



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #14-64-OPE

ESTABLISHMENT OF THE NEW CENTRALIZED RENT PROCESSING UNIT FOR THE PROCESSING OF RAU APPROVAL OF RENT ARREARS

Date: June 10, 2014	Subtopic(s): Rent Arrears, One-Shot Deals
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to introduce the new Centralized Rent Processing Unit (CRPU) (located at 109 East 16th Street) and to explain the new method in which Rental Assistance Unit (RAU) approvals for rent arrears are processed.</p> <p>In an effort to preserve permanent housing, prevent unnecessary evictions and to safeguard against fraud, the Family Independence Administration (FIA) and the Office of Investigation, Revenue, and Enforcement Administration (IREA) have collaborated on a new process to centralize the rent check issuance process in situations where RAU has approved an emergency rent request.</p> <p>The new CRPU will be responsible for processing emergency payments of rent arrears that have been approved by RAU as well as the disbursement of rent checks to landlords. This new process will be for one-shot deal applications, active ongoing Cash Assistance (CA) cases and applications for ongoing CA where an RAU approval has been issued.</p> <p>Note: This process will be for rent arrears requests that required and received RAU approval. The processing of all other housing related requests that do not require RAU approval and/or have been denied by RAU will remain the responsibility of the originating Job Center. Job Center staff will have the ability to review RAU rent arrears approvals but will not be able to take any actions on those cases.</p>

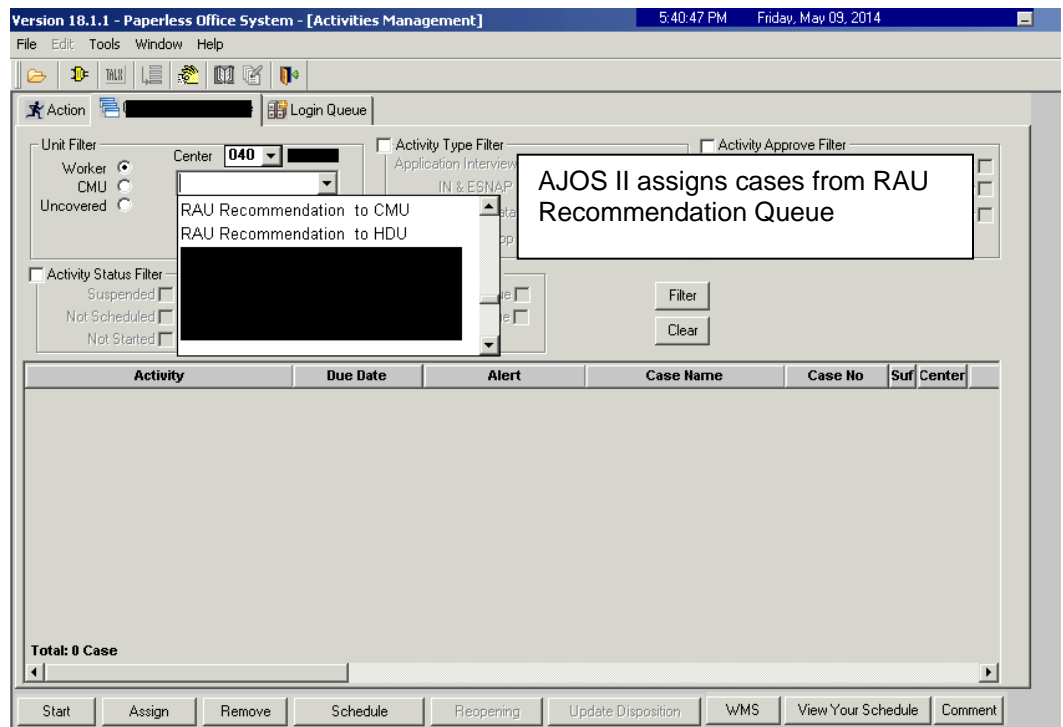
HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Refer to [PB #13-56-OPE](#) for the RAU referral process

Staff at the CRPU will have citywide access to the Paperless Office System (POS). This will allow the CRPU Associate Job Opportunity Specialist (AJOS)II to actively monitor the **RAU Recommendation to Homeless Diversion Unit (HDU)** queues for each Job Center. As RAU determinations are routed directly into this queue, the AJOSII will be responsible for assigning the rent arrears approvals to the CRPU JOS/Workers for integrity checks and processing.

Refer to **Attachment B** for instructions on accessing the report from the POS Management Console.

In order to determine which RAU actions are rent arrears approvals, the CRPU AJOS II must utilize the Interim RAU Report available in the POS Management Console. To access this report, please see the instructions in **Attachment B**.



Once it is determined which cases are RAU rent arrears approvals, the CRPU AJOS II will select either the **Assign Change Case Data** activity (for active cases) or the **Assign Non-Food Emergency** activity (for applying cases) from the queue and click “**Start**”. Once the case opens, select “**Next**” and a list of CRPU JOS/Workers will appear for the AJOS II to assign the activity. The activity will then be moved into the selected JOS/Worker’s queue.

Note: This is an interim process until necessary system modifications can be put in place to allow for the automated routing of RAU approvals directly to the CRPU.

AJOS II Selects Activity to assign

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
Assign Non Food Emergency Interview		NA				

Pending Activities Notification

Case Number [redacted] has the following activities currently pending. Any activity highlighted in green means that the activity you are attempting to perform is already suspended in that person's queue.

Worker	Caseload	Activity
RAU Recommendation, to CMU 040	RAUC040	Assign Non Food Emergency Interview

Proceed Cancel

AJOS II selects CRPU JOS/Worker to assign the activity to

Case Assignment

Selected Case

No [redacted] Case Name [redacted] CIN [redacted]
Suf [redacted] Caseload [redacted] Casehead [redacted] SSN [redacted]

Refer Case To

Search Name: [redacted]

Title	Unit	Last Name	First Name	U/W	Phone Number
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Enter Comments If Any

Cancel OK

Process for the CRPU JOS/Worker

From their queue, the CRPU JOS/Worker will open either the **Change Case Data** or the **Non-Food Emergency** activity by selecting the activity and then clicking on “Start”.

CRPU JOS/Worker selects activity and the clicks start to initiate activity

Activity	Due Date	Alert	Case Name	Case No	Sur/Center
Non-Food Emerg/Special Grant		NA			
Non-Food Emerg/Special Grant		NA			Bret
HRA Outreach SNAP Intake		NA			
CA Application Interview		NA			
CA Application Interview		NA			
CA Application Interview		NA			
Assign HDU Intake		NA			

Total: 7 Cases

Buttons: Start, Assign, Remove, Schedule, Reopening, Update Disposition, WMS, View Your Schedule, Comment

After opening the activity, The RAU decision will be displayed in the **Request Action** window for the CRPU JOS/Worker to review. This Window is comprised of the Grants tab, the Referrals and Outcomes tab, and the Documentation Verification tab. Information from these tabs will be prefilled based on the determination by RAU. The CRPU JOS/Worker must review the decision as well as all the case record to ensure that the RAU required documentation is in the case record. The CRPU JOS/Worker is not expected to reevaluate the RAU decision.

Review RAU decision

Version 18.1.1 - Paperless Office System - [Request Action] 5:31:57 PM Friday, May 09, 2014

Request Type: Back Rent or Carrying Charges Financially Eligible for: EAF? No E-SNA? Yes EAA?

Grant Info: Complete Referrals and Outcomes: Complete Documentation and Verification: Complete

CA Household Size: 1 Monthly Home Energy Allowance: \$25.10 Monthly Rent Allowance: \$215.00 Monthly Fuel for Heating Allowance: \$0.00

SI Grant Details
SI Grant Needed? Yes No HDU Request
Decision Due Date: 05/12/2014 Overdue? No

Comments: View Benefit Issuance History

SI Grant Decision
RAU Referral Required? Yes No Ready for Referral to RAU? Yes No Was Decision Received? Yes No
Decision: Issue Grant Issue Grant Conditionally Deny Grant

Conditions:
Submit Addition to RAU? Yes No Reason:

Retrieve Prior Payment History Please click Retrieve Prior Payment History Button.

Decision: Not ready for decision Accept Deny
Approved Amount: \$2,900.00 Approved Period From: 01/01/2014 To: 02/28/2014
Other Action
Denied Amount: \$0.00

Buttons: Close, Next Request, Previous Request

Version 18.1.1 - Paperless Office System - [Request Action] 5:33:05 PM Friday, May 09, 2014

File Edit Tools Window Help

Request Type: Financially Eligible for: EAF? No E-SNA? Yes EAA?

Grant Info: **Complete** Referrals and Outcomes: **Complete** Documentation and Verification: **Complete**

CA Hours: Size: Monthly Home Energy Allowance:
 Monthly Fuel for Heating Allowance:

Referrals and Outcomes Documentation and Verification

Referral to HDU: Yes No Details:

Referral to RAU: Yes No Details:

Referral to Housing Court: Yes No Details:

Referral to Center Management: Yes No Details:

Landlord Contact: Yes No Details:

Comments:

Close Next Request Previous Request

Review Referral and Outcomes tab for any additional information

Refer to [PB #13-56-OPE](#) for details on the RAU Packet Preparation

As part of the integrity review, the CRPU JOS/Worker must verify that the documentation required as part of the RAU packet referral is in the HRA OneViewer. The documents that must be available include but are not limited to:

- 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.
- Up-to-date documented proof of the arrears in the form of monthly billing statements, breakdowns, landlord notices, receipts and/or similar documents.
- A lease and landlord's proof of ownership (for buildings that contain six or fewer units) such as a water bill, tax bill, deed, or mortgage statement all in the landlords name.
- Pertinent legal documents such as notices, petitions, stipulations and show cause orders.
- If the case has a hardship situation, proof of the hardship.
- Verification of income and resources, if applicable.

CRPU JOS/Worker must verify documentation is in the HRA OneViewer and complete the **FIA-1122**

To ensure that this integrity review is complete, the CRPU JOS/Worker must annotate the Centralized Rent Processing Unit (CRPU) Documentation Checklist (**FIA-1122**) indicating which documents were verified as being in the HRA OneViewer. The **FIA-1122** must have the JOS/Worker's name printed and signed on the bottom. The completed form must be scanned and indexed into the Housing Folder.

For ownership of buildings of six units or fewer

Note: Requesting and obtaining the necessary documentation is still the responsibility of HDU (or CMU acting in lieu of HDU). For buildings that contain six or fewer units, RAU must be reasonably satisfied that the documentation submitted is consistent with proof of ownership.

Upon the examination of the record, if the CRPU JOS/Worker finds discrepancies that are related to the work done by the Job Center, he/she must alert the AJOS II. The AJOS II will contact the Administrative Assistant (AA) to the Director of the Job Center where the request was initiated, first by telephone and then followed by an email containing the Centralized Rent Processing Unit (CRPU) Rent Arrears Approval Processing form (**FIA-1117**). The **FIA-1117** must be scanned and indexed into the electronic case record.

If discrepancies in the case record are found stemming from the work of RAU, the JOS/Worker must alert the Center Director or Director's Designee. The Center Director/Designee must contact the RAU director to discuss the discrepancies as well as email the **FIA-1117**.

New e-mail box

To help coordinate and monitor all of the discrepancies that are found, Management Information Systems (MIS) has created a new electronic mailbox. The CRPU AJOS II, Director or Director's designee will send the **FIA-1117** to the [FIA-RAU CRPU](#) inbox. This inbox will be monitored by designated staff and constant communication must exist between all necessary parties.

Conditional Approval

If no discrepancies are found, the CRPU JOS/Worker must carefully review the RAU approval to determine if RAU has set any conditions that must be met, prior to the issuance of any benefits. On the grants approval screen, the "Issue Grant Conditionally" radio button will be filled. In these instances, RAU will indicate in the **Referral and Outcomes** tab what additional conditions the applicant/participant are expected to meet. In most instances, these conditions can be disregarded for the purposes of withholding checks. However, if there is an explicit statement from RAU that checks should not be released if the condition is not met, RAU must be contacted to determine if the condition can be waived and if check processing should continue.

CRPU JOS/Worker must be mindful if conditions are placed on the approval

If RAU states explicitly that checks should not be issued unless condition is met, CRPU must contact RAU before going forward with processing

Refer to [PD #14-06-ELI](#) for the Shelter Arrears Policy and Repayment Agreements.

Additionally, as part of the review process, the CRPU JOS/Worker must determine if the request for rental assistance was a one-shot deal application in either the Emergency Assistance to Families (EAF) or the Emergency Safety Net Assistance (ESNA) category. If the application for assistance is in one of those categories and if a repayment agreement is required, the CRPU JOS/Worker must check the **Return to Sign Repayment Agreement** box in the Documentation and Verification tab.

Version 18.1.1 - Paperless Office System - [Request Action] 5:32:50 PM Friday, May 09, 2014

Request Type: Back Rent or Carrying Charges Financially Eligible for: EAF? No E-SNA? Yes EAA?

Grant Info: Complete Referrals and Outcomes: Complete Documentation and Verification: Complete

CA Household Size: 1 Monthly Home Energy Allowance: \$25.10
 Monthly Rent Allowance: \$215.00 Monthly Fuel for Heating Allowance: \$0.00

Grants Referrals and Outcomes Documentation and Verification

Does the client need to bring back documents? No

Return to Sign Repayment Agreement

Comments:

Close Next Request Previous Request

If repayment agreement is needed, click here

For EAF cases, the Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (**W-147KK**) should be signed by the applicant if the shelter arrears payment approved by RAU exceeds the Agency maximum shelter allowance for the household size. In these situations, the applicant would be responsible for repaying the difference between the total payment and the agency maximum.

For ESNA cases, the Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement form (**W-147H**) is always required and the amount that the applicant is responsible for repaying is the amount of the total issuance. The **W-147H** must be signed by the applicant and his/her legal spouse.

The CRPU JOS/Worker must review the case record for a completed Shelter Arrears Repayment Agreement Worksheet (**W-147F**) to determine if the repayment agreement is required.

If the **Return to Sign Repayment Agreement** box is checked, The **Notice to Report to Center** window will open, allowing the CRPU JOS/Worker to enter a date and time of the appointment for the applicant (and legal spouse, if necessary) to return to the Job Center in which they applied, to sign the repayment agreement. The applicant must be given five (5) business days to come in to sign the agreement.

Note: In model Job Centers, Front Door Reception (FDR) will rout the applicant to the Customer Service and Information Center (CSIC) so that he/she can sign the repayment agreement and be issued the Information About Repaying the Department of Social Services for Rent Arrears form (**W-147PP**). In non-model Job Centers, the applicant should be routed to the HDU worker (or CMU worker acting in lieu of HDU) that referred the case to RAU to have the repayment agreement signed and to issue the **W-147PP** to the applicant.

Other Actions

NOTICE TO REPORT TO CENTER

Report to Center on: 00/00/0000 at: _____

To discuss: To Sign the Repayment Agreement

Other (Specify) _____
bring documents: _____

Appointment Type: (Please Select One) This is a Mandatory Eligibility Appointment This is a Non-Mandatory Eligibility Appointment

OK Cancel

The **M-3G** must be printed and mailed to the applicant

Version 18.1.1 - Paperless Office System - [Print Forms for Client to Sign] 5:39:35 PM Friday, May 09, 2014

File Edit Tools Window Help

Instructions

Listed below are a set of forms and notices that must be printed before you may proceed. Click the Print Forms button then pick up the forms from the printer when POS informs you that it has finished printing. If some of the forms require a signature from the client, you will be prompted to collect that signature after you click the Next button.

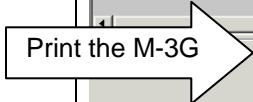
If, for any reason, one or more of the forms fails to print correctly (paper jam, toner low etc.), you can either reprint one form by clicking on the form in the list below and then click on the Reprint Selected Form button or you can reprint all the forms by clicking on the Reprint All Forms button.

If there is a request for grants under the EAF category, the EAF eligibility determination worksheet (W-145TT) and the repayment worksheet (W-147H or W-147X) will be saved in the case record, but will not be printed.

Request Date	Forms to be Printed	
	M3G	Notice to Report to Center

Print the E-Forms Re-Print Selected E-Form Re-Print All E-Forms

Next Previous



In addition to mailing the Notice to Report to Center (**M-3G**), the CRPU JOS/Worker must attempt to contact the applicant via telephone, if a telephone number is included in the case record. The JOS/Worker must enter a case comment indicating whether the contact attempt was successful. The Household Screen (shown below) can be utilized to identify the applicant/participant contact information including phone number for the purpose of CRPU worker follow-up on required repayment agreement.

Version 18.1.1 - Paperless Office System - [Household Screen] 1:29:11 PM Thursday, May 22, 2014

Suffix/Individual 00033764555A01 Inquity Code WMS Message via OLTP
 NQAGGI A0267 UNRESOLVED RFI DATA EXISTS FOR THIS CASE

Control Information
 District: 03 Center: Waverly Job Center Worker: 00044 Case Number: 00033764555A

Present Address
 Street Number: 40 Direction: [None] Name: MONROE ST Type: FF11 Apt #: NEW YORK City: NEW YORK
 State: NY Zip Code: 100020000 Phone: 201-450-0754

SNAP Status
 SNAP Status: NA SNAP# AC: 0

Suff	Case Name	Cat	Stat	CA # AC	Stat	MA # AC	Monthly Rent	Actual Rent (Less Any Contributions)	PA H/H RENT	PA Level RENT
1	DELROSSO BRIAN	E-SN	CL	0	NA	0	1011.00	0	0	0

 Next CA Recert date: Last CA Recert date: Last MA Recert date:

Case Member Information

Suff Ln	CIN	Name	Relation	DDB	SSN	Val	Sex	Clay/ NH	HB	CA	MA	SNAP	AFIS/S	
1	1	RH1048BJ	DelRosso Brian	Casehead	09/15/1959	056-54-3279	8	M	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CL	NA	NA	<input type="checkbox"/>

 Next Previous

Current Activity :Assign Non Food Emergency Interview BRICE,YOLANDA (00031211332H)

Applicant/Participant Contact Information

CRPU Right-Fax may be used if applicant is unable to report to the Job Center because of employment.

If an applicant indicates that they cannot take time off of work to report to the Job Center but that they can both send and receive faxes, the CRPU JOS/Worker must fax a copy of the repayment agreement to the applicant and provide them with the CRPU Right-Fax Number (917-639-2524) to return the signed repayment agreement. CRPU JOS/Workers must monitor the Right-Fax queue to ensure timely indexing of the repayment agreements. Once the signed agreement is indexed, the CRPU JOS/Worker must provide the CRPU AJOS II with a completed **W-34A** indicating that the repayment agreement is signed and available in the HRA OneViewer. The CRPU AJOS II will give the referral to the IREA liaison.

Note: If the applicant/participant is coded as homebound, the CRPU JOS/Worker must alert the AA to the Director, who completes the Centralized Rent Processing Unit (CRPU) Homebound Visit Referrals to Investigation, Revenue, and Enforcement Administration (IREA) form (**FIA-1121**) and forwards it, along with the necessary repayment agreement, to the IREA Liaison and copies center management. IREA staff will conduct a home visit to obtain the individual’s signature on the repayment agreement.

The CRPU JOS/Worker must ensure that the proper repayment agreement is filled out with the correct information from the RAU approval informing the applicant of what his/her responsibility to repay will be.

Scan and Index
repayment agreement

The CRPU JOS/Worker must print the completed (except for applicant signature) repayment agreement and scan and index the document into the Housing folder.

Note: CRPU staff must continue to process the RAU approval even if a repayment agreement is required. The checks must still be generated and issued through WMS. Not having a repayment agreement may only delay the release of checks, not the generation of checks.

Once the JOS/Worker has completed the review of the **Request Action** window, he/she must click on the **Grant Details** button to access the **Single Issue Data Entry** window. Within this window, the CRPU JOS/Worker must process the decision in the **Outstanding Requests** section and prepare the grants in the **Grant Data Entry** window.

Version 18.1.1 - Paperless Office System - [Single Issue Grant Summary] 5:33:48 PM Friday, May 09, 2014

File Edit Tools Window Help

Case Number: [Redacted] Case Name: [Redacted] Suffix: 1
 Re-Use Case Number: [Redacted] Center: [Redacted] Category: E-SN

Filters
 Show PA Grants Show SNAP Grants

Code	Description	From / To	Created	Amount	Next Month Amount	Special	Status
	Back Rent or Carrying Charges()	01/01/2014-01/15/2014	05/09/2014	\$725.00			Awaiting Action
	Back Rent or Carrying Charges()	01/16/2014-01/31/2014	05/09/2014	\$725.00			Awaiting Action
	Back Rent or Carrying Charges()	02/01/2014-02/15/2014	05/09/2014	\$725.00			Awaiting Action
	Back Rent or Carrying Charges()	02/16/2014-02/28/2014	05/09/2014	\$725.00			Awaiting Action

Request Type: **Back Rent or Carrying Charges()**

What type of grant needs to be issued? PA SNAP Total grant amount: **\$2,900.00** [View CA Toe Digit Schedule](#)

PA Single Issue Grant Information

1. POS Rule Status:

Pick-Up Codes:

Issuance Category:

Issuance Code:

Case Category for Emergency Grant: **E-SN**

Fair Hearing:

Shelter Type: Is this a back-up grant? Yes No

Amount	From	To	Routing Location	Replaces Check Number	Restricted Indicator	Authorization Number
\$725.00	01/01/2014	01/15/2014	<input type="text"/>	<input type="text"/>	Vendor	<input type="text"/>

Message

RAU may refer to the need for checks to be issued as **Code 8** and/or **Code 9**.

In addition to the approved rent arrears, the CRPU JOS/Worker must review the RAU approval to see if RAU has determined that the RAU approval amount is less than the total amount of checks needed. In these cases RAU will refer to the need for certain rent checks to either be replaced using **Single Issuance Code 8** (Replacement of Cancelled Check) or as a rent supplement for current or prior months using **Single Issuance Code 9** (Rent Only). The CRPU JOS/Worker will also be responsible for processing these checks.

Routing Option Process

In most cases, when preparing the checks the CRPU will use the routing option (RO) process. This will allow the checks to be routed to the offices of Management Information Systems (MIS) where they will be printed and available for pick up by IREA staff the following business day. IREA will be responsible for checking the HRA OneViewer to determine if the repayment agreement (when necessary) has been signed. If the signed repayment agreement is in the HRA OneViewer, or if no repayment agreement was required, IREA staff will be responsible for contacting the appropriate landlord to arrange for the disbursement of the rent checks.

Routing Location **CRPC** must be entered

When completing the Public Assistance Single Issuance Authorization Form (**LDSS-3575**) in POS, the CRPU JOS/Worker must enter the routing location **CRPC** on the **LDSS-3575**. This routing location ensures printing of the checks at MIS offices.



Note: When RAU identifies a case as priority and eviction is imminent, the RO process is not to be used. In these situations, checks must be issued as emergency checks (E-Checks)

In addition to completing the benefits, the CRPU JOS/Worker must complete a Referral/Information form (**W-34A**) with the landlord's name, address and phone number. The **W-34A** must be forwarded to the AJOS II. The AJOS II will forward the **W-34A** to the IREA liaison.

To find the landlord information, if not available on the documents in the viewer, the CRPU JOS/Worker can find it by answering "Yes" to the Shelter Expenses question which will open up a details window containing the landlords information.

Select "Yes" to Shelter Expenses

Notification

The CRPU JOS/Workers will also be responsible for notifying the applicant/participant of the decision with the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) form (**W-145HH**) or the Action Taken on Your Request for Emergency Assistance, Additional Allowances, or Adding a Person to the Case (For Participants Only) form (**W-137B**). Prior to the mailing of these documents, the CRPU JOS/Workers must ensure that an accurately completed notice is available in the HRA OneViewer.

Changing the Case Status

Additionally, for cases in applying status (AP), the CRPU JOS/Worker will be responsible for placing the case in Single Issuance (SI) status in order to issue the benefit. For one-shot deal applications, the Single Issue Opening Code must either be:

- **Y38** (Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay) when a repayment agreement is required (all ESNA cases and EAF cases where the arrears issued exceed the maximum shelter allowance); or
- **Y39** (Case accepted only for emergency shelter arrears and/or emergency utility arrears with no repayment agreement) when no repayment agreement is required (All EAA cases and EAF cases where the arrears issued do not exceed the maximum shelter allowance).

Refer to the [W-203K](#) to determine the maximum agency shelter allowance by household size

If the application is for on-going assistance, and an eligibility determination has not yet been made by the Job Center, the Single Issue Opening Code must be **Y41** (Case accepted for immediate needs [pre-investigation]. Case is applying for ongoing assistance).

The screenshot shows the 'Paperless Office System - [TAD Data - Eligibility]' interface. It displays two main sections: 'WMS Data' and 'POS Data'. The 'WMS Data' section includes fields for Case Number, Center, Unit Worker, Rule Status (UNTESTED), Proj. No., Acct. No., Reuse Case No., M3E Ind, Utility Guar, WMS Bdgt #, and Notice Bdgt #. The 'POS Data' section includes Case Suffix, Case Name, Language, Language Read, Notice Language, Notice #, SNET Indicator, EMG Indicator, EMG Dates, and Homebound Ind. Below these are sections for 'Category Prg Status' and 'Individual Name Line # CIN Prgm Reject? Status Reason Effective Date Rule Status'. The interface includes navigation buttons like 'Next', 'Previous', 'Ignore Errors', 'Show Individual Data', 'Run Rules', and 'Create CNS'.

Version 18.1.1 - Paperless Office System - [TAD Data - Eligibility] 5:37:19 PM Friday, May 09, 2014

File Edit Tools Window Help

WMS Data POS Data

Case Number Suf Center Unit Worker Rule Status Proj. No Acct. No Reuse Case No
 M3E Ind Utility Guar 0 WMS Bdgt # Notice Bdgt #

Case Suffix Case Name Language Language Read Notice Language Notice #
 1 English English English NO

SNET Indicator 60 Mo 24 Mo EMG Indicator EMG Dates From: 00/00/0000 To: 00/00/0000 Homebound Ind Yes No

Category	Prg	Status	Status Reason	From	To
PA	SINGLE ISS	Y38-Case accepted only for emergency shelter and/or emergency utility arrears which applicant agrees to repay.		04/29/2014	00/00/0000
MA	NOT APPLY			04/29/2014	00/00/0000
FS	NOT APPLY			04/29/2014	00/00/0000

Modifv MA Status? Indv Cat

Individual Name	Line #	CIN	Prg	SI	Reject?	Status Reason	Effective Date	Rule Status
			PA	SI	<input type="checkbox"/>		04/29/2014	UNTESTED
			MA	NA	<input type="checkbox"/>		04/29/2014	
			FS	NA	<input type="checkbox"/>		04/29/2014	

Row 1 of 1

Next Previous Ignore Errors Show Individual Data Run Rules Create CNS

Change Case Status to SI

Select Status Reason Code

Note: If an applicant/participant has made requests for more than one emergency, CRPU staff and Job Center staff must ensure that there is communication between the locations and that all emergencies are addressed.

Refer to [PD #13-14-ELI](#) for information on the levels of approval

Upon completion of the activity by the CRPU JOS/Worker, the activity including all of the grant requests (all **LDSS-3575s**) must be forwarded to the CRPU AJOS I/Supervisor for approval. If a higher level approval is needed based on the issuance amount, the AJOS I/Supervisor must forward the case the AJOS II for higher level approval.

Each CRPU JOS/Worker will be responsible for maintaining a log of cases that he/she has worked on. To assist with this, the Centralized Rent Processing Unit (CRPU) Job Opportunity Specialist (JOS) Daily Activity Log (**FIA-1118**) has been created. The AJOS II will be responsible for monitoring group activity by reviewing the **FIA-1118**.

At each level of approval, a full review of the case must be done to ensure that the documentation in the case record coincides with the information recorded on the RAU approval.

Release of Checks to Landlord

For ESNA cases, IREA staff will not release the checks until the **W-147H** has been signed by the applicant and his/her legal spouse if appropriate.

For EAF cases where the shelter arrears payment approved by RAU exceeds the Agency maximum shelter allowance for the household size, the agency will make an attempt to capture the signature on the **W-147F**. After five (5) days, IREA will release the checks to the landlord.

Imminent Eviction

When imminent eviction is documented (e.g., a Marshal's notice has been issued with an established eviction date) and prioritized as such by RAU, the checks must be issued as E-checks and not using the RO process (the routing location field on the **LDSS-3575** must be blank). For these cases, once the checks are available in the Disbursement and Collection (D&C) area, IREA will be notified. Once the designated IREA staff member presents HRA photo ID and signs the Home Delivery Sheet of Cash Assistance Checks (**W-208A**) form, D&C will release the checks to IREA who in turn can release them to the landlord.

Due to the time sensitivity for these cases, the release of the checks must not be held up in order to capture a signature on the repayment agreement, regardless of the category of assistance. As these cases are exceptions, detailed case comments explaining the reason for this action must be entered in the case record.

Note: In the event that the landlord fails to pick up the check(s), or the checks cannot be delivered, IREA will secure the checks and continue to follow up with the landlord. IREA will attempt to make at least two deliveries during a six day timeframe. If still unsuccessful, IREA will contact RAU who will follow up with the Housing Court, if applicable.

Advocates/Legal
Representatives

In instances where an advocate or legal representative is acting either on behalf of the applicant/participant or the landlord, it may be necessary to release the checks to these individuals. If the case record reflects this information, the CRPU JOS/Worker must ensure that the **W-34A** forwarded to the AJOS II contains the contact information for the advocate/legal representative. IREA staff will use this information to schedule release of the checks.

Originating Center and HDU

BEV Referral

Job Center staff are reminded that all CA applicants, except those applying for EAA, must be referred to the Bureau of Eligibility Verification (BEV). To help expedite the processing and approval for one-shot deals where an eviction is pending, priority BEV appointment slots have been established. In the BEV scheduling window in POS, a new field was added to indicate if the application is a one-shot deal application for a pending eviction. Job Center staff must select “Yes” to ensure that one of the designated primary appointment slots is used.

Repayment Agreements

When an applicant reports to the Job Center to sign a repayment agreement, the Job Center staff must:

- Print the repayment agreement from the HRA OneViewer;
- Capture the applicant’s (and if necessary his/her legal spouse’s) signature on the document;
- Scan and index the signed repayment agreement into the Housing folder; and
- Provide the original signed agreement and the **W-147PP** to the applicant.

Roll Out Schedule

Job Centers will be phased into this new process and must continue processing all RAU decisions until that center is rolled out in to the new centralized process. The roll out schedule can be found in **Attachment A**.

Once a Job Center is phased into the new centralized process, Job Center staff, including HDU, will no longer be responsible for processing RAU approvals for rent arrears. Job Center staff and HDU will however still be responsible for processing RAU denials as well as RAU approvals for requests other than rent arrears. Additionally, Job Center staff will still be responsible for closing one-shot deal cases once the benefit is issued.

Internal Monitoring

The following forms have been developed to be used by the CRPU Administration for tracking purposes only:

- Centralized Rent Processing Unit (CRPU) Rent Approval Payment History (**FIA-1119**)
- Rent Check Distribution Information for Investigation, Revenue, and Enforcement Administration (IREA) (**FIA-1120**)

Effective June 2, 2014

Related Items:

[PB #13-56-OPE](#)


[PB #14-63-OPE](#)

[PD #13-14-ELI](#)

[PD #14-06-ELI](#)

Attachments:

Attachment A	Roll Out Schedule
Attachment B	Interim RAU Report Instructions for CRPU
W-147F	Shelter Arrears Repayment Agreement Worksheet (Rev. 6/09/14)
W-147H	Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (Rev. 06/09/14)
W-147H (S)	Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (Spanish) (Rev. 06/09/14)
W-147KK	Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (Rev. 8/3/12)
W-147KK (S)	Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (Spanish) (Rev. 8/3/12)
W-147PP	Information About Repaying the Department of Social Services for Rental Arrears (Rev. 12/8/09)
W-147PP (S)	Information About Repaying the Department of Social Services for Rental Arrears (Spanish) (Rev. 12/8/09)
FIA-1117 (E)	Centralized Rent Processing Unit (CRPU) Rent Arrears Approval Processing form (6/10/14)

 Please use Print on Demand to obtain copies of forms.

- FIA-1118 (E)** Centralized Rent Processing Unit (CRPU) Job Opportunity Specialist (JOS) Daily Activity Log (6/10/14)
- FIA-1119 (E)** Centralized Rent Processing Unit (CRPU) Rent Approval Payment History (6/10/14)
- FIA-1120 (E)** Rent Check Distribution Information for Investigation, Revenue, and Enforcement Administration (6/10/14)
- FIA-1121 (E)** Centralized Rent Processing Unit (CRPU) Homebound Visit Referrals to Investigation, Revenue, and Enforcement Administration (6/10/14)
- FIA-1122 (E)** Centralized Rent Processing Unit (CRPU) Documentation Checklist (6/10/14)

ATTACHMENT A

DATE	REGION	JOB CENTER
June 2	Manhattan	Waverly Job Center # 13
June 9	Manhattan	Dyckman Job Center # 35
June 16	Manhattan	East End Job Center # 23
June 23	Manhattan	St. Nicholas Job Center # 18, Union Square Job Center # 39, Residential Treatment Services Center # 52, Special Projects Center # 80, SENIORWORKS Center # 84
June 30	Queens/Staten Island	East River Job Center # 37, Queens Job Center # 53, Jamaica Job Center # 54, Rockaway Job Center # 79, Richmond Job Center # 99
July 7	Brooklyn	Refugee Job Center # 47, Veterans' Job Center # 62, Coney Island Job Center # 63, Dekalb Job Center # 64, Bushwick Job Center # 66, Clinton Hill Job Center # 67, Bayridge Job Center # 70
July 14	Bronx	Rider Job Center # 38, Melrose Job Center # 40, Fordham Job Center # 44, Crotona Job Center # 46

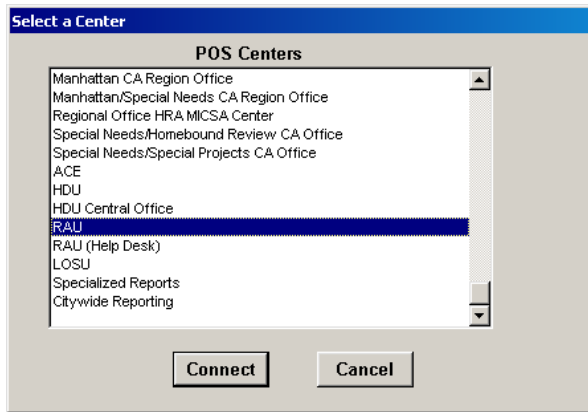
Attachment B
Interim RAU Report Instructions for CRPU
6/10/2014

Overview

The AJOS II, Deputy Director and Center Director were granted interim access to the RAU report in order to view a list of the RAU approvals received on the prior business day.

Connecting to the POS report

The report user must connect to the POS Management Console and select the **RAU** option in the **POS Centers** menu.

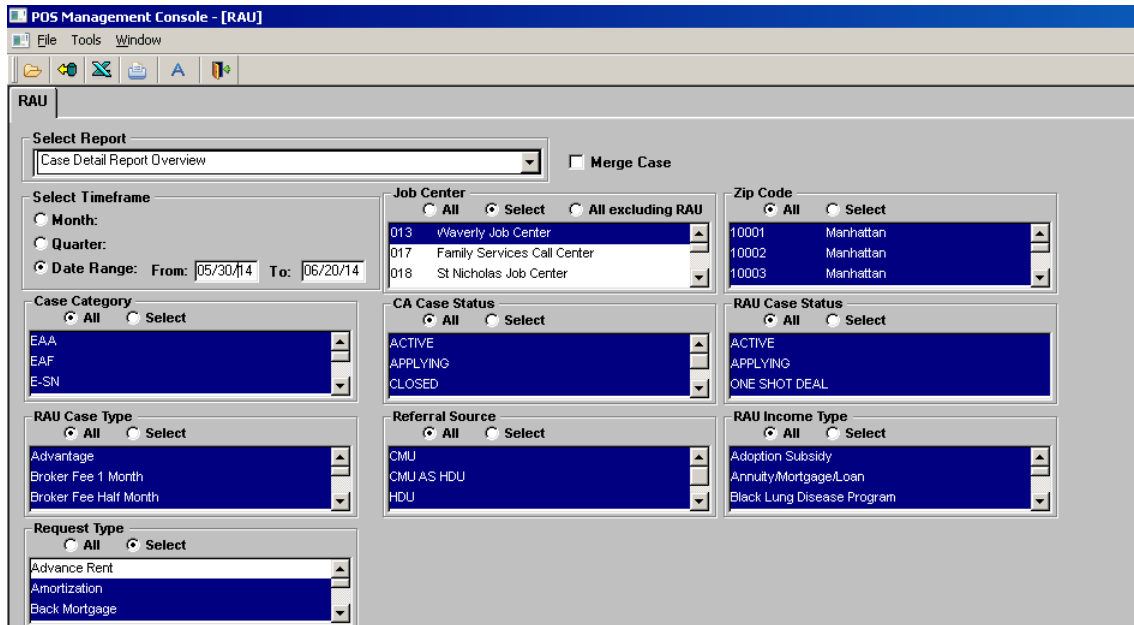


Selecting report filters

The user must select the following filters:

Filter	Select the following option(s)
Select Report	Case Detail Report Overview
Date Range	From 05/30/2014 to 6/20/2014
Job Center	Each job center that has rolled out the CRPU process (hold the Control key to select multiple centers)
Request Type	Amortization, Back Mortgage, Back Rent, Carrying Charges, Property Taxes

Attachment B
Interim RAU Report Instructions for CRPU
6/10/2014



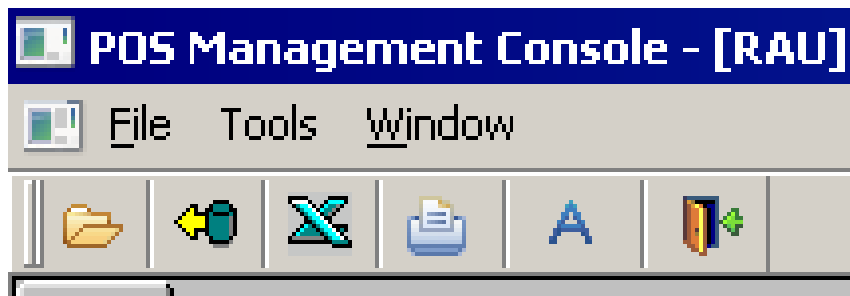
Sorting report results

The user must click on the Referral Decision column to sort the results. The rows with a value of Y in the Referral Decision column indicate RAU approvals.

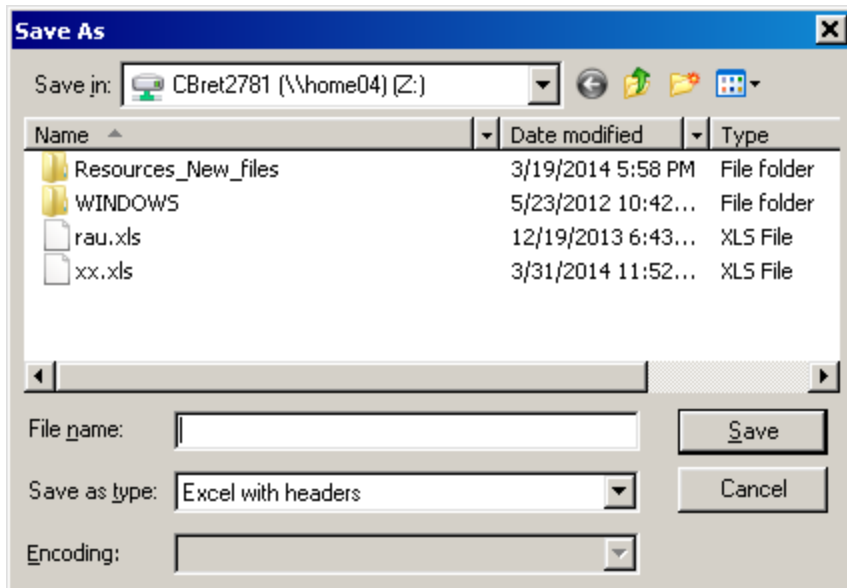
Center	Case#	Case Suf	Case Name	Case Category	Request Type	RAU Referral Date	Referral Decision	Request Decision	Decision Date	Request Amount	Approved Amount	Savings Amount
013		1		SNCA	Back Rent	05/28/2014	N	N	05/30/2014	4357.11	0	4357.11
013		1		E-SN	Back Rent	05/27/2014	N	N	05/30/2014	1955	0	1955
013		1		SNCA	Back Rent	05/30/2014	Y	Y	05/30/2014	2316.9	2316.9	0
013		1		SNCA	Back Rent	05/27/2014	Y	Y	05/30/2014	2625.55	2467.8	157.75
013		1		EAF	Back Rent	05/29/2014	Y	Y	05/30/2014	3612.95	3612.95	0

Exporting results to Excel

To export the results to Excel, the user must click on the Excel (Green X) icon at the top of the window and save the results to their local machine or their "Z" drive.



Attachment B
Interim RAU Report Instructions for CRPU
6/10/2014



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

Shelter Arrears Repayment Agreement Worksheet

(Use for EAF and SNA Applicants Only)

APPLICANT INFORMATION (To be completed by the JOS/Worker.)

A. Print Name: _____
Last Name First Name M.I.

Address: _____
City: _____ State: _____ Zip Code: _____

- B. 1. Is the household eligible for EAF? (Refer to Determination of Eligibility for Emergency Assistance to Needy Families, form **W-145TT**). Yes No
If Yes, a repayment agreement is not required (see exception in the Note below).
If No, go to Question 2.
2. Is the household applying for recurring SNA? Yes No
If Yes, see the asterisk (*) below and proceed to Section C.
If No, proceed to question 3.
3. Is the household applying for ESNA assistance? Yes No
If Yes, proceed to Section C.
If No, reevaluate category of assistance. Return to question 1.

Note: If shelter arrears are paid under Emergency Assistance to Needy Families (EAF), any amount that exceeds the maximum monthly shelter allowance is to be recovered. Complete the Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (**W-147KK**).

For applicants found eligible under recurring Family Assistance (FA) or Safety Net Assistance (SNA), any amount that exceeds the maximum monthly shelter allowance is to be recouped. Complete the PA Recoupment Data Entry Form – WMS (**LDSS-3573**) and enter the recoupment in the Welfare Management System (WMS).

* If the applicant is applying for recurring SNA but eligibility has not yet been established for recurring assistance, the Repayment Agreement should be signed in the event that the recurring case is not opened. If the recurring case is opened, the Repayment Agreement is null and void and the arrears should be claimed under the recurring SNA. In this situation, any arrears that exceed the maximum shelter standards for the month of application and/or for any prior months must be recouped from future SNA grants.

Shelter Arrears Repayment Agreement Worksheet (continued)

C. Household size: _____ (Include all persons residing in the applicant's house or apartment.)

D. The household's gross monthly income at the time of application: \$ _____
(Include all earned and unearned income [including SSI] for all persons residing in the applicant's household.)

125% of the 2014 Federal Poverty Level Guidelines

Size of Household	1	2	3	4	5	6	7	8	9	10	For Each Additional Household Member:
Monthly Amount (Rounded)	\$1,216	\$1,639	\$2,061	\$2,484	\$2,907	\$3,330	\$3,753	\$4,176	\$4,599	\$5,022	\$423

E. 125% of the Federal poverty level for the household size in Section C: \$ _____

F. Does the amount in Section E exceed the amount in Section D?

- Yes. Applicant is eligible for ESNA shelter arrears payment. Complete the Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (W-147H) form.
- No. Applicant is ineligible for an ESNA shelter arrears payment.

G. Total arrears requested: \$ _____

H. Estimated monthly repayment amount: \$ _____ (The amount in Section G divided by 12.)

Date: _____

Case Number: _____

Case Name: _____

Center Number: _____

Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement

REPAYMENT AGREEMENT

Case Address (applicant's address at time of arrears): _____

As a condition of eligibility for receiving this assistance to prevent eviction or foreclosure, I agree to repay the Human Resources Administration \$ _____.

I agree to repay this amount in twelve (12) monthly installments of \$ _____.

I understand that each payment is due on the date indicated on the monthly bill I will receive from the Human Resources Administration.

I understand that the Human Resources Administration's Division of Accounts Receivable and Billing will send me a monthly bill. My check or money order must be made payable to the Human Resources Administration and must include my address and case number. I understand that payments must be mailed in the provided addressed postage-free return envelope to:

Human Resources Administration
Division of Accounts Receivable and Billing
180 Water Street, 9th Floor
New York, NY 10038

If I am receiving shelter arrears assistance, I understand that I will not be eligible to receive another rent, mortgage or tax arrears payment to prevent eviction or foreclosure unless I have fully repaid any assistance received or I am repaying such assistance in accordance with the terms of this/these repayment agreement(s). I also understand that if I fail to repay this assistance in accordance with this/these agreement(s), the Human Resources Administration will enforce this repayment agreement by any method available to a creditor. This includes, but is not limited to, referring the matter to a collection agency, obtaining a judgment from a court, obtaining a lien on real property or garnishing wages, when appropriate. Additionally, I understand that regardless of the payment agreement, I cannot receive more than one shelter arrears payment in a five-year period, unless the Human Resources Administration has an exception policy and makes an exception.

I understand that the Human Resources Administration also has the right to require that I sign a lien on my real property for receiving a rent, mortgage or tax arrears payment, or for receiving a shelter arrears payment authorized under the category of Emergency Safety Net Assistance. If a lien is taken, that portion, which represents this arrears payment, will be considered satisfied when the arrears payment has been repaid in full.

Later, if I become eligible for recurring Cash Assistance, any unpaid balance of this arrears payment will be suspended until I am no longer receiving recurring Cash Assistance. At that time, the unpaid balance again will become due to the Human Resources Administration under the terms of this agreement.

I understand that by signing this form, I agree to all of the above conditions.

Applicant's Signature Date

Legal Spouse's Signature Date

Authorized by Date

Note: This form is not valid unless the Applicant's signature is present.

SAMPLE

DO NOT SEND IF PROCESSED IN POS

For Office Use Only

**For Use by Division of Accounts Receivable
and Billing (DARB) Only**

Billing Information

Refund Item Class Description: **One-Time Shelter**

MGMT Unit: **0707**

Code: **RES**

Billing: **Yes**

Number of Payments: **12**

Mail Receipt: **Yes**

SAMPLE

Copies: (1) file (1) applicant

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Número del Centro: _____

Asistencia de Emergencia de Red de Seguridad (ESNA) Acuerdo de Reembolso de Atrasos de Alquiler

ACUERDO DE REEMBOLSO

Dirección del caso (dirección del solicitante en el momento del atraso): _____

Como condición de elegibilidad para recibir esta asistencia para prevenir desahucio, acepto reembolsar a la Administración de Recursos Humanos (Human Resources Administration – HRA) \$ _____.

Estoy de acuerdo en reembolsar esta cantidad en doce (12) cuotas mensuales de \$ _____

Entiendo que cada pago se tiene que recibir en la fecha indicada en la factura mensual que voy a recibir de la Administración de Recursos Humanos.

Entiendo que el Departamento de Cuentas por Cobrar y Facturación de la Administración de Recursos Humanos me enviará una factura mensual con sobre con sello prepagado y dirección del remitente. Mi cheque o giro postal tiene que ser pagadero a la Administración de Recursos Humanos y debe incluir mi dirección y número del caso. Entiendo que los pagos deben ser enviados por correo en el sobre de dirección del remitente a:

Human Resources Administration
Division of Accounts Receivable and Billing
180 Water Street, 9th Floor
New York, NY 10038

Si recibo ayuda en los pagos atrasados de vivienda, entiendo que no seré elegible para recibir otros pagos de alquiler, hipoteca o impuestos atrasados para evitar desahucio o pérdida de hipoteca, a menos que yo haya reembolsado completamente cualquier asistencia recibida, o esté reembolsando dicha ayuda conforme a lo establecido en mi(s) acuerdo(s) de reembolso. Entiendo además que si no reembolso esta asistencia en conformidad con este(os) acuerdo(s), la Administración de Recursos Humanos hará cumplir este acuerdo de reembolso por cualquier método disponible a un acreedor. Esto incluye, pero no está limitado a, remitir el asunto a una agencia de cobros de cuentas, obtener una decisión judicial, obtener un derecho de retención de bienes raíces u orden de retención de sueldo cuando sea apropiado. Adicionalmente, entiendo que independientemente del acuerdo de pago, no puedo recibir más de un pago de atraso de alquiler de refugio en un período de cinco años, a menos que la Administración de Recursos Humanos tenga una política de excepción y haga tal excepción.

Entiendo que la Administración de Recursos Humanos también tiene el derecho de exigir que yo firme un derecho de retención de mis bienes raíces por recibir pagos para alquiler, hipoteca o impuestos atrasados, o por recibir pagos autorizados en mis cuotas atrasadas de vivienda bajo la categoría de Asistencia de Emergencia de Red de Seguridad (Emergency Safety Net Assistance). Si se ejerce el derecho de retención, la porción que representa este atraso será saldada cuando el pago del atraso sea completamente reembolsado.

Si posteriormente resulto elegible para Asistencia en Efectivo recurrente, cualquier saldo no pagado de esta deuda atrasada se suspenderá, hasta que yo ya no reciba Asistencia en Efectivo recurrente. En ese momento, el saldo no pagado será debido a la Administración de Recursos Humanos bajo las condiciones de este acuerdo.

Entiendo que al firmar este formulario, accedo a todas las condiciones anteriores.

Firma del Solicitante

Fecha

Firma del Cónyuge Legal

Fecha

Autorizado por

Fecha

Nota: Este formulario no es válido a menos que esté firmado por el solicitante.

SAMPLE

DO NOT SEND IF PROCESSED IN POS

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**For Use by Division of Accounts Receivable and
Billing (DARB) Only**

Billing Information

Refund Item Class Description: **One-Time Shelter**

MGMT Unit: **0707**

Code: **RES**

Billing: **Yes**

Number of Payments: **12**

Mail Receipt: **Yes**

SAMPLE

Copies: (1) file (1) applicant

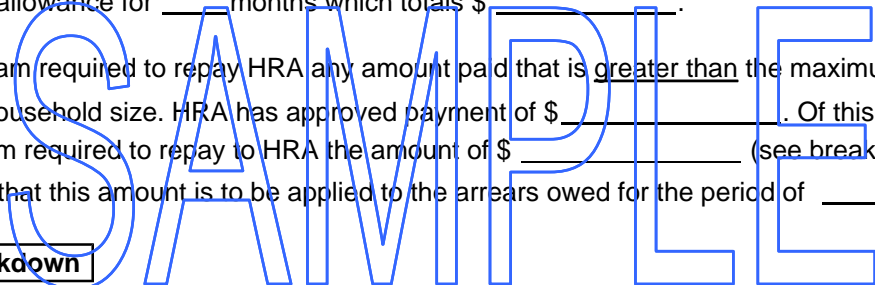
Date: _____
Case Number: _____
Case Name: _____
Center Name: _____

Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears

I, _____, understand that I have applied for Emergency Assistance help with paying my current shelter expense arrears. My current actual monthly shelter expense (rent/mortgage) is \$ _____. I am currently _____ months behind in paying my rent/mortgage. These arrears total \$ _____.

I understand that the Human Resources Administration (HRA) allows \$ _____ per month as the maximum monthly shelter allowance for my household size of _____. I understand that HRA will pay the maximum monthly allowance for _____ months which totals \$ _____.

I understand that I am required to repay HRA any amount paid that is greater than the maximum monthly shelter allowance for my household size. HRA has approved payment of \$ _____. Of this amount, I understand that I am required to repay to HRA the amount of \$ _____ (see breakdown below). I further understand that this amount is to be applied to the arrears owed for the period of _____ months.



Repayment Breakdown

Total shelter expense arrears for _____ months	\$ _____
Minus total maximum shelter allowance for household size of _____ for _____ months.....	- \$ _____
Total amount to be repaid to HRA	\$ _____

I understand that I will receive a bill each month from the HRA/Division of Accounts Receivable and Billing (DARB), and that I will be billed each month until the total amount is paid in full. I have the option at any time of repaying the total balance due in one lump-sum payment.

I further understand that, if I am found eligible under recurring Family Assistance (FA) or Safety Net Assistance (SNA), the amount that exceeds the maximum monthly shelter allowance for my household size will be recouped from my future cash assistance grant.

Applicant's Signature _____ Date _____
Authorized by _____ Date _____

Note: This form is not valid unless the Applicant's signature and the authorized Human Resources Administration staff signature are present.

DO NOT SEND IF PROCESSED IN POS

For Office Use Only

**For Use by Division of Accounts Receivable
and Billing (DARB) Only**

Billing Information

Refund Item Class Description: **One-Time Shelter**

MGMT Unit: **0707**

Code: **RES**

Billing: **Yes**

Number of Payments: **12**

Mail Receipt: **Yes**

SAMPLE

Copies: (1) file (1) applicant

Information About Repaying the Department of Social Services For Rental Arrears

You have just signed an agreement to repay the Department of Social Services (DSS) the money you received for assistance for your rental arrears. The Human Resources Administration (HRA) has arranged with its Division of Accounts Receivable and Billing to enroll you in its automated billing process.

How does the automated billing process work?

Once your signed repayment agreement is received and the HRA check to the landlord is cashed, HRA will enter the full amount into the HRA billing system as a billable account. The amount will be divided into the 12 monthly installments required by New York State Social Services law. Each month you will receive a bill from the HRA Division of Accounts Receivable and Billing and a postage pre-paid business reply envelope. Each bill will show payments received since the prior bill and the remaining balance.

How can I change the amount of the bill due each month?

If you want to change the monthly amount due, you can contact the HRA Division of Claims and Collections. The Division will work with you to create a different payment plan based on changes to your finances or other circumstances. You can ask to reduce or increase the monthly bill amount at any time during the 12-month repayment period. You can also repay the outstanding amount in full at any time during the billing process.

When will the monthly billing begin?

The monthly billing begins after your repayment agreement is given to HRA and the check HRA issued to pay your rental arrears is cashed. If the check is not cashed, you will not be enrolled in the monthly billing process and no money will be due to the DSS.

When will the billing end?

The billing will end when the amount is paid in full. If you become an active Cash Assistance recipient before the amount has been paid in full, billing will be stopped until your case closes. If you are sanctioned on your case, we will start billing you again until the total amount is repaid.

Who do I contact with my questions or concerns?

You can contact the HRA Division of Claims and Collections at (212) 274 - 4943. Tell the representative you want to discuss your repayment agreement. You will be given an appointment to talk about your repayment agreement with Division staff.

Where is the Division of Claims and Collections located?

The address is 250 Church St. New York, N.Y. 10013.

What happens if I stop paying the bills sent to me?

You are responsible for repaying your rental assistance on the assigned schedule unless you ask for a different payment plan and HRA agrees. If you do not contact the HRA Division of Claims and Collections to change your payment schedule or ask for a suspension, you might have a civil action taken against you. This means you could have your credit score negatively affected, your paycheck garnished, and legal fees plus interest added to the original amount owed.

Información sobre el Reembolso al Departamento de Servicios Sociales Por Pagos Atrasados de Alquiler

Usted ha firmado un acuerdo para reembolsar al Departamento de Servicio Social (Department of Social Services -DSS) el dinero que recibió de asistencia para sus pagos atrasados de alquiler. La Administración de Recursos Humanos (The Human Resources Administration - HRA) ha acordado con la División de Cuentas y Pagos (Division of Accounts Receivable and Billing) inscribirle en el proceso automático de pago.

¿Cómo trabaja el proceso automático del pago?

Una vez se reciba su acuerdo de reembolso firmado y el cheque que la HRA envíe al casero se haya cobrado, la HRA ingresará la cantidad total en el sistema de pago como una cuenta por cobrar. La cantidad será dividida entre los 12 plazos mensuales que requiere la Ley Estatal de Servicios Sociales de Nueva York. Cada mes usted recibirá una factura de la División de Cuentas y Pagos del HRA y un sobre de retorno con estampilla. Cada factura indicará los pagos recibidos desde la factura anterior y el balance restante.

¿Cómo puedo cambiar la cantidad de la factura que se debe cada mes?

Si desea cambiar la cantidad de la factura que se debe cada mes, puede comunicarse con la División de Quejas y Cobros de la HRA. Esa unidad coordinará con usted para crear un plan diferente basado en los cambios en sus finanzas u otras circunstancias. Usted puede solicitar que se disminuya o aumente la factura mensual en cualquier momento durante el período de reembolso de 12 meses. Usted además puede reembolsar la cantidad total debida en cualquier momento durante el proceso de pago.

¿Cuándo se iniciará el pago mensual?

El pago mensual se iniciará después de que su acuerdo de reembolso haya sido entregado a la HRA y el cheque que la HRA envió para cancelar los pagos atrasados del alquiler sea cobrado. Si el cheque no se cobra, usted no estará inscrito(a) en el proceso mensual de pago y no se deberá dinero al DSS.

¿Cuándo finalizará el pago?

El pago finalizará cuando la cantidad sea totalmente pagada. Si usted posteriormente se hace beneficiario(a) activo de la Asistencia en Efectivo, antes de que se reembolse la cantidad por completo, no recibirá facturas de pago hasta que se cierre su caso. Si es sancionado(a) en su caso, empezaremos a enviarle las facturas nuevamente hasta que se reembolse la cantidad total.

¿Con quién me comunico si tengo preguntas y dudas?

Puede comunicarse con la División de Reclamos y Cobros de la HRA llamando al (212) 274 - 4943. Dígame al representante que quiere hablar con alguien sobre su acuerdo de reembolso. Se programará una cita para que hable con un empleado de la División sobre el acuerdo de reembolso.

¿Dónde está ubicada la División de Reclamos y Cobros?

La dirección es 250 Church St. New York, N.Y. 10013.

¿Qué pasa si dejo de pagar las facturas que me envían?

Usted es responsable de reembolsar su asistencia para alquiler en las fechas indicadas, a menos que solicite un plan de reembolso diferente y la HRA esté de acuerdo. Si no se comunica con la División de Reclamos y Cobros de la HRA para cambiar las fechas de pago de su reembolso o solicitar que se suspendan los pagos, podría entablarse un proceso civil en contra suya. Esto significa que su estado de crédito podría verse afectado, y su salario ser embargado, y se podrían agregar tarifas legales más intereses a la cantidad que se debe.

Date: _____
Case Name: _____
Case Number: _____
Caseload: _____
Suffix: _____
Center Name: _____
Contact Person &
Telephone Number: _____

**CENTRALIZED RENT PROCESSING UNIT (CRPU)
RENT ARREARS APPROVAL PROCESSING**

To: _____

CRPU Liaison: _____

Preparer's Name: _____ Telephone Number: _____

Discrepancy/
Missing
Information:

SAMPLE

Due Date: _____ Date action taken: _____

Type of action
taken by
Center/RAU: _____

Signature Title Date

Centralized Rent Processing Unit Follow-Up	
Assigned to: _____	Completion date: _____
Signature _____	Title _____
(Response is due FIVE BUSINESS DAYS from the date of report shown above.)	

cc: Jacqueline Flaum, Assistant Deputy Commissioner
Greg Gomez, Excutive Regional Manager

**RENT CHECK DISTRIBUTION INFORMATION FOR
 INVESTIGATION, REVENUE, AND ENFORCEMENT ADMINISTRATION (IREA)**

Date:		Prepared by:								
Case Name	Case Number	Case Category	Priority	RAU Amount		Number of Checks Issued	Landlord			Comment
				Approved	Issued		Name	Telephone Number	Address	
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
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			<input type="checkbox"/> Yes <input type="checkbox"/> No							

SAMPLE

**CENTRALIZED RENT PROCESSING UNIT (CRPU)
 HOMEBOUND VISIT REFERRALS TO INVESTIGATION, REVENUE, AND ENFORCEMENT ADMINISTRATION (IREA)**

Date:		Prepared by:									
Case Name	Case Number	Case Category	Priority	RAU Amount Approved	Case Address	Participants Telephone Number	Landlord			Is W-147F/KK/H Signed?	Comment
							Name	Telephone Number	Address		
			<input type="checkbox"/> Yes <input type="checkbox"/> No							<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No							<input type="checkbox"/> Yes <input type="checkbox"/> No	
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			<input type="checkbox"/> Yes <input type="checkbox"/> No							<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No							<input type="checkbox"/> Yes <input type="checkbox"/> No	

SAMPLE

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

Centralized Rent Processing Unit (CRPU)
Documentation Checklist

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

Documentation Verified in Viewer (check all that apply):

- Shelter Arrears Repayment Agreement Worksheet (**Form W-147F**)
- 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

SAMPLE

Describe and document: _____

Other: _____

JOS/Worker: _____
(print name)

JOS/Worker: _____
(signature)

Telephone: _____ Fax: _____