



New York City Emergency Housing Voucher Program
Status and Sub-Status Definition and Guidance

Updated 10/27/2021

Status	Sub-Status	Definition and Guidance
Case Awaiting Staff Assignment	Supervisor must assign caseworker	A supervisor or superuser from the referring agency/program has not assigned a caseworker or housing navigator in the EHV Case Tracker. Note that providers can still advance the EHV application in the NYCHA Portal before they assign a households to a caseworker in the EHV Portal. Referring programs should not let log-in or other issues with the EHV Case Tracker stop them for advancing the application in the NYCHA Portal.
Client Awaiting NYCHA Portal Referral	Submit NYCHA referral & register client	<p>Referring program submits online referral in the NYCHA Portal. Once referral is submitted, please register your client on the NYCHA online tenant self-service portal.</p> <p>In the NYCHA Portal, there are three steps. First, you must complete an online referral to NYCHA. Second, you must register your client in the NYCHA online tenant self-service portal. Once you register your client, you can work with your client to submit the online application.</p>
NYCHA Received Referral	Submit application in NYCHA Portal	<p>NYCHA has received the referral. For the case to proceed, you must register your client and assist your client in submitting the application in the NYCHA Portal. You should submit only COMPLETE applications, with ALL supporting documents for ALL members of the household. Supplementing applications with missing documents and information later is more time-consuming for you than submitting complete applications the first time.</p> <p>Also, when you submit the application, you must complete the “Demographic and Client Information” and “Housing Navigator Services Intake” questionnaires in the EHV Case Tracker. To complete the required “Demographic and Client Information” and “Housing Navigator Services Intake” questionnaires, you will use the EHV Case Tracker. In the top bar of each client page, click “More” and then “EHV Counseling Questions.” Here you will see four questionnaires. Please complete the first two: “Demographic and Client Information” and “Housing Navigator Services Intake.”</p> <p>If your client is being referred to HPD for EHV assistance, and you fail to submit all required information and documents at the time of the online application submission, you will NOT be able to upload that information into the NYCHA Portal at a later time. Once a client who is being referred to HPD for EHV assistance, submits their application on the NYCHA Portal, NYCHA will permanently transfer the application to HPD and close the case in the NYCHA Portal. Your client will not be able to use the NYCHA Portal to upload documents or supplement their EHV application. If additional information is needed, HPD will contact your client directly.</p>
NYCHA Received Application	CW should check back for NYCHA updates	NYCHA or HPD may reach out to the client and the case worker if the application is missing documents or other information. Note that NYCHA or HPD will only reach out to the caseworker if you included your contact information in the application you submitted to the NYCHA Portal.

Status	Sub-Status	Definition and Guidance
PHA Application Review	Caseworker must submit add'l client info	<p>You must submit additional information to NYCHA or HPD. In the case view in the EHV Case Tracker, you may see details on the missing information in two places. For applicants to NYCHA, please scroll down to the “Voucher Interview Details” section and look in the “NYCHA - Additional Info Required” field. For HPD vouchers, please scroll to “NYCHA HPD Voucher Application Details” and look in the “HPD - Additional Info Required.”</p> <p>For applicants to NYCHA you may submit missing information directly in the NYCHA Portal until the case is reviewed by NYCHA. Once your client or you receive an email from a NYCHA employee requesting additional information, please email the requested additional information directly to that NYCHA employee. For HPD voucherholders you cannot use the NYCHA Portal to submit additional information. Instead, you must directly share the documents with HPD.</p> <p>Note that you may continue to see “Caseworker must submit add'l client info” even after submitting the missing documents or information. This status won’t change in the EHV Case Tracker until after NYCHA or HPD staff have determined it has all the necessary documents. If you think you have submitted all missing documents, please check the EHV Case Tracker for an updated status. NYCHA or HPD will reach out to your client or you if they need further information or documents.</p>
PHA Application Review	CW should check back for PHA updates	<p>NYCHA or HPD are reviewing your client's case. As a caseworker there is nothing you should do while the case is in the "Case Under PHA Review" status. Please check the EHV Case Tracker regularly to see if NYCHA or HPD have updated the status.</p>
PHA Application Review	PHA has scheduled the client interview	<p>Public Housing Authority (NYCHA or HPD) has scheduled the client interview. Case worker should make sure that their clients attend the interview.</p>
PHA Application Review	PHA completed the client interview	<p>Public Housing Authority (NYCHA or HPD) has completed the interview. Case worker should follow up with their client to determine outcome of interview. NYCHA or HPD may also have determined that you must submit additional information. Please check EHV Case Tracker to view updated additional information details or speak with your client about the information requested at the interview by the PHA.</p>
Housing Search	PHA issued client EHV voucher	<p>NYCHA or HPD have issued the client an EHV voucher. Congratulations! You should complete any remaining questionnaires in the EHV Case Tracker, create your client's profile in HOME, and coordinate with a Housing Navigator if one is assigned to your client.</p> <p>To complete the required questionnaires, you will use the EHV Case Tracker. In the top bar of each client page, click “More” and then “EHV Counseling Questions.” Here you will see four questionnaires. Please ensure that all four are complete (Demographics and Client Information, Housing Navigator Services Intake, Housing Search Needs and Preferences, and Housing Search Preferences).</p>

Status	Sub-Status	Definition and Guidance
Housing Search	Landlord and tenant linked in HOME	<p>The Public Engagement Unit has marked that the client households and a landlord have “linked” in the HOME system. PEU marks a household linked when a member of the case team tells them that a landlord and household agree to enter a lease agreement, but before the lease agreement is finalized. “Linked” could simply mean a verbal agreement between the landlord and tenant.</p> <p>Please ensure that you are working on the landlord package for the PHA. For NYCHA cases, the rental packets should be submitted online through NYCHA's Owner Extranet or if your client opted out for a paper rental packet, it should be scanned and emailed to S8.rtu@nycha.nyc.gov. If your client is an HPD voucher holder, the Public Engagement Unit can help landlord properly prepare the package if needed. Please ask your program manager for more information if your client has an HPD voucher. The Public Engagement Unit is not providing this support for NYCHA voucherholders.</p>
Leasing/Moving	PHA received landlord lease-up package	The caseworker should check back for status updates in a few days.
Leasing/Moving	Landlord must submit add'l info to PHA	NYCHA or HPD has asked the landlord to submit additional information. NYCHA or HPD cannot advance the application until the landlord submits the requested information. If your client has a NYCHA voucher, please reach out to the tenant and landlord to check in. If your client has an HPD voucher, you should also reach out to the assigned Public Engagement Unit liaison.
Leasing/Moving	The unit is pending PHA inspection	Public Housing Authority (NYCHA or HPD) has already scheduled or will soon schedule a Housing Quality Standards (HQS) inspection. The caseworker should monitor the EHV Case Tracker for a status update.
Leasing/Moving	Pending Comptroller Landlord Registrat'n	As a caseworker there is nothing you should do while the case in the "Pending Comptroller Landlord Registration" status. HPD must work with the Comptroller's Office to register the landlord as an official City vendor. Please check the EHV Case Tracker regularly to see if HPD has updated the status.
Leasing/Moving	PHA issued landlord HAP	<p>The caseworker should follow up with HRA to collect the security deposit and the first month rent for households for eligible households. Note that most, but not all, households will qualify for HRA to pay the security deposit and the first month rent. NYCHA and HPD will pay the security deposit and the first month rent for other households. You do not need to follow-up with NYCHA or HPD if they are paying.</p> <p>The caseworker should also work with the tenant to sign the lease ad start the move out process.</p> <p>The landlord should schedule a time to sign the lease and HAP with the tenant. Please note that the lease and HAP are separate documents, both of which must be signed.</p>
Leasing/Moving	PHA Rental Process Complete	The caseworker should make sure that the client successfully moves into their new unit.
In Appeals	PHA received client's appeal request	PHA received client's appeal request

Status	Case Closed Reason	Definition and Guidance
Closed	NYCHA closed app due missing info	NYCHA closed application due to failure to submit missing information
Closed	Client withdrew NYCHA application	Client withdrew NYCHA application
Closed	PHA found client ineligible	NYCHA or HPD closed the case after finding the client ineligible for the EHV Program
Closed	Client did not appear for PHA interview	NYCHA or HPD closed the case after the client did not appear for the scheduled interview.
Closed	Referring program deprioritized client	Referring program superuser or supervisor changed case Priority to Closed