
Referring Programs only*)



HOME



EHV Case Tracker  
(Salesforce)

## 3. EHV CASE TRACKER

- This system tracks Client progress from EHV referral to lease-up. Caseworkers can see all client information in one place. The tracker receives data from CAPS, the NYCHA Self-Service Portal, HOME, and PHA data systems.
  - Information about a client's referral and application are fed into the Tracker using their CAPS ID. Please confirm that you enter the correct CAPS ID for each client when you submit a Referral, otherwise it will delay case updates
  - Salesforce Authenticator App is required for account setup and login

### 3.1 Cases for clients with a positive EHV result in the CAPS Survey are created in the EHV Case Tracker

- Referring Agencies or those with Supervisor access to the system manually assign cases to Caseworkers.
  - To view cases that are assigned to you, click on the 'Cases' link on the home page, then 'View all Team Cases'
- 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.



## KEY REMINDERS:

- Reach out to your Supervisor and/or Referring Agency for assistance with access or logging in
- Download the [Salesforce Authenticator App](#) on your phone and link to your account
- Mobility Counseling Questionnaires are completed in this system (after application submission – later step)
- View the Training Videos and User Guides in the 'Trainings' Tab of the EHV Case Tracker

# 3. EHV CASE TRACKER

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## TRAININGS & RESOURCES



- [User Guide – Login, MFA, and Password Reset](#)
- [EHV Case Tracker Status and Sub-Status Definition Guide](#)
- [Additional Information and PHA Status in the EHV Case Tracker](#)
- [Training Video – Reset Password, MFA, and Training Page](#)
- Additional training videos and User Guides are available in the system on the 'Training' Page

The screenshot shows the NYC EHV Case Tracker interface. At the top, there is a search bar and navigation icons. The main navigation menu includes 'Home', 'Cases', 'Tasks', 'Reports', 'Dashboards', and 'Training'. The 'Training' page is active, displaying 'EHV Training' information. Below this, there is a section for 'Training Videos' with a video titled 'Train the Trainer - Introduction'. There are also sections for 'Train the Trainer - General Features' and 'Train the Trainer - Cases'.



# 4. REFERRAL AND REGISTRATION

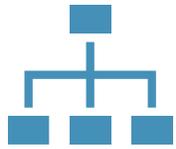
MELISSA RENWICK, SENIOR ADVISOR, NYCHA



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NYCHA Self-Service  
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HPD DTR Portal (*HPD-  
Referring Programs only*)



HOME



EHV Case Tracker  
(Salesforce)

# 4. REFERRAL AND REGISTRATION



NYCHA Self-Service Portal

USERNAME

PASSWORD

Forgot Username

Forgot Password

Reset Password

LOGIN

REGISTER

## NYCHA Self-Service Program & Initiatives



Public Housing

If you are a NYCHA tenant or if



Section 8

This program provides



Agency

NYCHA partners with external



Opportunity Connect

If you are a NYCHA Resident



Applicants

This online application will

## REFERRAL

The NYCHA Self Service Portal is used to process all EHV Referrals and Applications for both NYCHA and HPD

**4.1- 4.2** Referrals are submitted by Caseworkers in the Portal using login information provided to you by your Supervisor or Referring Agency

- **IMPORTANT - You cannot complete this step if:**
  - **Your client did not receive a potentially eligible result for EHV in CAPS, AND**
  - **Your client has not been prioritized by your Referring Agency (you will be explicitly told by your Referring Agency if you can proceed with a referral)**

# 4. REFERRAL AND REGISTRATION (cont'd)

## REFERRAL

### 4.3 IMPORTANT: Please use the NEW EHV REFERRAL AND CONSENT FOR THE RELEASE OF INFORMATION FORM (version 3)

CASEWORKERS must upload the completed and signed form at the point of Referral

- Fill out Document entirely: ALL fields on pages 1 and 2 (including check box, signature fields, and dates)
- Ask your Supervisor if you do not already have a copy of this form

#### NEW for HPD!

- Version 3 form takes place of the previous HPD Forms:
  - HPD Authorization to Release Information
  - Declaration of Citizenship

4.4 If the referral is successful, Caseworkers will receive an email confirmation with the client's EHV Case Number



### 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: \_\_\_\_\_

<sup>1</sup> Please see Appendix A for detailed definitions for each eligibility category.



## 4. REFERRAL AND REGISTRATION *(cont'd)*

### REGISTRATION

**4.5** Immediately after completing the referral, the Caseworker then assists the CLIENT with registering in the NYCHA Self-Service Portal to make their personal account. This account will be used to complete the EHV application

- **IMPORTANT:** Please make sure the username and password is something that the client can remember. Caseworker make note of the client's username and password in case they forget.
- If your client is already registered and has an account in the NYCHA Self-Service Portal, they must use their existing account to complete the EHV application
  - If your client cannot remember the email or password for their existing account, please call the NYCHA Customer Contact Center at (718) 707-7771 for assistance



## KEY REMINDERS:

- **Referral**
  - Complete the EHV Referral and Consent to Release Information Form (v3) in full and upload into the Portal
  - Referrals can only be done for clients that receive a potentially eligible EHV result in CAPS AND have been prioritized by your respective Referring Agency
  - Confirm correct entry of CAPS ID for your client from the Housing Results Section of their Survey
  - Enter Caseworker contact information to ensure HPD or NYCHA can reach out with case updates
  - Caseworker should check email after submitting Referral for a Confirmation that it was received
    - Make note of the EHV Case Number shown on the Referral. This will be important for future steps.
- **Registration** *(only for clients that do not already have an account on the NYCHA Self-Service Portal)*
  - Enter Client Name, Date of Birth, as it appears on their Social Security Card
  - Enter client information for Registration *exactly* as it was entered for the Referral
- If you need assistance accessing your clients existing account in the NYCHA Portal, please call the NYCHA Customer Contact Center (718) 707-7771

# 4. REFERRAL AND REGISTRATION

## 4. REFERRAL AND REGISTRATION

### TRAININGS & RESOURCES



- [NYCHA EHV Referral Step by Step](#)
- [NYCHA Online Tenant Self-Service Portal Password and Username Instructions](#)
- Please reach out to [ehv.app@nycha.nyc.gov](mailto:ehv.app@nycha.nyc.gov) if you experience technical difficulties with the Referral and Registration process
- **Training:**
  - [Watch Getting Started in CAPS and NYCHA Referral Portal \(07/14/21 - Start at 29:52\)](#)

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# 5. EHV APPLICATION & CASE TRACKER QUESTIONNAIRES

ANDREA FOLEY-MURPHY, EXECUTIVE DIRECTOR, HPD

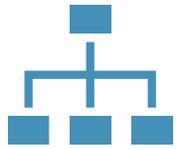
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HOME



EHV Case Tracker  
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# 5. EHV APPLICATION & CASE TRACKER QUESTIONNAIRES

## EHV APPLICATION

### 5.1 PLEASE COLLECT ALL REQUIRED DOCUMENTS FOR ALL HOUSEHOLD MEMBERS BEFORE STARTING THE APPLICATION

- Incomplete applications that don't include ALL required documentation will greatly delay the process. Required documents include:
  - Vital Documents (for all household members)
    - Proof of Date of Birth
    - Proof of SSN
    - Photo ID (Adult household members only)
    - Proof of Eligible Immigration Status for Non-Citizens
  - Proof of Income (*for each household member with income*)
    - Sources of income include: Employment, Social Security, Public Assistance, Pension, Child Support/Alimony, Workers Compensation, and Adoption/Foster Care
  - Proof of Assets (*for each household member with any of the following assets*)
    - Sources of assets include: Checking or Savings Accounts, Retirement, Stocks/Bonds, Mutual Funds, Life Insurance Policies, Trusts, and Real Estate
  - Proof of Expenses (*for each household member with any of the following expenses*)
    - Sources of expenses include: Childcare, Education, and Medical or Disability Expenses

# 5. EHV APPLICATION & CASE TRACKER QUESTIONNAIRES

## EHV APPLICATION

**5.2** After registering your client with an account in the NYCHA Self-Service Portal, you will work with them to complete and submit the online EHV Application and upload all required supporting documents

- Application to be completed within the client's account in the NYCHA Self-Service Portal
- Take your time and ensure that all information entered into the application is accurate and complete
  - Confirm that you have added all household members
  - Confirm accuracy of Date of Birth, SSN, First and Last Name, Income/Asset/Expense information

If you need technical assistance or are having difficulty completing the online EHV application, please contact [ehv.app@nycha.nyc.gov](mailto:ehv.app@nycha.nyc.gov)

# 5. EHV APPLICATION & CASE TRACKER QUESTIONNAIRES *(cont'd)*

## CASE TRACKER QUESTIONNAIRES

**5.1** Immediately after submitting the application with supporting documents, log into the EHV Case Tracker & pull up your client's case. Navigate to the EHV Counseling Questions tab and complete the first two questionnaires:

- Demographics and Client Information
- Housing Navigator Services Intake

- While completing this Questionnaire,

Staff **must** show the Neighborhood Choice Brochure to clients.

The screenshot displays the NYC EHV Case Tracker web application. The top navigation bar includes the NYC logo, a search bar, and several tabs: 'EHV Case Tracker', 'Home', 'All Cases by Status', 'Supervisor/Super Us...', and 'Case #'. Below the navigation bar, there are three main sections: 'CAPS Eligibility' (highlighted in blue), 'NYCHA/HPD Eligibility', and 'Housing Search/Inspection'. Under the 'EHV Case Tracker' tab, there are four sub-tabs: 'Details', 'Housing Navigator Docume...', 'Housing Navigator Services ...', and 'EHV Counseling Questions' (which is selected and underlined). The 'EHV Counseling Questions' section contains a table with four rows, each representing a questionnaire. Each row has a status indicator (a grey button labeled 'Not Started') and an 'Update' button (a blue button with a pencil icon).

Questionnaire Name	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



## KEY REMINDERS

- **EHV Application**
  - Add ALL household members when completing the online EHV application
  - Confirm all information entered in application is accurate (SSN, Date of Birth, First and Last Name, etc.)
  - Combine all vital documents as one PDF and all income documents as a second PDF for all members of the household and upload into the Portal
  - Caseworker contact information now has a separate field from the Emergency Contact in the application. Clients no longer have to enter caseworker contact info and can add their true Emergency Contact.
- **Case Tracker Questionnaires**
  - Login to EHV Case Tracker immediately after submitting application to complete the first two EHV Counseling Questionnaires

# 5. EHV APPLICATION AND CASE TRACKER QUESTIONNAIRES

# TRAININGS & RESOURCES



- [Required Document Checklist](#)
- [Completing the Questionnaires in the EHV Case Tracker guide](#)
- [Self-Certification of Income, Assets, or Expenses document](#)
- [How to scan multiple paper documents into a single PDF](#)

## 5. EHV APPLICATION AND CASE TRACKER QUESTIONNAIRES



# 6. APPLICATION REVIEW

ANDREA FOLEY-MURPHY, EXECUTIVE DIRECTOR, HPD

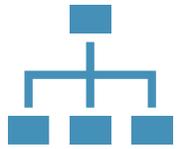
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<b>6.</b>	<b>Application Review:</b> <b>6a. NYCHA</b> <b>6b. HPD</b>
7.	Housing Search
8.	Rental Package and Lease Up: 8a. NYCHA 8b. HPD

# SYSTEMS / PLATFORMS



Coordinated Assessment  
and Placement System  
(CAPS)



NYCHA Self-Service  
Portal



HPD DTR Portal (*HPD-  
Referring Programs only*)



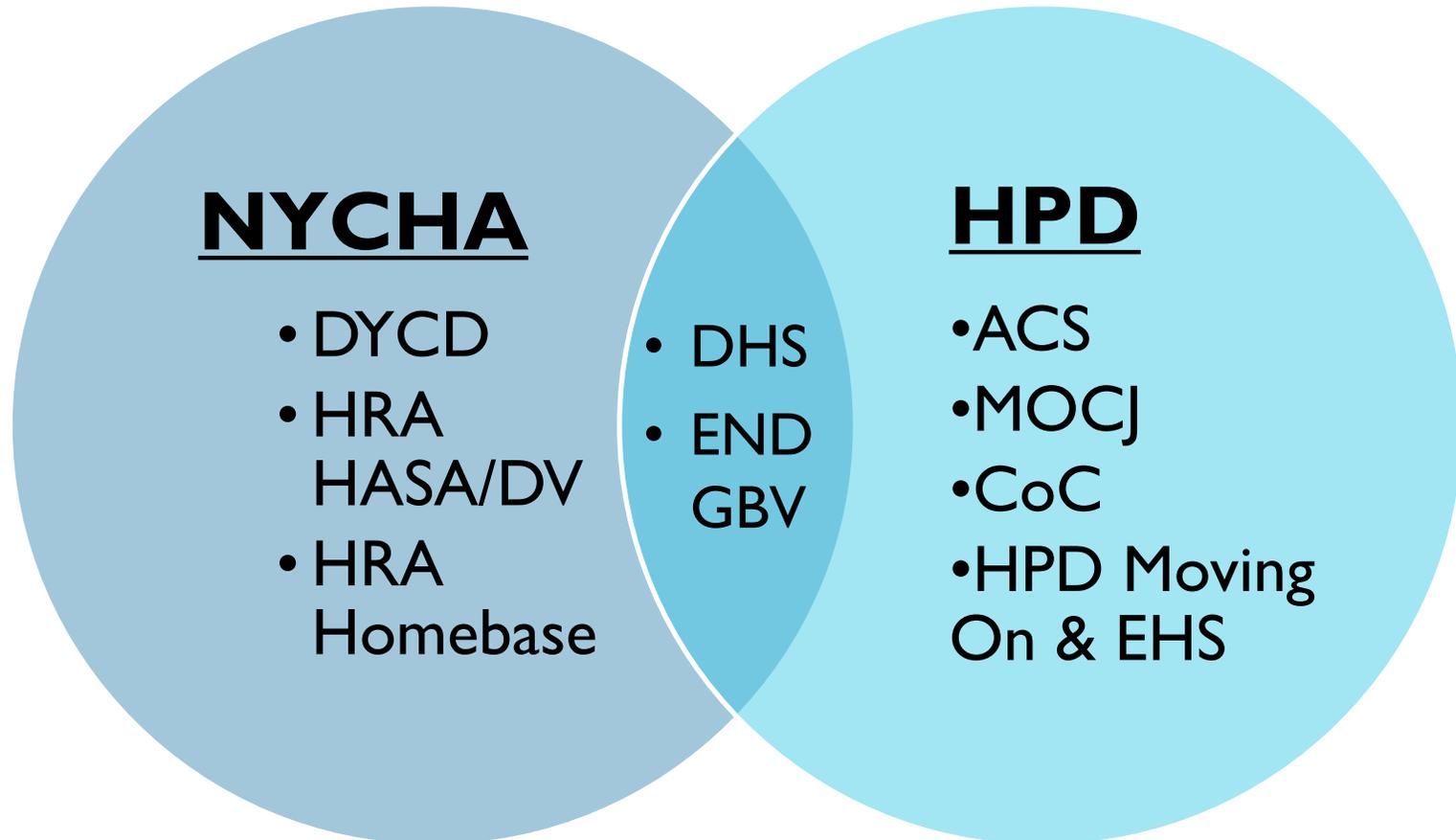
HOME



EHV Case Tracker  
(Salesforce)

## 6. NYCHA & HPD APPLICATION REVIEW

- After submission, your client's application is reviewed by the applicable PHA
- Applications are reviewed for completeness and final eligibility
- Required components of applications
  - EHV Referral and Consent form
  - Proof of SSN and DOB for every household member
  - Photo ID for adult household members
  - At least one member of household with eligible immigration status
  - Standards of admission (income limits, criminal background)
  - Income, Asset, and Expense Information
- HPD or NYCHA Staff will reach out with requests for additional information if anything is missing or incomplete



# 6. NYCHA & HPD APPLICATION REVIEW *(cont'd)*

## 6a. NYCHA Review Process

### 6a.1 NYCHA reviews application for completeness

- If documents are missing, NYCHA follows up with Client and Caseworker requesting missing information. Missing information should be returned to NYCHA staff via email or uploaded to the NYCHA Self-Service Portal.

### 6a.2 Once the application is fully complete and the criminal background check and sex offender check have been done, NYCHA contacts the Client by telephone or email to schedule Eligibility Interview

- Interview date available in EHV Case Tracker

## 6b. HPD Review Process

### 6b.1 HPD reviews application for minimal completeness and eligibility (*EHV Referral, no SO, 1 or more citizens/eligible immigrants*)

- If missing or incomplete: HPD will send Request for Additional Information (AI). If it has been less than 14 days since the application has been submitted, documents may be uploaded to the NYCHA Portal. If it has been longer, documents should be uploaded into [HPD's DTR Portal](#).

### 6b.2 HPD will send Notice of Receipt of Application and placement of client on waitlist

- If additional documents are missing, HPD will issue Request for Additional Information. Missing information should be uploaded into HPD's DTR Portal.

# 6. NYCHA & HPD APPLICATION REVIEW *(cont'd)*

## 6a. NYCHA Briefing & Interview Process

**6a.3** NYCHA emails Client a copy of the NYCHA EHV Briefing deck and EPS Payment Standards handout

**6a.4** NYCHA and client complete Eligibility Interview and Briefing via phone

## 6b. HPD Briefing & Interview Process

**6b.3** HPD will send out a Notice of Briefing Interview Appointment (by email & mail)

- Interview date available in EHV Case Tracker
- Interview is scheduled even if there are still outstanding documents

**6b.4** HPD and Client complete Eligibility Interview via phone

- Clients to view Briefing video before interview date (*link to the video is in the emails sent*)
- Clients must sign and return the Briefing Certification form which will be provided to them by HPD
- Caseworkers must return all missing documents to HPD so that the case can proceed with the eligibility determination after Interview

## 6. NYCHA & HPD APPLICATION REVIEW *(cont'd)*

### 6.a NYCHA Voucher Issuance Process

**6a.5** If Client is eligible, NYCHA issues a 120-day Voucher and PIN letter to Client at the Eligibility Interview by email

- Client may request a 60-day extension, if needed
  - All extension requests should be submitted to NYCHA 7 to 10 days before the voucher expiration date and 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)
- Voucher Issuance Date available in the EHV Case Tracker
- PIN letter should be provided to a prospective landlord or owner so that they can access the client's online rental packet

### 6b. HPD Voucher Issuance Process

**6b.5** After interview, application is evaluated for final eligibility

**6b.6** If Client is eligible, HPD emails an unexecuted 180-day Voucher to Client and Caseworker

- Voucher Issuance date available in EHV Case Tracker

**6b.7** Client signs Voucher and send back to HPD to countersign as soon as possible

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



## KEY REMINDERS:

- Respond quickly to requests for additional information from HPD or NYCHA
- Maintain communication with Client to confirm notification of Briefing Interview date and time
- Return signed voucher to your respective PHA as soon as possible
- Clients not receiving Housing Search Assistance via HPD-funded Housing Navigators must complete the third Mobility Counseling Questionnaire
- Use the EHV Case Tracker to see status updates on your case as it moves through review by HPD or NYCHA
  - Interview dates
  - Missing Information

# 6. NYCHA & HPD APPLICATION REVIEW

# 6. NYCHA & HPD APPLICATION REVIEW

## TRAININGS & RESOURCES



- [How to upload documents into HPD's DTR Portal](#)
- View 'Train the Trainer – Cases' Video in the EHV Case Tracker for a walk through of what case information is available in the Tracker
- For more information on how HPD and NYCHA's processes differ from Application Review onwards, please review the [EHV Process Flowchart](#).

The screenshot displays the NYC EHV Case Tracker interface. At the top, there is a search bar and navigation tabs for 'EHV Case Tracker' and 'Training'. Below this, the 'EHV Training' section is visible, containing a list of training videos. Three video thumbnails are shown, each with a play button and a progress bar. The first video is 'Train the Trainer - Introduction', the second is 'Train the Trainer - General Features', and the third is 'Train the Trainer - Cases'. Each video has a brief description below it.

**EHV Training**  
The videos and documents below should be used for your reference. These will be updated over time as major functionality is added to the system. The current version is as of October 2021.

**Training Videos**

Train the Trainer Videos

- Train the Trainer - Introduction**  
An introduction to the Salesforce platform and Multi-Factor Access (MFA)
- Train the Trainer - General Features**  
A tour of the Salesforce platform, including general navigation, automation, and common features
- Train the Trainer - Cases**  
An in-depth walkthrough through the NYC EHV Case Tracker solution as it pertains to Case Workers and their tasks and responsibilities



# 7. HOUSING SEARCH

CATHERINE WEST, SPECIAL PROGRAMS AND POLICY ANALYST, HPD

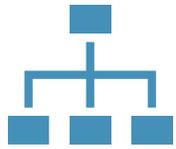
JENNA BENFERHAT, DIRECTOR, HPD



# EHV PROCESS

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HOME



EHV Case Tracker  
(Salesforce)

# 7. HOUSING SEARCH

- 7.1** Every EHV voucher holder will be connected to someone to help with their housing search (Housing Navigator)
- 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.
  - Important: Housing Navigator assignments typically cannot occur until the Questionnaires in EHV Tracker are completed
  - For Clients who will work with a contracted community-based organization (CBO) Navigator, HPD matches Clients with Navigators through the EHV Case Tracker. Matching is 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
    - HPD contracted Navigators first attempt to contact caseworkers based on contact information in the EHV Case Tracker, to share relevant information about the client's housing search and establish ongoing communication
    - The Housing Navigator is added to the case team in the EHV Case Tracker, visible on the Case Details screen

## 7. HOUSING SEARCH

- **Who do the HPD Contracted Housing Navigators (CHNs) serve?**
  - *Primarily DHS, HRA DV/HASA, and HPD clients, with MOCJ, ACS, and some H+H and HRA clients.*
- The EHV Case Tracker defaults to directing the following clients into HPD's queue for matching:
  - DHS, HPD Emergency Housing Services, and HPD Moving On
- The following agencies *may* direct clients to HPD's queue via the Case Tracker as needed:
  - MOCJ, ACS, H+H, CoC Transitional, and HRA HASA + DV
- The following Referring agencies will utilize their own Housing Navigators to support housing search for voucher holders
  - DYCD
  - CoC Rapid Rehousing
  - ENDGBV
  - HRA HPA (Homebase)

# 7. HOUSING SEARCH *(cont'd)*

- 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. Housing Navigator Key goals:
  - Inform all EHV holders of the voucher's payment and exception payment standards
  - Offer support necessary in each individual case for clients to search for and access units the neighborhoods of their choice

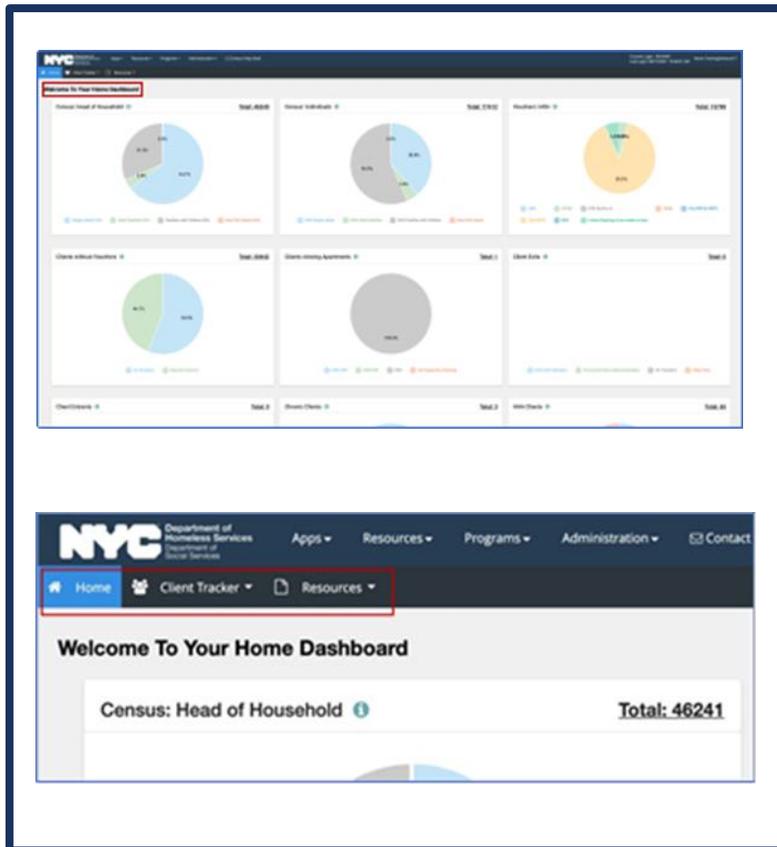
## **7.2 - 7.7** Housing Navigators to assist with

- Establishing housing search needs and preferences through EHV Case Tracker Counseling Questionnaires
- Creating a housing search plan together
- HOME Access
- Finding and connecting households with available units for viewing

## **7.8** Client applies for desired unit with Broker/Landlord, with support from Housing Navigator

- Navigators help with reasonable accommodation (RA) requests and vendor registration as a part of housing application process
- PHA and Navigator help clients understand rent calculations

## 7. HOUSING SEARCH – HOME



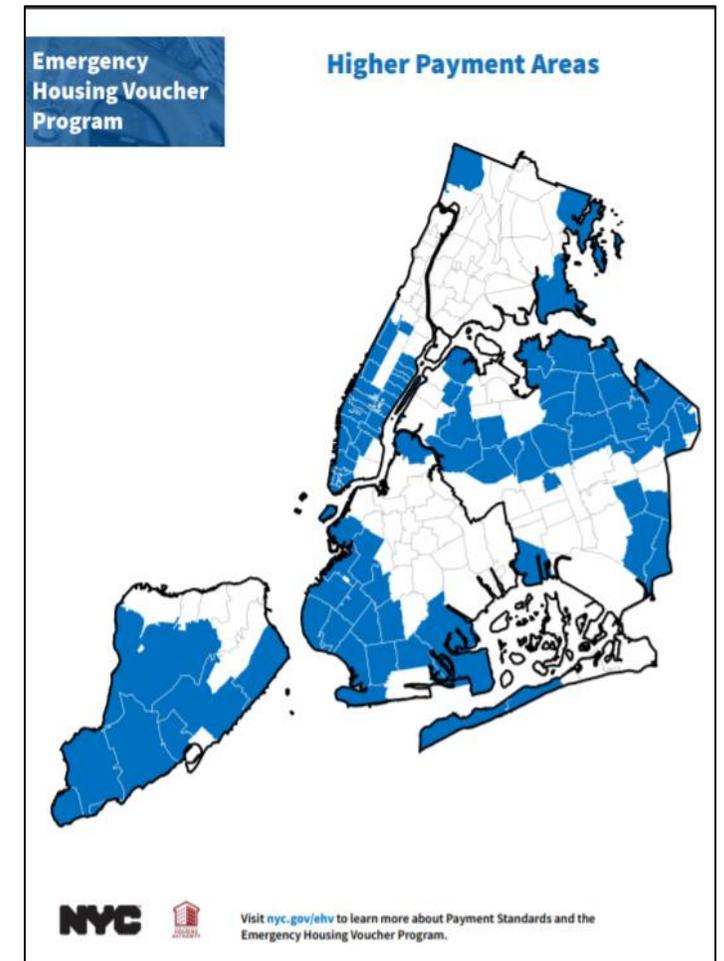
- The Mayor’s Public Engagement Unit (PEU) is working with brokers and owners to offer available units for EHV voucher holders to view
- As a part of the EHV Program, Housing Navigators have access to HOME
  - HOME is a system developed by DHS that assists Caseworkers and Housing Navigators in managing 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.

## 7. HOUSING SEARCH *(cont'd)*

- Every client has access to the following to support their housing search:
  - Either through HRA or PHA
  - 15% annualized rent broker fee
  - Security deposit
- For HPD, the cover page of the client's rental package will specify if they are eligible to receive this assistance from HRA or HPD.
  - If they are receiving through the PHA, the forms are included in the rental package and payments will be processed upon completion of Lease Up.
- For NYCHA, if the client is eligible for this assistance from NYCHA, the forms will be provided via email with the Voucher and PIN Letter.
- If clients are eligible to receive this assistance from HRA, they will use their conditional move-in letter to apply.

# 7. HOUSING SEARCH – PAYMENT STANDARDS

- There are higher voucher payment standards for EHV's in higher opportunity areas. These higher payment standards are different by zip code.
  - Voucher Payment Standard refers to the maximum amount that the PHA is permitted to pay in a given zip code
    - Requested gross contract rent must be reasonable based on comparable units in the area. Contract rents that are within the voucher payment standard *does not* guarantee that the rent will be found reasonable.
  - Reminder: number of bedrooms for each household depends on number of household members & HPD/NYCHA policy. The number will be listed on the client's voucher.
- **Reminder:** Rent assistance will be prorated based on the number of people in the household who have an eligible immigration status





## KEY REMINDERS

- All EHV holders are eligible to receive housing search assistance
- If you will provide Housing Search Assistance to EHV holders and do not have access to HOME, please contact your Supervisor and/or Referring Agency for assistance
- Additional financial assistance available to assist with moving includes: 15% annualized rent brokers fee and security deposit

## 7. HOUSING SEARCH

# 7. HOUSING SEARCH

## TRAININGS & RESOURCES



- Staff are emailed a link to HOME training when they are given access to HOME. Please check your email to access the training. If you cannot find the link, contact your Supervisor for assistance.
- [Payment Standard Resources](#)
- [Neighborhood Explorer tool](#)
  - This tool includes information about different neighborhoods in New York City to help with your housing search.
- [HPD's Housing Search Resource Page](#)
- [Completing the Questionnaires in the EHV Case Tracker guide](#)



# 8. RENTAL PACKAGE AND LEASE UP

ANDREA FOLEY-MURPHY, EXECUTIVE DIRECTOR, HPD

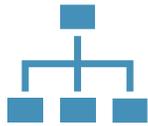
MELISSA RENWICK, SENIOR ADVISOR, NYCHA



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HOME



EHV Case Tracker  
(Salesforce)



NYCHA Owner  
Extranet (*NYCHA-  
Referring Programs only*)

# 8. RENTAL PACKAGE & LEASE UP

## 8a. NYCHA Process

Client applies for desired Unit through Broker/Landlord, with support from Housing Navigator

**8a.1** Landlord Submits Rental Package through the [NYCHA Owner Extranet](#)

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

**8a.3** If necessary, NYCHA contacts Landlord for Additional Information

**8a.4** NYCHA contacts Landlord to schedule Housing Quality Standards (HQS) inspection

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

**8a.6** NYCHA send conditional move-in letter to Client and Caseworker via email

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

## 8b. HPD Process

Client applies for desired Unit through Broker/Landlord, with support from Housing Navigator

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

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

**8b.3** If necessary, HPD contacts Landlord for Additional Information

**8b.4** When the package is complete, HQS inspection is scheduled

**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

**8b.6** HPD emails HAP Contract to Landlord

## 8. RENTAL PACKAGE AND LEASE UP *(cont'd)*

### 8a. NYCHA Process

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

**8a.9** Landlord returns signed lease and HAP Contract to NYCHA

**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 effective date of the lease and HAP Contract

**8a.12** NYCHA pays first subsidy portion

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

### HPD Process

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

**8b.8** Landlord returns signed lease and HAP Contract to HPD

**8b.9** Client moves in on or after effective date of the lease and HAP Contract

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

**8b.11** HPD pays first subsidy portion

**8b.12** HPD makes ongoing payments



## KEY REMINDERS

- Fully complete rental packet before submitting to NYCHA or HPD
- Requested gross contract rent must be reasonable based on comparable units. Contract rents that are within the voucher payment standard *does not* guarantee that the rent will be found reasonable.
- Housing Navigators should look for units within the voucher payment standard to ensure long term affordability for EHV voucher holders
- Monthly subsidy payment for mixed families will be prorated based on the number of family members with an eligible immigration status.
  - It is the client's responsibility to pay the difference as part of the tenant-share portion of the rent.

## 8. RENTAL PACKAGE AND LEASE UP

# 8. RENTAL PACKAGE AND LEASE UP

## TRAININGS & RESOURCES



- [HQS Guide for Owners](#)
- [HPD Section 8 Owners Page- Landlord Package Video](#)

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# ADDITIONAL EHV RESOURCES

- 
- EHV Webpage – [nyc.gov/ehv](https://nyc.gov/ehv)
  - FAQs
  - [EHV Process for Providers](#)
  - Weekly EHV Program News & Updates sent via EHV Listserv – contact your Supervisor and/or Referring Agency if you do not receive the weekly EHV Program updates

# OFFICE HOUR DAILY TOPICS: 2-4 p.m.

DAY OF THE WEEK	TOPIC	HOST
MONDAY	Section 8 Process & Documentation Requirements, Interview and Additional Information Coordination	HPD
TUESDAY	HOME Viewings, Leasing	(Alternating) PEU, HPD
WEDNESDAY	Referring Agency specific topics – change each week depending on host	Alternating Referring Agencies (primarily DHS)
THURSDAY	NYCHA Portal, Referrals, Application and Section 8 Process & Documentation Requirements, Interview and Additional Information Coordination	NYCHA
FRIDAY	Housing Search, Housing Navigators, Leasing	HPD