



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #13-79-SYS

SHELTER RELATED REQUESTS REFERRAL PROCESS

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<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to provide information to Job Center staff concerning the processing of shelter related requests in the Paperless Office System (POS).</p> <p style="text-align: center;"><u>Clarification of CMU Referrals of Shelter Related Requests</u></p> <p>The following information is to provide clarity to Case Management Unit (CMU) staff regarding which shelter related requests are to be processed by the CMU/Job Opportunity Specialist (JOS) Worker or which are to be referred to the Homelessness Diversion Unit (HDU) or the Rental Assistance Unit (RAU).</p> <p><u>Shelter Related Requests to Remain with CMU (No Referral to HDU or RAU)</u></p> <p>CMU JOS/Workers must not refer shelter related requests to HDU or RAU in the following instances:</p> <ul style="list-style-type: none"> • For Emergency Assistance to Adults (EAA) cases, requests for Rent Arrears, Mortgage Arrears, or Mortgage taxes when four (4) months or less are owed and the monthly amount owed is at or below the ACTUAL rent level (rent amount charged by the landlord). • For all other cases, request for Rent Arrears of four (4) months or less and the monthly rent is at or below the Cash Assistance (CA) level. • Rent in Advance (to secure a new apartment) for one month, at or below the CA shelter level. • Security (Non-Section 8) Voucher, Brokers Fee Voucher, at or below the CA shelter level.

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send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

- Security Voucher (Section 8 Participant) at or below the ACTUAL rent level, with Brokers Fee Voucher and Rent in Advance requested both at or below the CA shelter level.
- Cash Security Deposit (Section 8 Participant) at or below the ACTUAL rent level for NYCHA dwellings requiring cash deposits, with Brokers Fee Voucher and Rent in Advance requested both at or below the CA shelter level.

Referrals Directly to RAU

The following requests go directly from CMU to RAU (bypassing HDU):

- New Apartment requests (rent in advance, security deposit voucher/check, broker's fee voucher/check) requiring review by RAU; and
- Moving Expenses (**Code 22**).

Referrals to HDU

All other requests (not sited above) must be referred from CMU to HDU.

Note: If at any time CMU staff determines the case requires the expertise of the HDU unit (for example: an EAA case with repeated rent arrears requests), they may refer the questionable case to HDU. CMU staff must enter a case comment in POS to inform the HDU Supervisor the reason for the referral.

POS Referral Process

The following pages contain POS instructions to assist in the referral and processing of shelter related requests. These instructions are to serve as a complement to **PD #13-13-ELI** Shelter Arrears Policy and Repayment Agreements and **PB #13-56-OPE** Revision To The Rental Assistance Unit Referral Process. Since the POS HDU Integration is constantly being refined, staff is advised to regularly check the POS Release Notes and upcoming policy directives and bulletins for updated referral information.

CMU Processing

At the Application/Recertification Interview

At the Application/Recertification Interview, the applicant/participant may have shelter arrears or other housing expenses that may require a shelter related referral.

See [PD #13-13-ELI](#) and [PB #13-56-OPE](#).

The CMU/JOS Worker must conduct the application/recertification interview completing all required windows as per current procedure, including:

- Recording the shelter expense on the **Shelter (Housing) Expenses** screen, in the **Do You (or Does Anyone Who Lives With You) Have a Rent, Mortgage, or Other Shelter Expense?** question;
- Recording the shelter arrears on the **Shelter (Housing) Expenses** screen, in the **Are There Rent, Mortgage, or Tax Arrears?** question;
- Completing the required tasks on the **SI Grant Requests and Issuance Task List**, such as:
 - **SI Grant Needs Identified in Interview (Task 1)** – review information for accuracy;
 - **Record Special Grant Requests (Task 2)** – record applicant’s/participant’s response to the appropriate question(s);
 - **Requests Details (Task 3)** – provided specific details to each recorded request and ensure that the checkmark displays in the HDU Request column;
 - **Print Forms for Client to Sign (Task 5)** – click the Print the E-Forms button to print required forms;
 - At the beginning of the **Outstanding Requests List (Task 6)** the following message will appear:
 - **Message for CA Application Interviews**
There are grant requests requiring review by HDU. The In-Center Referral window will send the Assign HDU Intake to the HDU Supervisor’s queue. Complete the interview with the applicant (including ESNAP and immediate needs, if applicable) before routing them to HDU.
 - **Message for CA Recertification Interviews**
There are grant requests requiring review by HDU. The In-Center Referral window will send the Assign HDU Intake to the HDU Supervisor’s queue. Complete the interview with the participant before routing them to HDU.

The CMU/JOS Worker must complete the CA Application/Recertification interview with the applicant/participant including Emergency Supplemental Nutrition Assistance Program (E-SNAP)/Immediate Needs and Employment Plan (EP) as necessary.

Note: If all documents are submitted at the time of the application/recertification interview, the CMU Worker must complete the recertification and send to the Supervisor's queue for approval.

After the previous steps are completed, follow the instructions in the CMU Referral to HDU – Application/Recertification Interview Completed section located below.

Additional Request During the Application/Recertification Interview

If an *additional* non-housing related request is made during the Application or Recertification interview that requires a resolution prior to the Application or Recertification eligibility decision (i.e. Utility shut-off), the CMU worker must start a new **Non-Food Emergency** activity (for applying cases) or **Change Case Data** activity (for active cases) to complete this request.

The **Recertification Interview** or **Application Interview** activity must not be used for grant issuances prior to the final decision on the application or recertification activity.

CMU Referral to HDU – Application/Recertification Interview Completed

For both Application/Recertification Interviews (after the preceding steps are completed), the CMU worker must:

- In the **In-Center Referral** window (**Task 6**);
 - ensure that **Assign HDU Intake** is selected in the **Select Activity** Menu;
 - select the appropriate HDU Supervisor in the **Refer Case To** section; and
 - enter a comment describing why the activity is being referred to the HDU Supervisor.

In Model Office centers, the applicant/participant must receive an HDU General ticket from the Model Office Numbering Identification Queue (MONIQ) and be routed to HDU.

In Non-Model Office centers, the applicant/participant must be given the Routing Control Sheet (**W-270**) and be routed to HDU.

CMU Referral to HDU — Request **Not** Made During the Application or Recertification Interview

CMU staff must start the **Change Case Data** or **Non-Food Emergency** activity to refer individuals to HDU when the shelter related request is made at any time other than during the application/recertification.

For Applicants, the CMU/JOS Worker must:

- Start the **Non-Food Emergency** activity and record the rent arrears and any other participant request in the appropriate screens, particularly the **SI Grant Request and Issuance Task List**;

For Participants, the CMU/JOS Worker must:

- Start the **Change Case Data** activity and record the rent arrears and any other participant request in the appropriate screens, particularly the **SI Grant Request and Issuance Task List**;
- Complete the **W-137A** and Print (**Task 5**);

Note: For both Applicants and Participants, at the beginning of **Task 6**, when the requests marked as **HDU Requests**, the system will open the **In-Center Referral** window to make the referral to HDU. The **Assign HDU Intake** activity will be pre-selected.

- For both Applicants and Participants, in the **In-Center Referral** window (**Task 6**);
 - ensure that **Assign HDU Intake** is selected in the **Select Activity** Menu;
 - select the appropriate HDU Supervisor in the **Refer Case To** section; and
 - enter a comment describing why the activity is being referred to the HDU Supervisor's queue.

In Model Office centers, the applicant/participant should receive a ticket from MONIQ and routed to HDU.

In Non-Model Office centers, the applicant/participant must be given the **W-270** form and be routed to HDU.

Walk-ins with a Shelter Emergency without a CMU or HDU Appointment

There are instances when an individual who does not have an appointment “walks-in” to the Job Center with the need to address an urgent shelter issue (i.e. marshal’s notice, etc.) and is referred to the HDU unit by the Customer Service Information Center (CSIC) (in Model Office Centers) or designated reception staff (in Non-Model Office Centers).

If an individual has an active case or a pending application case (AP or SI status) and is referred directly to HDU as a walk-in to the Job Center, the HDU Worker can initiate the process by starting the new **Non-Food Emergency** (Applicant) or **Change Case Data** (Participant) activity to record the request. The **HDU Intake** activity will be initiated and the HDU Worker can proceed with initiating the referral request to RAU.

If the individual does not have an active case or pending application, the individual must be directed to the Front Door Reception to start the application process.

Shelter Related Requests Denied by CMU

If the applicant/participant does not return to CMU to complete the request process or the request is denied by CMU, the CMU Worker must:

- access the **Non-Food Emergency/Special Grant** activity;
- complete the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) (**W145HH**) or the Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) (**W137B**);
- go to the **Task 6** and select ‘**Deny**’ in the **Grants** tab and enter ‘Failure to complete the request process’ in the **Denial Reason** field; and
- send the completed **Non-Food Emergency/Special Grant** activity to the CMU Supervisor. An **Approve Non-Emergency** activity will appear in the CMU Supervisor’s queue.

The CMU Supervisor must:

- access the **Approve Non-Food Emergency Interview** activity to review and approve the denied request(s);
- print and mail the **W145HH** or **W137B**; and
- complete the **Approve Non-Food Emergency** activity.

Note: If the CMU Worker does not complete **Task 6** with the denial of the benefit, POS will continue to keep the benefit open awaiting completion. If the grant is left open in **Task 6**, this will cause problems if the individual re- applies for a special grant.

CMU POS Referrals to RAU

Moving Expenses Request

sRequest for Moving Expenses are sent from CMU *directly* to RAU.

If the request by the applicant/participant is for moving expenses only, the CMU Worker must:

- record the request in **Non-Food Emergency** or **Change Case Data** activity; and
- send completed activity to the CMU Supervisor for approval.

The CMU Supervisor must refer the case directly to RAU by clicking the “**Refer to RAU**” button, which will be enabled in the **Approve Non-Food Emergency** or **Approve a Case Action** activity.

- The CMU Supervisor will monitor the **RAU Recommendation** queue awaiting a response.
- The RAU recommendation will be sent to the **RAU Recommendation** queue and the CMU Supervisor will be able to assign the activity back to the CMU JOS Worker (or choose another JOS worker) for completion.

CMU/JOS Working as HDU

Note: Supervisors should assign cases to specifically authorized workers as necessary.

Some CMU staff are trained and authorized to work as HDU Workers. These workers will have the ability to complete the **HDU Intake** Activity for housing-related benefits and will be able to continue to do CMU work such as Application and Recertification interviews. Once the housing-related request is recorded in the **Change Case Data** or **Non-Food Emergency** activity, POS will display a message asking the authorized CMU staff whether they will **Start the HDU Intake** or **Refer to HDU**. If the CMU staff clicks the **Start HDU Intake** button, the **In-center Referral** to refer the case to HDU will not appear.

Instead, POS will automatically set-up the case for the **HDU Intake** Activity based on the worker's profile.

Note: As noted previously, if the request is recorded during the Application/Recertification Interview, POS will display a message that the application or recertification interview must be completed before the **HDU Intake** activity is started.

Homeless Diversion Unit Processing

Reconsideration or Additional Shelter Related Request after RAU Recommendation

Once the recommendation is received back from RAU, the HDU worker can go to **Task 6** and select **Yes** for reconsideration for requests that have a RAU recommendation of denial, or additional shelter related requests (to those previously submitted shelter related requests that have an RAU recommendation of approval or conditional approval). The HDU worker will be asked to select the reason for the reconsideration/ addition. The HDU Supervisor will send the case for addition/reconsideration by clicking on the **Refer to RAU** button in the Approval Elements Activity window.

Shelter Related Requests Denied by HDU

If the applicant/participant does not return to complete the HDU process or the request is denied by HDU, the HDU staff must:

- complete the **W145HH** or **W137B** to inform the applicant/participant of the outcome;
- select the Outcome from the **Outcome** drop-box from the **HDU Decision/Plan of Action** window;
- go to the **Task 6** and select '**Deny**' in the **Grants** tab and enter 'Failure to complete the request process' in the Denial Reason field; and
- send the completed **Non-Food Emergency/Special Grant** activity to the HDU Supervisor.

The HDU Supervisor must:

- access the **Approve HDU Intake** activity to review and approve the denied request(s);
- print and mail the **W145HH** or the **W137B**; and
- complete the **Approve HDU Intake** activity.

If the HDU Worker does not complete **Task 6** with the denial of the grant request, POS will keep the benefit awaiting completion open. This will cause issues if the individual re-applies for an emergency benefit.

Applicants/Participants Who Fail To Appear For The HDU Interview
Or Provide Requested Documentation

When the applicant/participant fails to appear for the HDU Interview, and the case is still in the HDU Supervisor's queue as **Assign HDU Intake**, the HDU Supervisor must still assign the case to the HDU Worker with the case comment, *"The applicant/participant failed to appear for the interview, please enter outcome and date"*.

During the completion of the **HDU Intake** activity, the HDU/CMU Worker must complete the **Outcome** and **Outcome Date** fields in the **HDU Decision/Plan of Action** screen.

The HDU Worker must:

- select **"No longer able to contact client"** from the **Outcome** drop-down; and
- type the date entering the outcome in the **Outcome Date** field.

Review of RAU Decisions

HDU/CMU staff do not have access to the Rental Assistance Database (RAD) and must review RAU decisions through POS.

HDU/CMU Supervisors Assignment of RAU Decisions

Supervisors are responsible for monitoring their **RAU Recommendation** queue at all times for RAU decisions.

When the RAU decision is received in POS, the Supervisor must assign the case to a HDU/CMU Worker to review the RAU decision.

- *To assign the case to HDU Workers*, the HDU Supervisor must go to the **CA HDU AJOS I Queue** of the Activities Management window, **"Unit Filter"** section, and select **"RAU Recommendation to HDU"** from the drop-down box.
- *To assign the case to CMU Workers*, CMU Supervisors must go to the **"CA CMU AJOS I Queue"** of the Activities Management window, **"Unit Filter"** section, and select **"RAU Recommendation to CMU"** from the drop-down box.

Cases with RAU decisions will appear with “Assign Non-Food Emergency” or “Assign Change Case Data” in the **Activity** column. The HDU/CMU Supervisor must:

- Highlight the case to be selected, then click “**Start**”;
- Once the case opens, click “**Next**”;
- Select the Worker from the list of HDU/CMU Workers displayed for case assignment.

HDU/CMU Staff Viewing of RAU decisions

To view current RAU decisions, the HDU/CMU Staff must access **Task 6** of the **Single Issuance (SI) Request Task List**. The RAU decision will be displayed in the **Grants** tab of the **Request Action** window. The reason for the RAU decision will be displayed in the **Referrals and Outcomes** tab.

To view past RAU decisions that do not appear in POS, access **Task 6** of the **Single Issuance (SI) Request Task List** by selecting **Review Case**, entering the Case Number and selecting **Recommendation Received from RAU** from the **Activity Type** column of the Activities List.

Effective Immediately

Related Items:

PB #13-56-OPE	Revision To The Rental Assistance Unit Referral Process
PD #13-13-ELI	Shelter Arrears Policy And Repayment Agreements