



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-91-OPE

(This Policy Bulletin Replaces PB #10-124-OPE)

REVISION TO THE RENTAL ASSISTANCE UNIT REFERRAL PROCESS

<p>Date: September 16, 2011</p>	<p>Sub-Topic(s): Preparation of RAU packet</p>
<p> This procedure can now be accessed on the FIAWeb.</p> <p>For details on scanning and indexing documents please refer to TM #03-06.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to:</p> <ul style="list-style-type: none"> Announce that the Family Independence Administration (FIA) Rental Assistance Unit (RAU) Post Evictions Mailbox has been created for Job Center staff to refer evicted applicants/participants for expedited restoration of housing. <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform all staff in Job Centers, the Homelessness Diversion Unit (HDU) and RAU staff about the RAU referral process.</p> <p>RAU Packet Creation</p> <p>All staff must scan, image, and index the following as part of the RAU packet:</p> <ul style="list-style-type: none"> A completed Request to Pay Rent Arrears in Excess of Cash Assistance Maximum Shelter Allowance (W-146E) form, including proof of the third party's income, if appropriate. A completed Rental Assistance Unit (RAU) Case Documentation Transmittal (W-153P). A completed Rental Assistance Unit Applicant/Participant Data Sheet (W-153R). A completed History Sheet (W-25). Up-to-date documented proof of the arrears in the form of monthly billing statements, breakdowns, landlord notices, receipts and/or similar documents.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

- A lease and landlord's proof of ownership if the documentation of the arrears is unofficial, suspect or not corroborated by documented legal action.
- Pertinent legal documents such as notices, petitions, stipulations and orders.
- If the case has a hardship situation, proof of the hardship.
- Verification of income and resources, if applicable.

Please refer to **Attachment A** for a step-by-step description with screenshots showing the appearance of scanned images and illustrating how to index all RAU forms and documentation into the HRA OneViewer as a single RAU Packet.

RAU Referral Mailbox

RAU has a mailbox in Microsoft Outlook labeled "**FIA RAU**". Effective immediately, FIA Job Center supervisory level or higher level staff and HDU staff (including supervisors) must notify RAU via email when a RAU packet has been scanned and indexed.

The email must contain the following information:

- Center number
- Group/Section number
- Supervisor's name
- Case Name
- Case Number
- RAU Packet Date
- A statement whether or not the request is an emergency

After the RAU packet has been properly submitted, the request for assistance will be processed by the RAU and a determination will be made.

RAU Post Evictions Mailbox

A new mailbox has been created in Microsoft Outlook labeled "**FIA RAU Post Evictions**" to separately receive requests for emergency rental assistance for post-eviction cases. When an applicant/participant indicates that he/she has been evicted, staff must obtain:

- collateral confirmation by phone from the City Marshal and/or landlord; and
- supporting documentation from the City Marshal, Court, or landlord.

For information on accessing the HRA OneViewer refer to [PB #10-103-SYS](#).

New Information

FIA Job Center supervisory level or higher level staff and HDU staff (including supervisors) must refer each case via email to the **FIA RAU Post Evictions** mailbox.

Emails to the RAU requesting emergency assistance for post-eviction cases must include the following information:

- Case Name
- Case Number
- Center Number
- Date of Eviction
- Date of RAU Packet in the HRA OneViewer

Each case referred will be reviewed by RAU and if appropriate, housing possession to the evicted family will be restored.

Approval Process of Requests for Rental Assistance

If the request is approved by RAU staff, the RAU Supervisor must give final authorization on the case. Once the request is approved, the Notice of Approval of the Request to the Rental Assistance Unit (**W-153Q**) is completed by the RAU and is communicated to the Job Centers via the Rental Assistance Decision Management System (RADMS).

Denial Process of Requests for Rental Assistance

If the request is denied by RAU staff, the Notice of Denial of the Request to the Rental Assistance Unit (**W-153T**) is completed by the RAU and is communicated to the Job Centers via RADMS.

Note: The JOS/Worker must not utilize the Notice of Approval of the Request to the Rental Assistance Unit Form (**W-153Q**) or Notice of Denial of the Request to the Rental Assistance Unit Form (**W-153T**) to notify the applicant/participant of the agency's decision on his/her request for rental assistance except in an emergency situation, in which the applicant/participant is required to provide proof of assistance to the Court. Instead, the applicant/participant should be sent the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [For Applicants Only] (**W-145HH**) or Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) (**W-137B**) as appropriate.


Samples of the forms are attached.

Related Items:

[PB #10-103-SYS](#)

[TM #03-06](#)

Attachments:

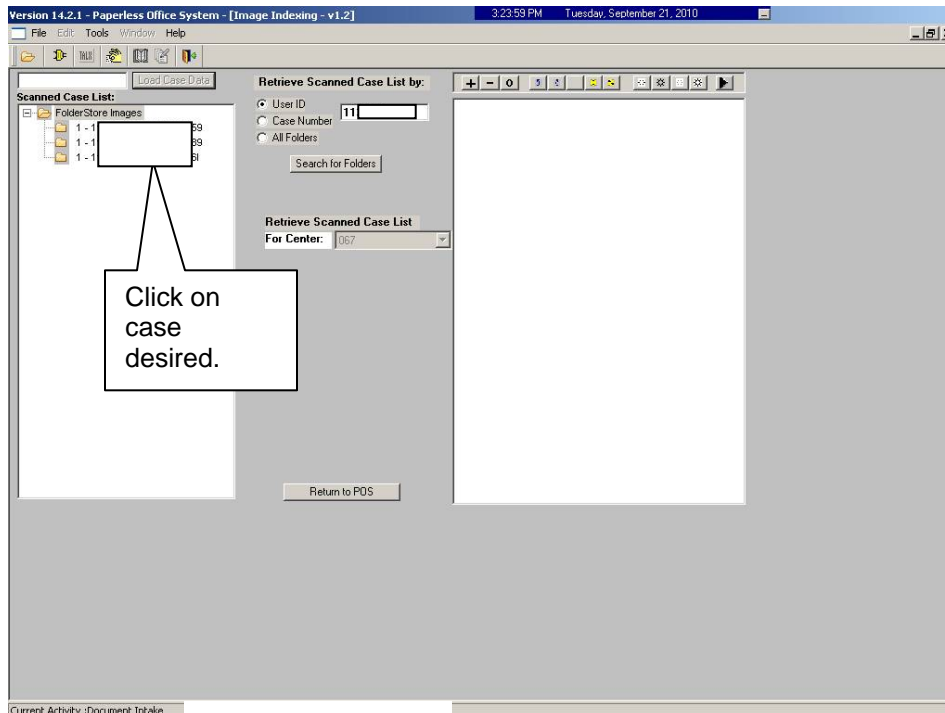
 Please use Print Demand to obtain on copies of forms.

Attachment A	Preparation of RAU Packet
W-25	History Sheet (Rev. 12/9/10)
W-146E	Request to Pay Rent Arrears in Excess of Cash Assistance Maximum Shelter Allowance (Rev. 12/3/09)
W-153P	Rental Assistance Unit (RAU) Case Documentation Transmittal (Rev. 12/9/10)
W-153Q	Notice of Approval of the Request to the Rental Assistance Unit (Rev. 12/3/09)
W-153R	Rental Assistance Unit Applicant/Participant Data Sheet (Rev. 12/9/10)
W-153T	Notice of Denial of the Request to the Rental Assistance Unit (Rev. 12/3/09)

After successfully scanning the documents, the images captured will be electronically stored in a folder associated with the proper case number. In the Paperless Office System (POS), the JOS/Worker must index the scanned documents. To do so the JOS/Worker must:

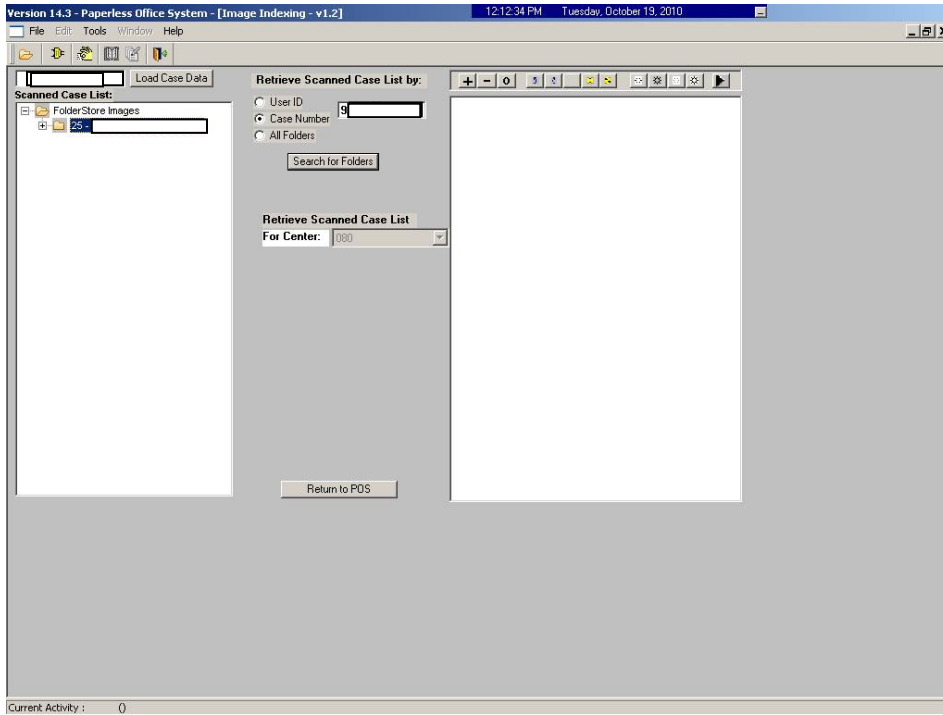
- Select **Tools** from the menu bar in POS.
- Select **Digital Sender Image Indexing**.

POS will then access the **Image Indexing** application.



After a successful search is completed, a list of scanned cases associated with the **UserID** will appear in the **Scanned Case List:** field. To select a particular case the JOS/Worker must:

- Click on the desired case.



The case number selected will populate the **Load Case Data** field.

- Click **Load Case Data** button.

Version 14.2.1 - Paperless Office System - [Image Indexing - v1.2] 3:24:38 PM Tuesday, September 21, 2010

Retrieve Scanned Case List by: [User ID] [1]

Scanned Case List:

Case Composition

Is this the correct Case

Yes No

Case No: 00

Suffix: T Case Name: THOM H

Case Category: FA Program Status: PA MA FS

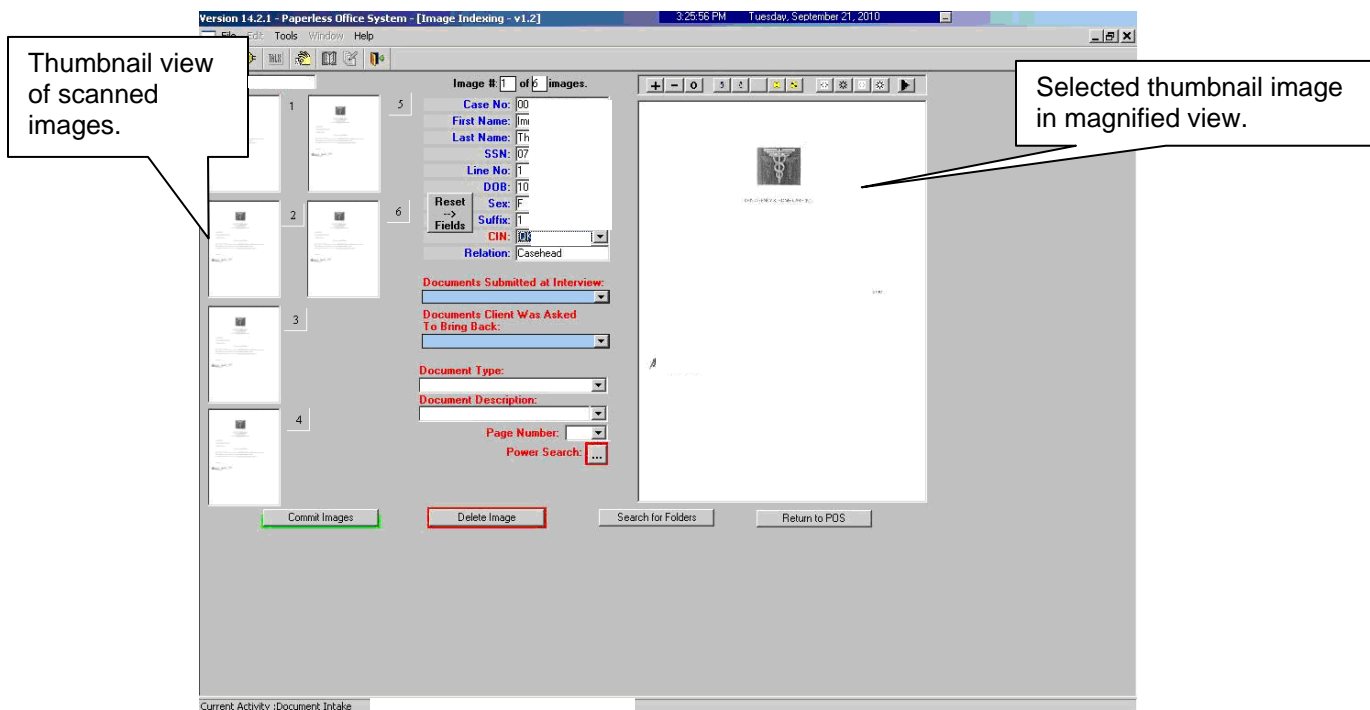
Ln	CIN	Name	Sex	SSN	DOB	Relationship
1		AAS	F	0		Casehead
2			F	0		
3			F	0		
4		Y	F	0		

Return to POS

Current Activity: Document Intake

After the JOS/Worker clicks on the **Load Case Data** button, the **Case Composition** screen appears with information pertinent to the case.

- If the information in the pop-up box is incorrect, select **“No”** and the application will take you back to the **Image Indexing** screen to reenter the correct **Case Number** in the **Load Case Data** field.
- If the **Case Number** and **Case Name** in the pop-up box are correct, select **“Yes”** to proceed to the **“Digital Index Imaging Screen.”**



POS displays all the images that were scanned by the JOS/Worker in a thumbnail view. If there are more than eight images, a scroll bar will appear that will allow the JOS/Worker to view/access additional thumbnail images.

On the far right side is a magnified view of the document thumbnail selected. The JOS/Worker can view any of the images in magnified view by clicking on the thumbnail of the scanned document. At the top of this area, there is a Tool Bar, which is utilized to change the appearance of the selected image.

The JOS/Worker must verify that all documents that are to become part of the image have been scanned properly. If a document was incorrectly scanned or inadvertently added, it can be selected, deleted, and/or re-scanned.

Combining Images

Press and hold **CTRL** key and click on the images to include in the RAU packet.

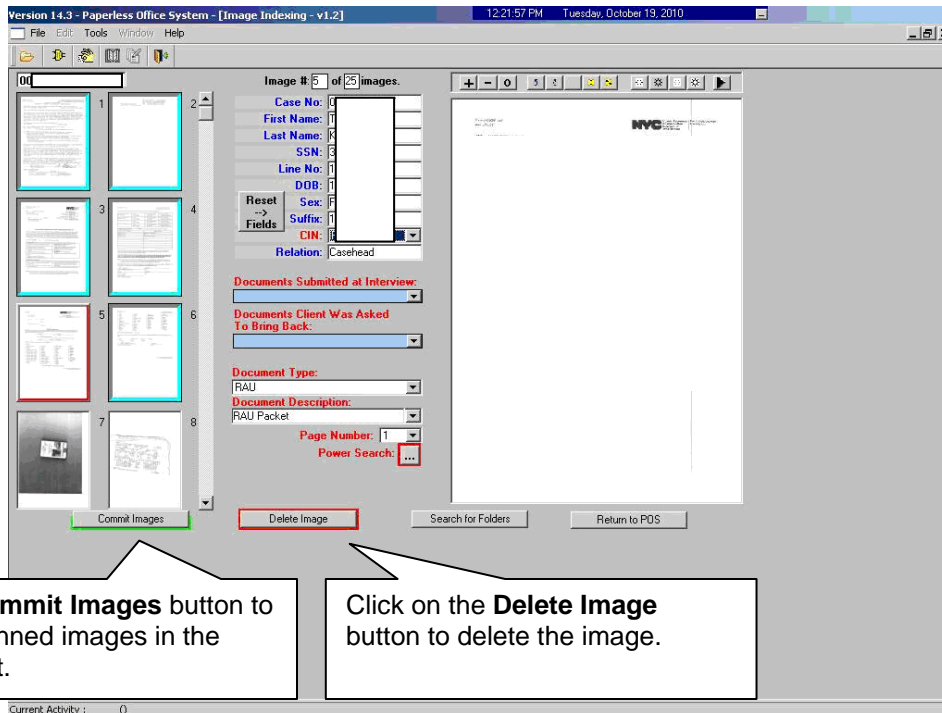
Select **RAU Packet** from **Document Description** drop-down menu.

Select **RAU** from **Document Type** drop-down menu.

To combine scanned images to be included in the packet, press and hold the **CRTL** key and click on the individual images. Images selected are illuminated with a blue border. The image displayed in the normal viewer is illuminated in red.

To properly label and classify the scanned documents the JOS/Worker must:

- Select **RAU** from the **Document Type** drop-down menu.
- Select **RAU Packet** from the **Document Description** drop-down menu.

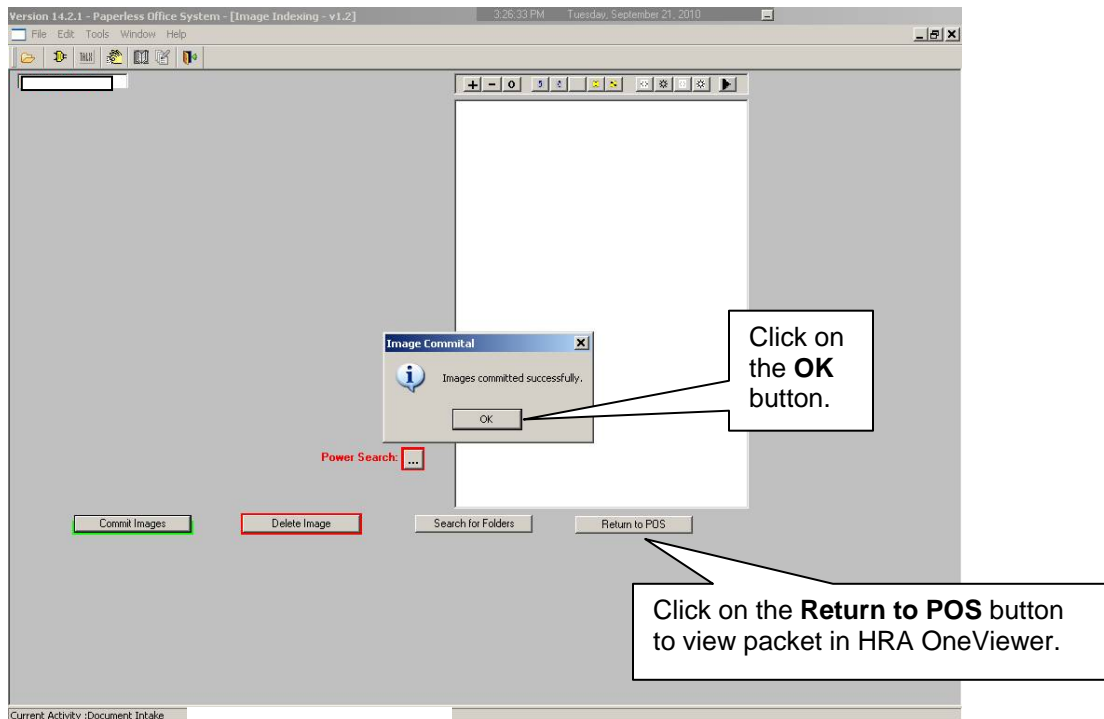


Once the JOS/Worker has selected all the images that are to be indexed and the required fields have been populated with information, the JOS/Worker can commit the images. To commit the images:

- Click on the **Commit Images** button to include scanned images in the RAU packet.

If an image should be deleted from the folder, the JOS/Worker must:

- Click on the thumbnail image.
- Click on the **Delete Image** button.



When the images have been successfully combined into the RAU packet, an **Image Committed** information window will appear with the message “**Images committed successfully**”. The JOS/Worker must:

- Click the **OK** button.

To exit the **Image Indexing** application:

- Click on the **Return to POS** button; or
- Go to **File** and select **Close**.

History Sheet

Case Name	Address	Case Type/Case No./Suf.
		Page No.
Date		
	SAMPLE	

Fecha: _____
Número del Caso: _____
Nombre del Caso: _____

Solicitud para Pagar Alquiler Atrasado en Exceso de la Asignación Máxima de Asistencia en Efectivo para Refugio

Yo, _____, solicito asistencia para pagar el alquiler atrasado para evitar ser desalojado(a).
(Nombre)

Comprendo que mi alquiler sobrepasa la asignación máxima de asistencia en efectivo para refugio dado el tamaño de mi familia.

Comprendo que para que se apruebe la presente solicitud, tengo que proporcionar documentación que muestre cómo se harán pagos de alquiler posteriores, incluyendo una declaración de una tercera parte que me ayudará a pagar el alquiler.

Más aún, comprendo que el pago atrasado de alquiler será hecho mediante cheque pagadero a mi casero(a).

En caso de que alguno de los atrasos de alquiler que se me hayan adelantado sea una duplicación de la asistencia que haya anteriormente recibido de parte de la Administración de Recursos Humanos, consiento en reembolsar la cantidad del pago de atrasos que corresponda.

Firma del Solicitante/Participante: _____ Fecha: _____

Acuerdo por Tercera Parte para Pagar el Alquiler en Exceso

Yo, _____, doy fe de que:
(Nombre)

Acuerdo pagar el alquiler en exceso por la cantidad de \$ _____ para el apartamento ocupado por _____ en _____,
(Nombre del Solicitante/Participante) (Dirección del Solicitante/Participante)

a partir de _____. El pago se le hará directamente al:
(Fecha)

- antemencionado solicitante/participante
- casero (nombre y dirección):

La cantidad de mis ingresos, indicados más abajo, es suficiente para cubrir todos mis gastos, tal como los pagos de alquiler en exceso.

Mi ingreso mensual del hogar es: _____ Mi gasto de albergue es: _____

El comprobante de ingreso que presentaré es el siguiente:

Talones de paga, formulario W-2 y/o carta por parte del empleador o en papel con el membrete de:

(Nombre y Dirección del Empleador)

Comprobante de otro ingreso/fuente:

Mi relación con el solicitante/participante es la siguiente: _____

Mi dirección es: _____

Los datos más arriba son verdaderos y exactos.

Firma: _____ Fecha: _____

Date: _____
Case Number: _____
Case Name: _____
Originating Center: _____

Rental Assistance Unit (RAU) Case Documentation Transmittal

The Family Independence Administration (FIA) requires that all submissions to the RAU be accompanied by relevant documentation.

Documentation attached (check all that apply):

- Court-ordered Stipulation with LT/Index Number
- Notice of Petition
- Petition
- Notice of Motion
- Order to Show Cause
- Breakdown of rent arrears by landlord
- Letter from nonprofit organization on official letterhead stating contribution toward arrears
- Copy of money order if tenant claims that he/she has money to contribute toward arrears
- "Third-party" verification if tenant states that he/she has family or friends to assist with arrears and/or ongoing rent (**Form W-146E**)
- Income verification (such as paystubs, award letters, and UIB, etc.)
- Resources (such as bank accounts, pensions, 401Ks, and IRAs)
- Medical documentation
- Broker's License
- Lease
- Voucher Signed by Landlord
- Unforeseen emergency

Describe and document: _____

Other: _____

JOS/Worker: _____

(print name)

AJOSII/HDU-AJOSI: _____

(print name)

(signature)

Telephone: _____ Fax: _____

Date: _____
Case Name: _____
Case Number: _____
Center Number: _____
Attention: _____
c.c: _____

Notice of Approval of the Request to the Rental Assistance Unit
Rent arrears checks are to be issued direct vendor only.

The request for the specific need checked below has been approved. We agree to pay \$ _____ provided that the case is in active status or otherwise eligible for assistance. See below for the reason for approval:

Requested Action:

Specific Need:

<input type="checkbox"/> Special Grant	<input type="checkbox"/> Applicant Arrears Amt. _____	Period _____
<input type="checkbox"/> FEPS Arrears Only	<input type="checkbox"/> Participant Arrears Amt. _____	Period _____
<input type="checkbox"/> FEPS Relocation	<input type="checkbox"/> Rent, Security Amt. _____	Period _____
<input type="checkbox"/> FEPS other (specify) _____	<input type="checkbox"/> Rent, Security, Broker's Amt. _____	Period _____
	<input type="checkbox"/> Moving fees _____	
	<input type="checkbox"/> Other (specify) _____	

SAMPLE

L&T Number: _____ Verified: Yes No

Explain: _____

Reasons for Approval (Check all that apply)	
<input type="checkbox"/> Affordable housing	<input type="checkbox"/> EARP
<input type="checkbox"/> NYCHA	<input type="checkbox"/> State FEPS eligible
<input type="checkbox"/> HPD	<input type="checkbox"/> ACS Housing Subsidy eligible
<input type="checkbox"/> Section 8	<input type="checkbox"/> Special factors/circumstances considered in determining eligibility
<input type="checkbox"/> SCRIE	<input type="checkbox"/> Disability
<input type="checkbox"/> Other (specify) _____	<input type="checkbox"/> Elderly
<input type="checkbox"/> Sufficient income to pay future rent	<input type="checkbox"/> Dependent Children
<input type="checkbox"/> Arrears are reasonable based on circumstances presented	<input type="checkbox"/> APS
<input type="checkbox"/> Permanent housing for the homeless	<input type="checkbox"/> Other (specify) _____
Approval conditions _____	

Rental Assistance Unit Applicant/Participant Data Sheet

Case Number: _____ Originating Center: _____
Case Name: _____
Address: _____ Prepared by: _____
_____ Reviewed by (AJOS II/HDU-AJOS I): _____
_____ Unit: _____
Current Telephone: _____ Telephone: _____
Reason for non-payment of rent: _____ Fax Number: _____
_____ Date sent to RAU: _____

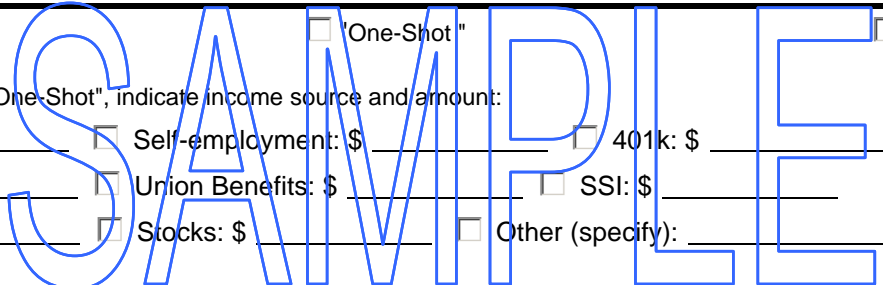
Legal documents? Yes No

(Note: All documents must be scanned into the case record.)

Applicant "One-Shot" Participant

If applicant requests "One-Shot", indicate income source and amount:

UIB: \$ _____ Self-employment: \$ _____ 401k: \$ _____
 SSA: \$ _____ Union Benefits: \$ _____ SSI: \$ _____
 Pension: \$ _____ Stocks: \$ _____ Other (specify): _____



Household Composition Number of Adults: _____ Ages: _____
Number of Children: _____ Ages: _____

Are there "at risk" factors involved with this case?

If Yes, details: If SSI or SSD, describe the disability: _____

Arrearage

Arrears Requested: _____
Excess Rent: _____
Recoupable Rent: _____
CA Level: _____
Non-Recoupable Rent: _____
Period(s): _____
Other fees (legal fees, marshal's fees, etc.): _____

Rent

Restricted: Yes No
Date of Restriction: _____
Actual Rent: _____
Excess Rent: _____
Mortgage Arrears Situation (see page 2): Yes No

Mortgage Arrears Situation

When was property purchased? _____

Purchase price? _____

Terms of mortgage _____

2nd/3rd mortgage: _____

Equity in home? Yes No

If Yes, amount? _____

Income producing property? Yes No

If Yes, amount? _____

How was home afforded? _____

Down payment? _____

Mortgage holders? _____

How will mortgage be paid in the future? _____

Foreclosure action? _____

New Apartment Expenses

First month's rent _____ Broker's fee _____ Security Deposit Voucher _____

Third-Party Donor Past New

Name: _____

Shelter Expenses: _____

Address: _____

Income/Wages: _____

Contribution: _____

SAMPLE

Has the applicant/participant requested exception to policy within the past twelve months/prior twelve months?

If Yes, date(s): _____

Details: _____

Can the applicant/participant be referred for Legal Aid services? Yes No

JOS/Worker: _____

(print name)

AJOSII/HDU-AJOSI: _____

(print name)

(signature)

Telephone: _____

Fax: _____

Date: _____
Case Name: _____
Case Number: _____
Center Number: _____
Attention: _____
c.c: _____

Notice of Denial of the Request to the Rental Assistance Unit

Amount Denied: \$ _____

Periods: _____

Check the request for the specific need below:

Requested Action:

- Special Grant
- FEPS Arrears Only
- FEPS Relocation
- FEPS other (specify) _____

Specific Need:

- Applicant Arrears
- Participant Arrears
- Rent, Security
- Rent, Security, Brokers Fee
- Moving Fees
- Other (specify) _____

SAMPLE

L&T Number: _____

Check the reasons for denial below:

Reasons for Denial (Check all that apply)	
<input type="checkbox"/> Excessive Arrears	<input type="checkbox"/> No future ability or plan to pay rent
<input type="checkbox"/> Excessive Rent	<input type="checkbox"/> Recidivism
<input type="checkbox"/> Sufficient income to pay past rent	
<input type="checkbox"/> Other (specify) _____	

If new information becomes available, this decision can be reconsidered.

Please call: _____.

RAU Consultant _____

Date _____