



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #15-74-OPE (This Policy Bulletin Replaces PB #14-64-OPE)

REVISIONS TO THE CENTRALIZED RENT PROCESSING UNIT PROCESSING OF RAU APPROVALS OF RENT ARREARS

<p>Date: August 14, 2015</p>	<p>Subtopic(s): Rent Arrears, One-Shot Deals</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to:</p> <ul style="list-style-type: none"> • Introduce Priority Codes for use by the Rental Assistance Unit when approving rent arrears requests • Introduce new Routing Location Codes for use by the Centralized Rent Processing Unit (CRPU) • Provide instructions for CRPU staff on how to re-establish a Cash Assistance (CA) application as well as to close a one-shot deal (OSD) application after the benefits are issued • Incorporate system updates • Remind CRPU staff that when issuing benefits, they must not overlap payment periods • Introduce a new CRPU Reports Desk Guide • Remove Repayment Agreement signature capture process from CRPU functions • Provide instructions for CRPU staff related to applications for emergency rental assistance (one-shot deal) taken at Housing Courts or HomeBase Programs • Obsolete the Centralized Rent Processing Unit (CRPU) Homebound Visit Referrals to Investigation, Revenue, and Enforcement Administration form (FIA-1121). <p>Note: For detailed POS changes refer to PB #14-66-SYS</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

Instructions for Job Center and HDU staff begin on page 20 of this document.

Purpose:

The purpose of this policy bulletin is to provide instructions for staff of the Centralized Rent Processing Unit (CRPU) (located at 109 East 16th Street) and to explain the method in which Rental Assistance Unit (RAU) approvals for rent arrears are processed.

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 process to centralize the rent check issuance process in situations where RAU has approved an emergency rent request.

The CRPU is 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.

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

Note: This process is 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 cannot take any actions on those approvals.

Revised Information

Staff at the CRPU have citywide access to the Paperless Office System (POS). The CRPU staff accesses POS by selecting **Centralized Rent Processing Unit** in the CA Sites menu on the POS sign on window. A window opens showing all Job Centers citywide. The CRPU JOS/Worker clicks on the appropriate CONNECT TO CENTERS link to access their queues. CRPU staff must monitor the queues for each region.

New Information

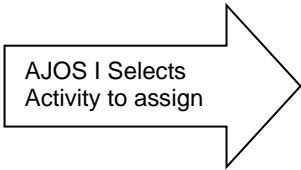
CRPU Associate Job Opportunity Specialist (AJOS) I must actively monitor the following two queues:

- **RAU Approval Priority** – this queue contains RAU approval recommendations for rent arrears that RAU staff identifies as high-priority and that are ready for CRPU processing.
- **RAU Approval Arrears** – this queue contains all other RAU approval recommendations for rent arrears for the CRPU

Revised

As RAU determinations are routed directly into these queues, the AJOSI will be responsible for assigning the rent arrears approvals to the CRPU JOS/Workers for integrity checks and processing.

To assign the cases, the CRPU AJOS I selects 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 appears for the AJOS I to assign the activity. The activity will then be moved into the selected CRPU JOS/Worker’s queue.



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

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]

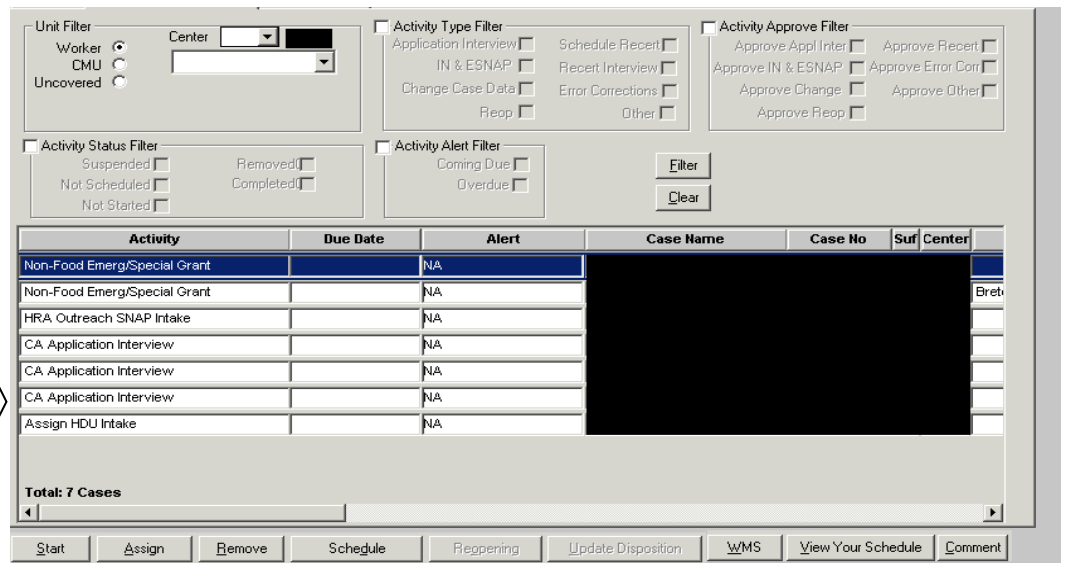
Enter Comments If Any

[redacted]

Cancel OK

Process for the CRPU JOS/Worker

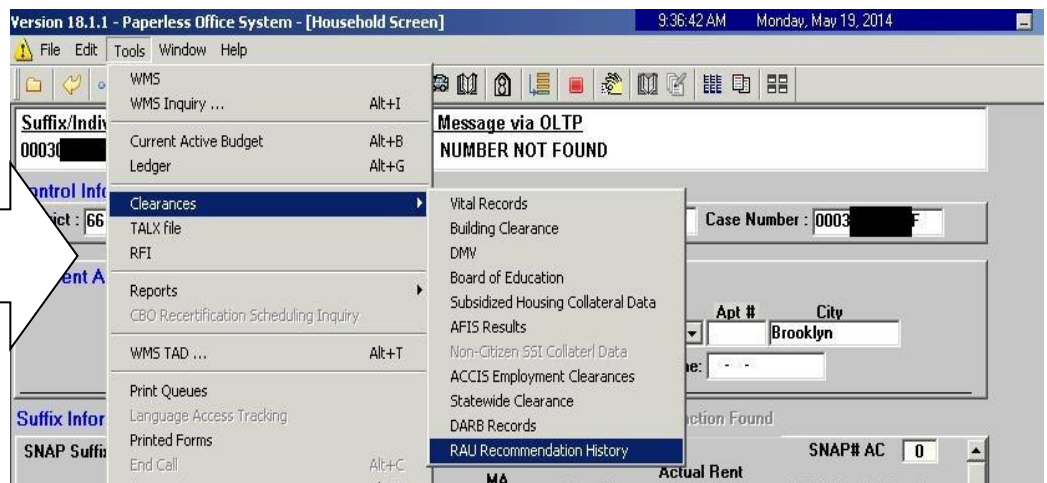
From their queue, the CRPU JOS/Worker opens either the **Change Case Data** or the **Non-Food Emergency** activity by selecting the activity and then clicking on “Start”.



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

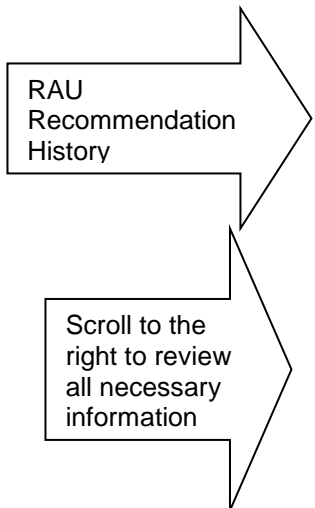
Upon starting the Non-Food Emergency/Special Grant activity the first screen shows the Household screen. At the Household screen, the CRPU JOS/Worker can view the RAU decisions by going into the Tools Menu, selecting Clearances, and clicking on RAU Recommendations History to view RAU decisions.

Revised Information



To access RAU decision

Once the RAU Recommendations History is displayed, the CRPU must make sure to use the scroll bar and scroll all the way to the right to see all the information displayed in the entire record. The RAU Recommendation is shown; the Request Decision is displayed as well as the Approved Amount.



RAU Recommendation History

Case Number: [REDACTED] Case Name: [REDACTED] Center: 040

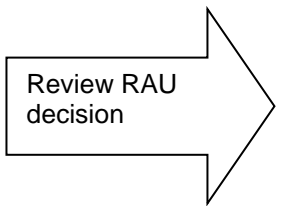
Act No	Activity	Request	Request Date	HDU	Reco
15		Back Rent or Carrying Charges	00/00/0000	Y	Issue Gra

RAU Recommendation History

Case Number: 000 [REDACTED] Case Name: [REDACTED] e Center: 040

RAU Recommendation	Request Decision	Approved Amount and Period	Denied Amount	W137b	W145hh	Referral	Instance
Grant Conditionally	Accept	\$4,600.00 08/01/2013 - 11/30/201		N	N	1	1

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.



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

Grants Referrals and Outcomes Documentation and Verification

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

Close Next Request Previous Request

New Information -
Application Interview

As part of the review, CRPU staff must verify through POS comments and case history that an application interview has been conducted prior to issuing any benefits. If the review determines that no interview has been conducted, CRPU staff must contact both RAU and the Job Center to let them know of this issue.

New RAU Priority Codes

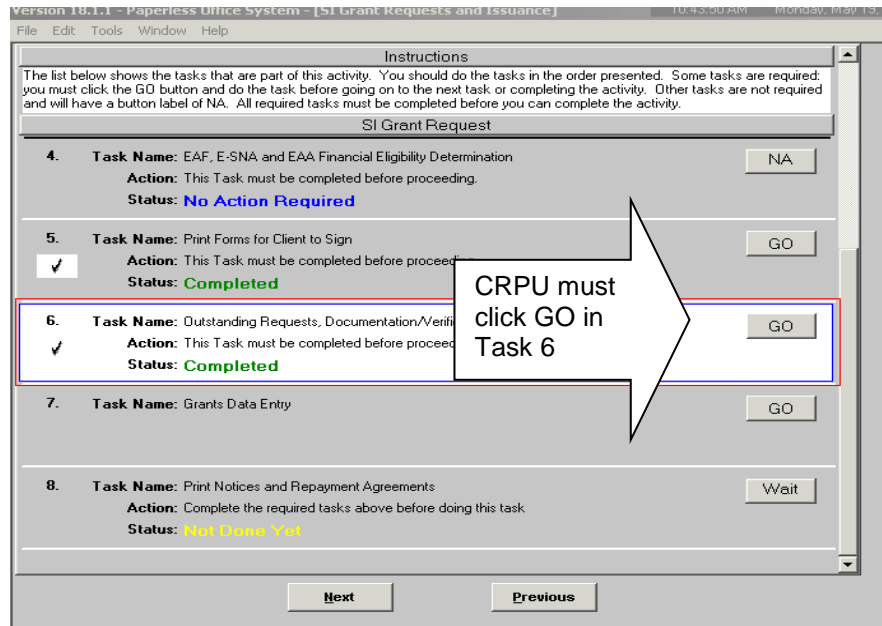
When reviewing the RAU decision, CRPU staff must also be mindful of the Priority Code selected by RAU staff. These codes will determine which of the new routing codes CRPU will use when issuing the checks. There are three Priority Codes that went into effect on September 9, 2014:

- Priority 1 - Used when an eviction is imminent
- Priority 2 – Used when an eviction is not imminent, but the applicant/participant has an open case in housing court or is working with an advocate for their housing issue
- Priority 3 – Used when an eviction is not imminent and the applicant/participant is not working with an advocate

After reviewing the RAU Recommendation History, staff must click **Close** to exit the window and then click **Next** to continue. This will take the CRPU JOS/Worker back to the household screen. From the household screen, click **Next** to go through the necessary POS screens to review information entered into POS at the Job Center.

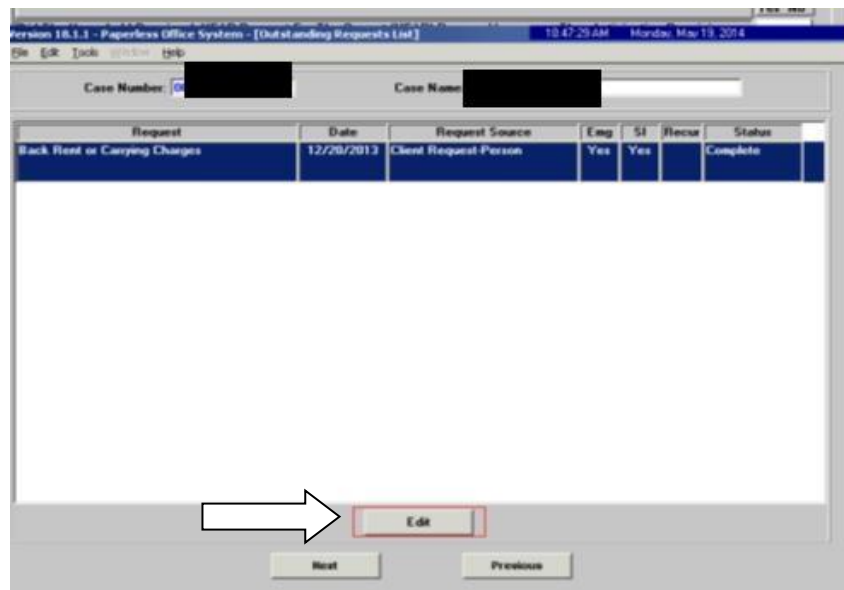
After reviewing the screens in POS, the CRPU JOS/Worker will be at the **SI Grant Requests and Issuance** window. The CRPU JOS/Worker must initiate Task 6 by clicking on the **GO** button.

SI Grant Requests and Issuance window



CRPU must click GO in Task 6

This will launch the **Outstanding Requests List**. Select the row and click the **Edit** button to retrieve the details for this case.



This will launch a new window for the CRPU JOS/Worker to review for additional information

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

File Edit Tools Window Help

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

Referrals

Referral to HDU: Yes No Details: [Redacted]

Referral to RAU: Yes No Details: [Redacted]

Referral to Housing Court: Yes No Details: [Redacted]

Referral to Center Management: Yes No Details: [Redacted]

Landlord Contact: Yes No Details: [Redacted]

Comments: [Redacted]

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 One Viewer. 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 One Viewer 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 One Viewer. 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**.

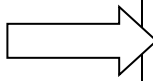
Note: An applicant failing to complete an application interview is considered a discrepancy and should be reported to both RAU and the Job Center.

To help coordinate and monitor all of the discrepancies that are found, Management Information Systems (MIS) created an 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



Version 18.1.1 - Paperless Office System - [Request Action] 2:26:30 PM Friday, May 23, 2014

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

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

CA Household Size: Monthly Home Energy Allowance:
 Monthly Rent Allowance: Monthly Fuel for Heating Allowance:

Grants Referrals and Outcomes Documentation and Verification

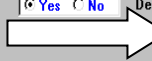
SI Grant Details
 SI Grant Needed? Yes No HDU Request
 Decision Due Date: Overdue? Yes Overdue Reason:

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
 Decision: Not ready for decision Accept Deny
 Approved Amount: Approved Period From: To:
 Other Action
 Denied Amount:

Close Next Request Previous Request

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



Version 18.1.1 - Paperless Office System - [Request Action] 2:32:14 PM Friday, May 23, 2014

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

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

CA Household Size: Monthly Home Energy Allowance:
 Monthly Rent Allowance: Monthly Fuel for Heating Allowance:

Grants Referrals and Outcomes Documentation and Verification

Referrals
 Referral to HDU: Yes No Details:
 Referral to RAU: Yes No Details: Post-Eviction, FEPS Eligible/OTDA Approved, NYCHA Affordable Housing, Dependent Children, Arrears Are Reasonable Based on Circumstances, Future Plan Established, Restored to possession, Other, One time only while in FEPS Client in arrears due to lack of employment to pay excess rent. Client is currently employed. Deducting direct vendor payment \$750.00 for 5/A - 5/A cycles. Approval includes Legal and Marshal fees \$2,291.30
 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

Refer to [PD #15-21-ELI](#) for the Shelter Arrears Policy and Repayment Agreements.

Revised Information

Revised Information

The **FIA-1121** is now obsolete

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 the Emergency Safety Net Assistance (ESNA) category. If the application for assistance is in the ESNA category and a repayment agreement is required, CRPU staff must verify that a signed repayment agreement is found in the HRA One Viewer. If none is found, CRPU must continue processing the case but identify the action as a discrepancy and forward the information to the AJOS II who will contact the Job Center.

Signature on the repayment agreement is now captured up front at the time the request for assistance with rent arrears is made. This includes during homebound interviews conducted by the designated Job Center. Due to this change, IREA will no longer make home visits to capture the signature of homebound applicants/participants. Therefore, the Centralized Rent Processing Unit (CRPU) Homebound Visit Referrals to Investigation, Revenue, and Enforcement Administration (**FIA-1121**) is now obsolete.

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 View Grant Issuance History

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

Grant Details New Grant

Next Previous

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 total amount to be issued is greater than the original arrears request. In these cases RAU will indicate 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 checks the CRPU will use the routing option (RO) process. The checks will be prepared as Special Roll checks but will be routed to the Management Information Systems (MIS) office 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 One Viewer to determine if the repayment agreement (when necessary) has been signed. If the signed repayment agreement is in the HRA One Viewer, 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.

Revised Information

When completing the Public Assistance Single Issuance Authorization Form (**LDSS-3575**) screen in POS, POS will pre-fill the **Routing Location** with one of the following Routing Location Codes based on the priority designated by RAU:

- **CRP1** – This code will be entered by POS when Priority 1 was selected by RAU. The checks that will be picked up by IREA and delivered to the housing court.
- **CRP2** – This code will be entered by POS when Priority 2 was selected by RAU. The checks will be picked up by IREA from MIS.
- **CRP3** – This code will be entered by POS when Priority 3 was selected by RAU and a repayment agreement is not required. These checks will be mailed out by MIS as direct vendor special roll checks.
- **CRP4** – This code will be entered by POS when Priority 3 was selected by RAU and a repayment agreement is required for an Emergency Safety Net Assistance (E-SN) case. The checks will be picked up by IREA from MIS.



Note: The CRPU JOS/Worker will be able to change the pre-filled routing code if the priority designated at the time of RAU approval has been upgraded. For example, if at the time of RAU approval a case is deemed Priority 3 but an eviction is now imminent, the CRPU JOS/Worker should update the Routing Code from CRP2 to CRP1 when processing the checks.

Payment Periods

CRPU must be mindful when issuing benefits that the payment periods do not overlap. If due to systemic restrictions on benefit amounts a check must be broken up on more than one **LDSS-3575**, the period that the checks cover should be the same. For example, if a check for rent arrears for March is being issued on a case with a TOE digit 0, the check dates should be 3/1-3/31. If because of the amount of the check, a second **LDSS-3575** must be issued, the same 3/1-3/31 dates should be used.

Revised Information

In limited situations, the Homelessness Prevention Administration (HPA) may contact CRPU management and request that an approval be processed for immediate check delivery. In these instances the RO process is not to be used and checks must be issued as emergency checks (E-Checks) for immediate delivery.

To issue the E-check, select **Pickup code (PUC) 5**, enter the issuance category, issuance code and leave the routing location blank. Click the **Done** button when finished entering data for the grant and scroll down to access and complete any additional checks associated with the RAU recommendation.

Version 18.1.1 - Paperless Office System - [Single Issue Benefit Data Entry Window] 2:46:57 PM Wednesday, May 21, 2014

File Edit Tools Window Help

Case Number: 000 Case Name: Center: Melrose Job Center Suffix: 1
 Re-Use Case Number: Category: FA

Request Type: Back Rent or Carrying Charges

What type of grant needs to be issued? PA SNAP Total grant amount: \$163.00 View CA Toe Digit Schedule

PA Single Issue Grant Information

1. POS Rule Status:

Pick-Up Codes: PUC 5 - Emergency Public Assistance Check (E-Check)

Issuance Category: Rent Codes

Issuance Code: Code 31 - Rent Arrears Prior to Public Assistance

Case Category for Emergency Grant: EAF

Fair Hearing:

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

Amount	From	To	Routing Location	Replaces Check Number	Restricted Indicator	Authorization Number
\$163.00	05/21/2014	05/21/2014			Vendor	

Message

Delete Grant

Done Cancel

After clicking **Done** the completed grants will display with the status set as **Ready** and highlighted in green as indicated below.

Version 18.1.1 - Paperless Office System - [Single Issue Grant Summary] 3:26:23 PM Friday, May 23, 2014

File Edit Tools Window Help

Case Number: 000 Case Name: Center: Melrose Job Center Suffix: 1
 Re-Use Case Number: Category: FA

Filters

Show PA Grants Show SNAP Grants View Grant Issuance History

Code	Description	From / To	Amount	Next Month Amount	Grant Status	Approval
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	08/10/2013-08/24/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	08/25/2013-09/09/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	09/10/2013-09/24/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	09/25/2013-10/09/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	10/10/2013-10/24/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	10/25/2013-11/09/2013	\$575.00		Ready	Approved
31	Back Rent or Carrying Charges(31 - Rent Arrears Prior to Public Assistance)	11/10/2013-11/24/2013	\$575.00		Ready	Approved

Approval Details

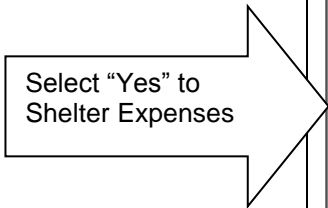
Click Next to Continue

Next Previous

The CRPU JOS/Worker clicks the **Next** button to continue. This returns the JOS/Worker to the **SI Grant Requests and Issuance** window, showing Task 8 as next – print notices.

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 clicking on “Yes” to the Shelter Expenses question which will open up a details window containing the landlord’s information.



Select “Yes” to Shelter Expenses

Notification

The CRPU JOS/Workers will also be responsible for preparing the appropriate notice. For applicants, the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) form (**W-145HH**) and for participants, the Action Taken on Your Request for Emergency Assistance, Additional Allowances, or Adding a Person to the Case (For Participants Only) form (**W-137B**) must be completed by the CRPU JOS/Worker.

When the CRPU AJOS I is approving the activity in POS, he/she must review and print either the **W-145HH** or the **W-137B** and verify that the correct and completed versions are correctly imaged in the HRA One Viewer. Upon approval of the activity the forms will be mailed using the Print-to-Mail (PTM) functionality.

New Information

For cases where the **W-145HH** was not populated correctly by POS, the CRPU AJOS I must return the case to the CRPU JOS/Worker. The JOS/Worker can use the **Notice Data Entry** window to open a new **W-145HH** notice for the case. Within the **W-145HH**, the CRPU JOS/Worker can enter correct information.

New Information

If the applicant receives a one-time-only shelter arrears payment under the EAF category, any amount above the Agency monthly shelter allowance is an overpayment and is subject to recovery. In addition to the **W-145HH**, which contains the recovery information, the CRPU staff must also print a completed Emergency Assistance to Needy Families (EAF) Notice of Responsibility to Repay Excess Shelter Arrears (**W-147KK**). These forms will also be generated and mailed by MIS using the PTM function. This form serves as a reminder to individuals that they will be responsible for repaying the agency the amount issued above the Agency shelter allowance.

Changing the Case Status

Some application cases received by the CRPU will be 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).

Version 18.1.1 - Paperless Office System - [TAD Data - Eligibility] 5:36:32 PM Friday, May 09, 2014

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 Date:	To Date:
E-SN	PA	APPLYING		04/29/2014	00/00/0000
	MA	NOT APPLY		04/29/2014	00/00/0000
	FS	NOT APPLY		04/29/2014	00/00/0000

Individual Name	Line #	CIN	Prg	Reject?	Status Reason	Effective Date	Rule Status
			PA	AP		04/29/2014	UNTESTED
			MA	NA		04/29/2014	
			FS	NA		04/29/2014	

Row 1 of 1

Next Previous Ignore Errors Show Individual Data Run Rules Create CNS

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

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 Date:	To Date:
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

Individual Name	Line #	CIN	Prg	Reject?	Status Reason	Effective Date	Rule Status
			PA	SI		04/29/2014	UNTESTED
			MA	NA		04/29/2014	
			FS	NA		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.

New Information

Re-establishment of One-Shot Deal Applications

CRPU staff may encounter an OSD application that was rejected by the referring center for timeliness, prior to the RAU decision being rendered.

Refer to **Attachment A** for detailed POS instructions and screen shots

In these instances, the CRPU JOS/Worker must re-establish the application in POS in order to issue the benefits. To do this, the CRPU JOS/Worker must:

- Connect to the home job center to access POS
- Select the **CA Application Intake** activity
- Select **None of the Above** in the **Applicant/Participant Is** field (within the Tracking Language Access Indicators window)
- Complete **Site Determination** window
- Confirm CA file date
- Complete all subsequent windows with required information
- Select Appropriate Case Category
- Click **Xmit** to register the case
- Complete CA Application Interview up to the **Employment Information** screen
- Suspend the activity
- From the Activities list, select **Non-Food Emerg/Special Grant**
- Click the **Start** button
- Use the Screen Picklist to access and process **CIN Re-Use Screen**
- Process **Case Number Re-Use**, selecting the case number associated with the RAU approval
- Access the **POS TAD** and open case in **SI** status with appropriate opening code
- Process **TAD** and submit case for approval

Once the case processes in WMS, the RAU decision will be available for processing using the steps discussed in this policy bulletin.

Closing Emergency Assistance Case

New Information

Only for cases where re-establishment is necessary, CRPU will also be responsible for closing out the case. In order to do this, the CRPU staff must complete the **Closing Emergency Assistance Case** activity in POS. Refer to **Attachment B** for detailed POS instructions and screen shots.

Release of Checks to Landlord (IREA)

Revised

For ESNA cases coded as priority 3 by RAU, the routing code on the checks will be **CRP4**. These checks will be picked up from MIS by IREA. These checks should not be released unless a signed **W-147H** has been found in the HRA One Viewer.

Note: **CRP4** will be used sparingly as the repayment agreement is now signed upfront at the time of request.

Revised information –
use of e-checks

In limited cases, and only when instructed to do so by the Homelessness Prevention unit, certain cases will require checks 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 even in the absence of a signed repayment agreement. As these cases are exceptions, detailed case comments explaining the reason for this action must be entered in the case record.

New Information

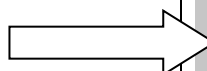
Note: In certain situations an attorney/legal representative/Advocate will pick up the checks on behalf of the landlord. These checks are to be released, as long as a letter of representation is presented.

New Information

In certain instances the court stipulation may provide instructions that the applicant/participant is to pick up the checks from HRA. In these instances, IREA must release the checks to the applicant/participant after verifying the identity of the individual.

	<p>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.</p>
New Information	<p>Note: Checks addressed to Post Office Boxes or outside of New York City will not be delivered by IREA. These checks will be picked up by FIA Support Services for mailing. These checks will be mailed to landlords using certified return receipt.</p>
Advocates/Legal Representatives	<p>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.</p>
New Information	<p>In an effort to improve the communication between landlords/advocates and IREA, MIS has created a new email inbox, rentcheck@hra.nyc.gov (displayed as CRPU in Outlook), for landlords to use to determine if checks are ready for pick up. Additionally, a new telephone number, (929) 221-0045, has been established for use by landlords when working with IREA to schedule either a pick-up or delivery of checks.</p>
BEV Referral	<p><u>Originating Center and HDU</u></p> <p>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.</p>

Only use this for OSD with pending eviction



Response to Question

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? Yes In Office Field Visit Case Type **New**

One Shot Deal for Pending Eviction? Yes No CILOCA Case? No

View/Schedule BEV Appointment Appointment Date 06/03/2014 Time 08:00 AM Type FA

BEV Response

Recommendation Date 00/00/0000

Recommendation Reason

Document... Scan Comment...

OK Cancel

Job Center staff, including HDU, are no longer 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.

Note: Job Center staff are reminded that OSD applications seeking RAU approval should not be rejected for timeliness prior to the 25th day from application.

Internal Monitoring

The following forms are 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**)

Additionally, multiple reports are now available for use by CRPU in the POS Management Console. Please see the Daily Reports for the Centralized Rent Processing Unit (CRPU) User Guide (**Attachment D**) for instructions on utilizing the reports.

Effective Immediately

Related Items:[PB #13-44-SYS](#)[PB #13-56-OPE](#)[PB #14-63-OPE](#)[PB #14-66-SYS](#)[PD #13-14-ELI](#)[PD #15-21-ELI](#)**Attachments:**

Attachment A	POS Instructions for Registering and Opening Case to SI status
Attachment B	POS Instructions for Closing an Emergency Assistance Case
Attachment C	Daily Reports for the Centralized Rent Processing Unit (CRPU) User Guide
W-147F	Shelter Arrears Repayment Agreement Worksheet (Rev. 08/12/15)
W-147H	Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (Rev. 4/1/15)
W-147H (S)	Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (Spanish) (Rev. 4/1/15)
W-147KK	Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (Rev. 4/1/15)
W-147KK (S)	Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (Spanish) (Rev. 4/1/15)
W-147PP	Information About Repaying the Department of Social Services for Rental Arrears (Rev. 08/12/15)
W-147PP (S)	Information About Repaying the Department of Social Services for Rental Arrears (Spanish) (Rev. 08/12/15)
FIA-1117 (E)	Centralized Rent Processing Unit (CRPU) Rent Arrears Approval Processing form (6/10/14)
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 (Rev. 08/14/15)
FIA-1120 (E)	Rent Check Distribution Information for Investigation, Revenue, and Enforcement Administration (6/10/14)
FIA-1122 (E)	Centralized Rent Processing Unit (CRPU) Documentation Checklist (6/10/14)
FIA-1121 (E)	Centralized Rent Processing Unit (CRPU) Homebound Visit Referrals to Investigation, Revenue, and Enforcement Administration (Obsolete)

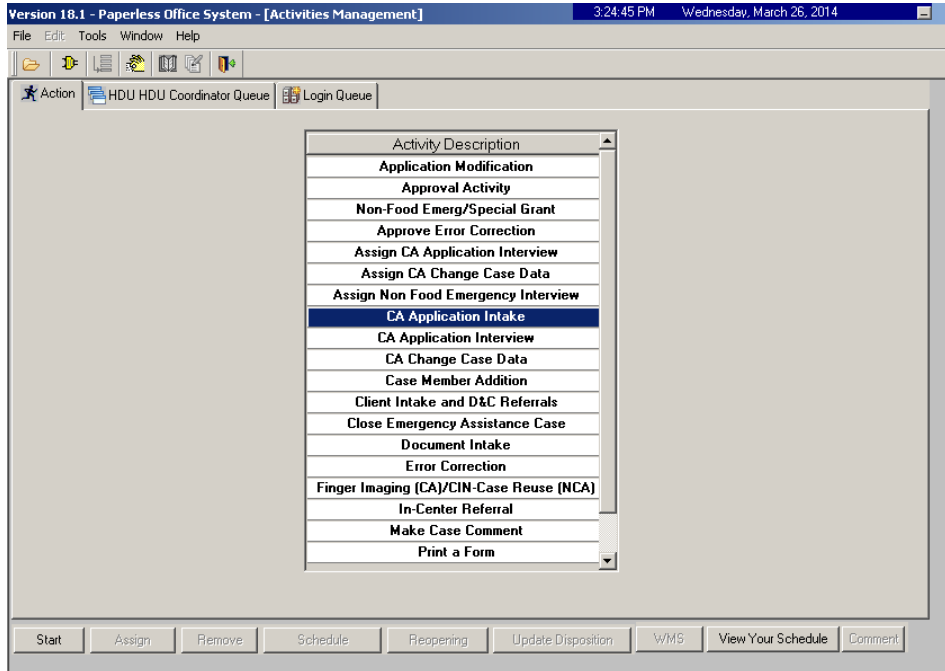
 Please use Print on Demand to obtain copies of forms.

Attachment A
Registering and Opening CA case to process approved RAU rent arrears
July 2014

Registering and opening CA case with approved RAU rent arrears

When a case is closed or rejected for CA, but has an RAU approval that must be processed, Centralized Rental Processing Unit (CRPU) can process the opening of the case to Single Issue (SI) status.

- Connect to the home job center to access POS and select the **CA Application Intake** activity. In the Tracking Language Access Indicators window, select **None of the Above** in the **Applicant/Participant Is** field.



Attachment A Registering and Opening CA case to process approved RAU rent arrears July 2014

Version 18.1 - Paperless Office System - [Site Determination] 3:25:54 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Residential Address Indomiciled ? Center: [Dropdown]

Tracking Language Access Indicators

Applicant/Participant is: [None of the Above] [Dropdown]

Preferred Language for speaking: [Dropdown]

Preferred Language for Written Notices: [Dropdown]

Does the applicant/participant want to use HRA's Free Interpreter Services?: Yes No

If YES, Which of HRA's Interpreter Services is being Used? [Dropdown]

If No, provide reason stated by applicant/participant: [Dropdown]

Continue

Is everyone in the household a US Citizen ? Yes No

Next Refer for Intake Referral

Site Determination

Complete the Site Determination window, completing the following steps:

1. Select the Job Center in the **Center** menu.
2. Select the **Mail or Fax Application** checkbox.
3. Select **Site Determination Override – Out of Territory** in the **Is there a special situation/hardship** menu.
4. Check the **CA** and **One Shot Deal One-Time Emergency Payment Only** checkbox.
5. If the **Verify Re-Application Date Window** appears, confirm the CA file date for the case.

Attachment A
Registering and Opening CA case to process approved RAU rent arrears
July 2014

Version 18.1 - Paperless Office System - [Site Determination] 3:35:53 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Center: Waverly Job Center

Residential Address Undomiciled? House No: [REDACTED] Street Dir/Name/Type: [None] P [REDACTED] Street Apt: [REDACTED]

City: New York State: NY Zip Code: [REDACTED] Phone: () -

Mail or Fax Application Cannot stay for same day Interview Get Ticket

Is there a Special Situation / Hardship? Site Determination Override-Out of Territory

Casehead Last Name First Name Middle Name Sex D.O.B. SSN Verify Address

Initial Clearance Is there anyone currently living in the household who was not listed on the case(s) displayed on WMS inquiry screen? Yes No

Programs Applying For: CA MA SNAP Child Care in Lieu of CA One Shot Deal One-Time Emergency Payment Only

CA case closed less than 30 days? Yes No You may be eligible for SNAP benefits. Would you also like to apply for SNAP? Yes No

Language Spoken: English Can you speak English? Yes No Do you need an interpreter? Yes No

Language Read: English Can you read English? Yes No Can you write English? Yes No

Problem: Other Rental Assistance/Arrears

Is everyone in the household a US Citizen? Yes No

Next Refer for Intake Referral

Current Activity :CA Application Intake [REDACTED]

Verify Re-application Date window

Verify Re-application Date Window

Below you will find the date this case/applicant was most recently logged into the system. If the system was not available or the case was not logged in on the day of re-application, you may need to enter the actual date the applicant came to re-apply

Do not enter the original FS file date, unless this is a re-opening due to a Fair Hearing Decision on an application.

Does this date reflect the actual date the applicant came to re-apply? 03/26/2014 Yes No

Is this a case that must be re-opened due to a Fair hearing Decision on an application? Yes No

Please enter the Fair Hearing Number [REDACTED]

Enter the date the applicant first came to re-apply: Do not enter the original FS file date, unless this is a re-opening due to a Fair Hearing Decision on an application. [REDACTED]

Next Previous

Attachment A

Registering and Opening CA case to process approved RAU rent arrears July 2014

- Complete the **Address, Adults in Household, Children in Household, Gathering Statistics** and **Food Stamp Household Composition** windows.

Address Check window

Version 18.1 - Paperless Office System - [WMS Address Check] 3:53:30 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Residential Address Is the applicant undomiciled? Yes No

House No: [REDACTED] Street Dir/Name/Type: [None] St: [REDACTED] Apt: [REDACTED]

City: New York State: NY Zip Code: [REDACTED]

Mailing Address

Care Of: [REDACTED] Alternate Phone: [REDACTED] Contact Person: [REDACTED]

House No: [REDACTED] Street Dir/Name/Type: [None] Apt: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: 00000 0000

Authorized Representative

Name: [REDACTED] Alternate Phone: [REDACTED] Contact Person: [REDACTED]

House No: [REDACTED] Street Dir/Name/Type: [None] Apt: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: 00000 0000 Phone Number: [REDACTED]

WMS Address Check *Highlight All Cases Listed Below Whose Household Members Currently Live With The Applicant*

Street Address: [REDACTED]

Case Number	Suffix	Case Name	Apt No	Center	MA Resp	Case Type	PA Status	MA Status	FS Status	Closing Date	Mail Addr Ind
[REDACTED]	01	[REDACTED]	[REDACTED]	013		SNCA	AP	NA	NA		N

Next Previous

Current Activity : CA Application Intake [REDACTED]

Adults in Household window

Version 18.1 - Paperless Office System - [Adults In Household] 3:56:01 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Adults

Last Name: [REDACTED] First Name: [REDACTED] Middle Name: [REDACTED] Relationship: Casehead Sex: M

Individual is a:

Spouse of Casehead/Payee CA Casehead Payee None of the above

Applying For:

MA SNAP None

Suffix: 1 D.O.B: [REDACTED]

Required for Applying Adults ONLY

SSN: [REDACTED] Birth Certificate No: [REDACTED]

County of Birth: Bronx Other Name(s): Yes No

Marital Status: Single/Never Married Receiving SSI: Yes No

Multi Ethnic Fields

Hispanic/Latino: Yes No Asian: Yes No Native Hawaiian/Other Pacific Islander: Yes No

Native American or Alaska Native: Yes No Black or African American: Yes No White: Yes No

List Parents' Names Even If Not On Birth Certificate

Mother's - Maiden Name: [REDACTED] First Name: [REDACTED] Middle Name: [REDACTED]

Father's - Last Name: [REDACTED] First Name: [REDACTED] Middle Name: [REDACTED]

Next Previous

Current Activity : CA Application Intake [REDACTED]

Attachment A

Registering and Opening CA case to process approved RAU rent arrears

July 2014

Gathering Statistics window

Version 18.1 - Paperless Office System - [Gathering Statistics] 3:56:41 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Is Anyone In The Household Pregnant? Yes No

Spanish Next Previous

Food Stamp Household Composition window

Version 18.1 - Paperless Office System - [Food Stamp Household Composition] 3:56:55 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Does this person buy food and/or prepare meals with Casehead Suffix

Suffix	First Name	Last Name	Mid	Relation	
1	S			Casehead	<input checked="" type="radio"/> Yes <input type="radio"/> No

Next Previous

Current Activity : CA Application Intake

Attachment A
Registering and Opening CA case to process approved RAU rent arrears
July 2014
Case Registration

- Select the case category (Emergency Assistance for Families (EAF), Emergency Safety Net (E-SN) or Emergency Assistance for Adult (EAA) for the case and click **Xmit** to register the case.

Version 18.1 - Paperless Office System - [Case Login] 3:58:43 PM Wednesday, March 26, 2014

File Edit Tools Window Help

Worker ID: [] Center ID: HDU District: 66

Present Address

Street Number: [] Direction: [None] Name: [] Type: [St] Apt #: [] City: New York
 State: NY Zip Code: [] Phone: []

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val Sex	Ctz/ Ntl	HB	CA	MA	SNAP	AFIS/ST
1	1	[]	Casehead	[]	[]	M			AP	NA	NA	

Suffix Level Information

Registration Number: [] Unit Worker: 153L37 Update Unit Worker

Suffix: [] Case Name: [] File Date: 03/26/2014

Category: E-SN Primary Language: English CNS Notice Language: English Language Read: English

Done Xmit Previous

Current Activity : CA Application Intake []

Entries in CA Application Interview

- Process the **CA Application Interview** activity up to the **Employment Information** screen. This will ensure that the proper Social Security Number (SSN), Citizenship and Alien Information appears for the case.

Do not complete the detailed interview questions. Suspend the activity by selecting **File**, selecting **Close** and clicking **Suspend Activity**.

Close

Closing Window : Household Screen

Current Activity : CA Application Interview

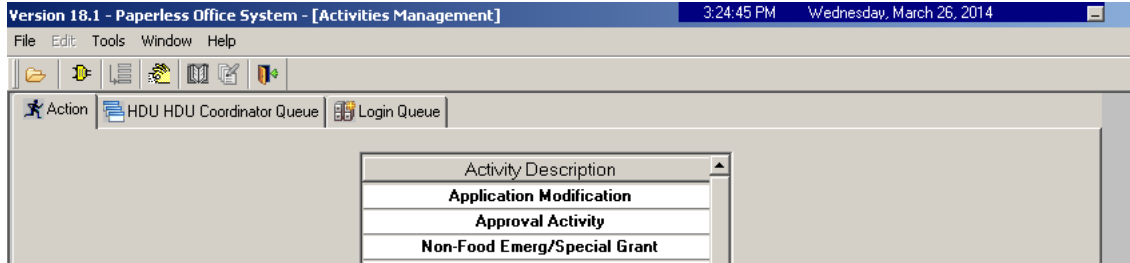
Complete Activity Suspend Activity

Cancel

Attachment A
Registering and Opening CA case to process approved RAU rent arrears
July 2014

Non-Food Emergency to open case to SI status

- Use the **Non-Food Emergency** activity to link the application registration case to the closed or rejected case with the Rental Assistance Unit (RAU) approval for rent arrears.



1. Use the **Screen Picklist** to access and process the **CIN Reuse** screen.
2. Process the **Case Number Re-Use** window, selecting the case with the RAU approval for rent arrears for reuse.
3. Access the POS TAD to open the case to SI status with the appropriate opening code.
4. After processing the TAD, submit the case to the supervisor for approval.

Supervisor Approval

- The Supervisor approves the activity and transmits to WMS from the **Approve Non-Food Emergency** activity.

Processing of the RAU decision

Once the case is processed in WMS, the RAU decision will be available for processing. The Worker can process the case through the Non-Food Emergency activity that was assigned by the CRPU Supervisor at the time that the RAU decision was received.

Attachment B

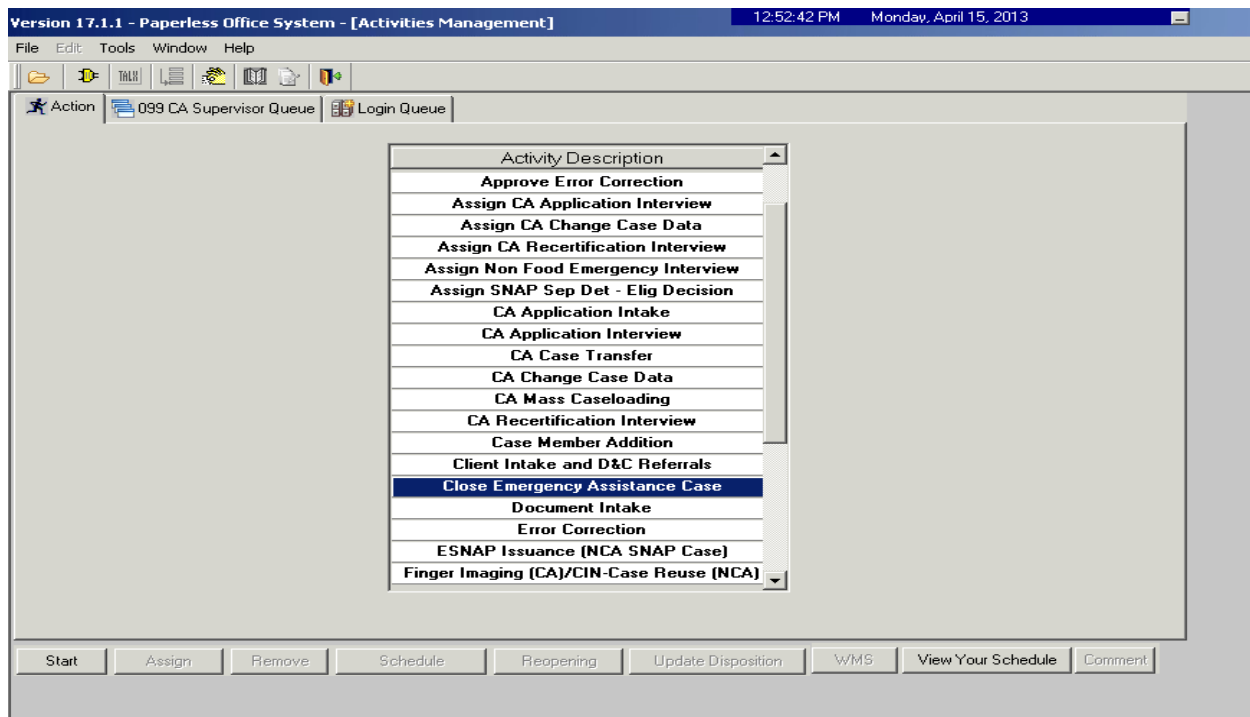
POS Activity: Closing Emergency Assistance Case

POS has an activity called **Close Emergency Assistance Case** to shorten the process of closing an Emergency Assistance case after the approved benefits are issued. In order to access the activity, the case must be in **SI** status and have one of the following emergency assistance categories:

- Emergency Assistance to Families (EAF);
- Emergency Assistance to Adults (EAA); or
- Emergency Assistance to Safety Net (E-SN).

The POS activities are:

- **Close Emergency Assistance Case**
- **Approve Closing Emergency Assistance Case**
- **EC-Close Emergency Assistance Case**
- **Approve EC- Close Emergency Assistance Case**



Close Emergency Assistance Case / EC – Close Emergency Assistance Case

The activity includes the following windows:

- **Household Screen**
- **Close One Shot Deal Window**
- **POS TAD**
- **Approval Elements**

Attachment B

Close One Shot Deal Window

The window will display the case name, case number and suffix. The JOS/Worker must answer the following questions:

- Have all benefits been issued for this case?
- Are you sure this case should be closed at this time?

Version 17.1.1 - Paperless Office System - [Close Emergency Assistance Case] 1:28:29 PM Monday, April 15, 2013

File Edit Tools Window Help

In order to open the POS TAD which is Pre-Set for a One Shot Deal Closing, please answer "Yes" to the two questions below. If you answer "No" to the two questions below, you will NOT be able to close this One Shot Deal Case at this time.

Case Name: [Redacted] Case Number: [Redacted] Suffix: 1

Have all benefits been issued for this case? Yes No

Are you sure this case should be closed at this time? Yes No

Comment...

View Grant Issuance History Next Previous

If the answer to either question is "No", POS displays the following message:

- You cannot complete this activity at this time. Click the **Cancel** button if you wish to return to change your answer. Click **OK** and POS will suspend the **Close Emergency Assistance Case** activity.

If the JOS/Worker answers "Yes" to both questions and clicks the **Next** button, POS opens the **TAD** window. The Cash Assistance (**CA**) status will be pre-filled with a status of Closed (**CL**) and CA reason code **Y95** (Case Closed After Acceptance for Emergency Assistance [SNAP Separate Determination Required]). Once the worker completes the TAD, the **Approval Elements** window opens to allow the Worker to send the activity to the supervisor.

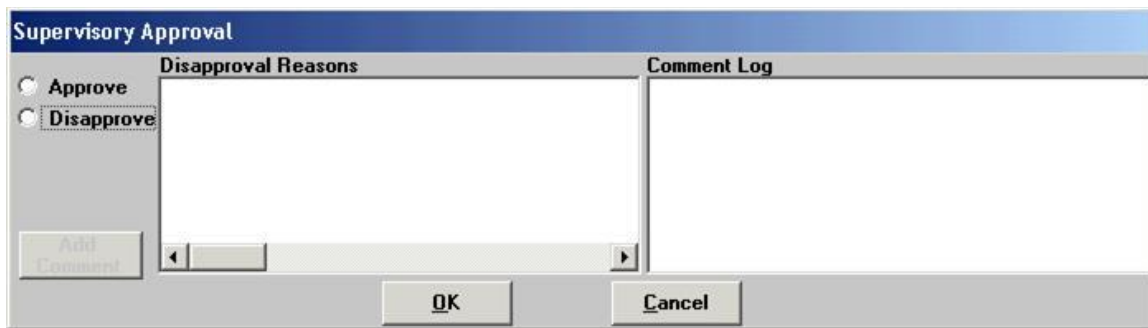
Attachment B

Approve Close Emergency Assistance Case / Approve EC – Close Emergency Assistance Case

The activity includes the following windows:

- **Household** Screen
- **Close One Shot Deal** Window
- **POS TAD**
- **Approval Elements**

Supervisors must approve the **Close One Shot Deal** and **POS TAD** windows using the **Supervisory Approval** menu:



The screenshot shows a dialog box titled "Supervisory Approval". On the left side, there are two radio buttons: "Approve" (which is selected) and "Disapprove". Below these buttons is a button labeled "Add Comment". The main area of the dialog is split into two columns: "Disapproval Reasons" on the left and "Comment Log" on the right. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Once the windows are approved, the Supervisor transmits the closing to WMS from the **Approval Elements** window.

Attachment C

Updates to Daily Reports for the Centralized Rent Processing Unit (CRPU)

User Guide September 2014

Overview

Two daily reports in the POS Management Console for the Centralized Rent Processing Unit (CRPU) allow tracking of checks produced through the RO process and tracking of RAU approvals for rent arrears.

September 2014 Report Updates

The **RO Checks** report was updated to add 3 new columns:

- **Category** – this column indicates the WMS benefit category (EAA, EAF, FA, SNCA, SNFP or SNNC) for the check.
- **Routing Code** – this column indicates the WMS routing code for the check.
- **Grant Code** – this column indicates the special grant code for the check.

The **RAU Approval** report was updated to add 1 new column:

- **Priority Code** – this column indicates the priority code selected in the Rental Assistance Database (RAD) by RAU.

Accessing the POS Management Console

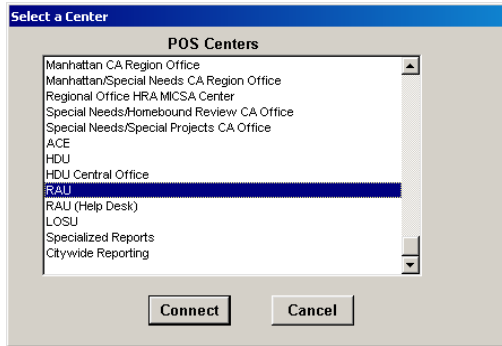
To access the POS Management Console, the user must click the **POS Management Console** link on the POS Portal.



Attachment C
Updates to Daily Reports for the Centralized Rent Processing Unit (CRPU)
User Guide September 2014

Select a Center: RAU

The RAU option in the **POS Centers** menu in the **Select a Center** window allows authorized users to access the new **Daily Report of RO Checks** and **Daily Report of RAU Approvals** reports.



Daily Report of RO Checks

This report contains all RO checks for rent arrears submitted on the prior business day and printed at MIS.

Daily Report of RAU Approvals

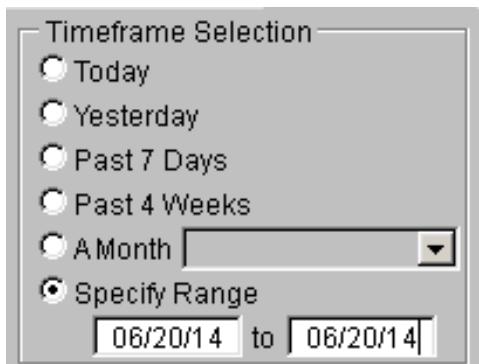
This report contains all RAU approvals for rent arrears on the prior business day.

Timeframe Selection

The user can select **Today**, **Yesterday**, **Past 7 Days**, **Past 4 Weeks**, **A Month** or enter a specific range of days into the **Specify Range** field.

For the **RO Checks** report, the retrieval is based on the date that the checks were printed at MIS.

For the **RAU Approval** report, the retrieval is based on the date that RAU approved the rent arrears.



Retrieve and Export to Excel buttons

The reports are retrieved by selecting the tab (**RO Checks** or **RAU Approval**), entering a timeframe and clicking on the **Retrieve** button.



The report data can be exported to **Excel**.



Attachment C
Updates to Daily Reports for the Centralized Rent Processing Unit (CRPU)
User Guide September 2014

Daily Report of RO Checks

RAU | **RO Checks** | RAU Approval

Timeframe Selection
 Today
 Yesterday
 Past 7 Days
 Past 4 Weeks
 A Month
 Specify Range to

	Center	Case Load	Case Number	Suf	Case Name	Routing Code	Grant Code	Check Number	Dollar Amount	Check Landlord Name	Check St
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											

Total Row: 956 09/09/14 17:28:14

Daily Report of RAU Approvals

RAU | RO Checks | **RAU Approval**

Timeframe Selection
 Today
 Yesterday
 Past 7 Days
 Past 4 Weeks
 A Month
 Specify Range to

	Center	Case No	Suf	Case Name	Landlord Name	Landlord Address	Landlord Phone	Homebound Indicator	Priority Code
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

Rows: 103 09/09/14 17:28:52

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 2015 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)	\$1,226	\$1,659	\$2,093	\$2,526	\$2,959	\$3,393	\$3,826	\$4,259	\$4,693	\$5,126	\$433

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 **up to the amount of _____ in twelve (12) maximum monthly installments of \$ _____**. It is possible the final arrears payment made to my landlord may be less than this amount. If it is less, the amount I need to repay will be reduced and I will be advised at that time.

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
150 Greenwich Street, 34th Floor
New York, NY 10007

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 Urgente de Red de Seguridad (ESNA) Acuerdo de Reembolso de Atrasos de Albergue

ACUERDO DE REEMBOLSO

Dirección del caso (dirección del solicitante a la hora del atraso): _____

Como condición de elegibilidad para recibir esta asistencia para prevenir desahucio o ejecución, acepto reembolsar a la Administración de Recursos Humanos (HRA) hasta la cantidad de _____ en doce (12) plazos máximos mensuales de \$ _____. Es posible que el último pago de atrasos efectuado a mi casero sea inferior a esta cantidad. En tal caso, se reducirá la cantidad que debo restituir y se me aconsejará en ese momento.

Entiendo que cada pago se debe efectuar para la fecha límite indicada en la factura mensual que recibiré 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. 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 se deben enviar por correo en el sobre con franqueo pagado a:

Human Resources Administration
Division of Accounts Receivable and Billing
150 Greenwich Street, 34th Floor
New York, NY 10007

Si recibo asistencia para los pagos atrasados de albergue, entiendo que no seré elegible para recibir otro pago de alquiler, hipoteca o impuestos atrasados para evitar desahucio o ejecución, a menos que yo haya reembolsado en total cualquier asistencia recibida, o esté reembolsando dicha asistencia conforme a lo establecido en mi(s) acuerdo(s) de reembolso. Entiendo además que si no reembolso esta asistencia conforme a 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 se limita a, remitir el asunto a una agencia de cobros, obtener una decisión judicial, obtener un derecho de retención de bienes raíces u orden de retención de sueldo en caso apropiado. Adicionalmente, entiendo que independientemente del acuerdo de pago, no puedo recibir más de un pago atrasado de albergue en un período de cinco años, a menos que la Administración de Recursos Humanos tenga una política de excepción y ha9ga 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 un pago de alquiler, hipoteca o impuestos atrasados, o por recibir un pago autorizado de albergue atrasado conforme a la categoría de Asistencia de Emergencia de Red de Seguridad. Si se ejerce el derecho de retención, esa porción que representa este pago atrasado se considerará saldada cuando el pago atrasado se rembolsé en total.

Si posteriormente llego a reunir los requisitos de Asistencia en Efectivo recurrente, se suspenderá cualquier saldo sin pagar de la cantidad atrasada, hasta que yo deje de recibir Asistencia en Efectivo recurrente. En ese momento, el saldo sin pagar será pagadero a la Administración de Recursos Humanos conforme a 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

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

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 to 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 may approve a payment up to the total arrears indicated above. Of this amount, I understand that the maximum monthly amount that I will be required to repay to HRA is \$_____. If HRA approves a lesser amount, I understand that my monthly payment will be reduced, and I will be advised of the reduced amount.

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

If you are found eligible under recurring Family Assistance (FA) or Safety Net Assistance (SNA), the amount that exceeds the maximum monthly shelter allowance for your household size will be recouped from your future Cash Assistance grant.

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: _____
Nombre del Centro: _____

Asistencia de Emergencia a las Familias Necesitadas (EAF) Acuerdo para Reembolsar Atrasos de Albergue Excedentes

Yo, _____, entiendo que he solicitado Asistencia de Emergencia para pagar mis atrasos actuales de gastos de albergue. Mi gasto mensual actual y efectivo de albergue (alquiler o hipoteca) suma \$ _____. Actualmente estoy _____ meses atrasado(a) con el pago de mi alquiler/hipoteca. Estos pagos atrasados suman \$ _____.

Entiendo que la máxima concesión mensual de albergue para el número de integrantes de mi hogar de _____ integrantes permitida por la Administración de Recursos Humanos (HRA) es de \$ _____. Entiendo que la HRA pagará la máxima concesión mensual por _____ meses, la cual suma \$ _____.

Entiendo que se requiere que yo reembolse a la HRA cualquier cantidad pagada superior a la máxima concesión mensual de albergue para el número de integrantes de mi hogar.

La HRA puede aprobar un pago de hasta el total de los atrasos indicados más arriba. De esta cantidad, entiendo que la máxima cantidad mensual que se requiere que yo reembolse a la HRA suma \$ _____. Si la HRA aprueba una cantidad inferior, entiendo que se reducirá mi pago mensual y que se me informará de la cantidad reducida.

Usted recibirá una factura mensual del Departamento de Cuentas por Cobrar y Facturación (DARB) de la HRA, y se le facturará mensualmente hasta que la cantidad debida se reembolse en total. Usted tiene la opción en cualquier momento de pagar la cantidad total en un pago único global.

Si se determina que usted reúne los requisitos conforme a Asistencia Familiar (FA) o Asistencia de Red de Seguridad (SNA) recurrentes, se recuperará de su futura concesión de Asistencia en Efectivo la cantidad excedente de la máxima concesión mensual de albergue para el número de integrantes de su hogar.

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 agreed 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 Street, 8th Floor, 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 acordado reembolsar al Departamento de Servicios Sociales (DSS) el dinero que recibió de asistencia para sus pagos atrasados de alquiler. La Administración de Recursos Humanos (HRA) ha acordado con la División de Cuentas por Cobrar y Facturación inscribirle en el trámite automático de facturación.

¿Cómo funciona el trámite automático de facturación?

Una vez se reciba su acuerdo de reembolso firmado y se haya cobrado el cheque de la HRA a nombre del casero, la HRA ingresará la cantidad total en el sistema de facturación como cuenta por cobrar. La cantidad se dividirá entre los 12 plazos mensuales que estipula la Ley Estatal de Servicios Sociales de Nueva York. Cada mes usted recibirá una factura de la División de Cuentas por Cobrar y Facturación de la HRA y un sobre con franqueo pagado y con dirección del remitente. Cada factura indicará los pagos recibidos desde la factura anterior y el saldo remanente.

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

Si usted desea cambiar la cantidad debida mensualmente, puede comunicarse con la División de Reclamaciones y Cobros de la HRA. Esa unidad coordinará con usted para crear un diferente plan de pagos, basado en cambios a sus finanzas u otras circunstancias. En cualquier momento durante el período de reembolso de 12 meses, usted puede solicitar que se disminuya o aumente la factura mensual. Además, usted puede reembolsar la cantidad total debida en cualquier momento durante el trámite de facturación.

¿Cuándo se iniciará la facturación mensual?

La facturación mensual se iniciará después de que se haya proporcionado su acuerdo de reembolso a la HRA y que se cobre el cheque que la HRA expidió para pagar sus atrasos de alquiler. Si no se cobra el cheque, usted no estará inscrito(a) en el trámite de facturación mensual y no se deberá ningún dinero al DSS.

¿Cuándo se terminará la facturación?

La facturación se terminará cuando se salde la cantidad total. Si posteriormente usted pasa a ser beneficiario(a) activo de Asistencia en Efectivo antes de que se salde la cantidad total, no recibirá facturas de pago hasta el cierre de su caso. Si usted es sancionado(a) en su caso, empezaremos nuevamente a enviarle las facturas hasta que se salde la cantidad total.

¿Con quién me comunico si tengo preguntas o dudas?

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

¿Dónde está ubicada la División de Reclamaciones y Cobros?

La dirección es 250 Church Street, 8vo piso, New York, N.Y. 10013.

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

Usted es responsable de reembolsar su asistencia de 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 Reclamaciones y Cobros de la HRA para cambiar las fechas de pago de su reembolso, o no solicita que se suspendan las facturas, se puede entablar un proceso civil en contra suya. Esto significa que su puntaje de crédito puede verse afectado, puede embargarse su salario, y pueden agregarse tarifas legales más intereses a la cantidad debida.

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

**CENTRALIZED RENT PROCESSING UNIT (CRPU)
 JOB OPPORTUNITY SPECIALIST (JOS) DAILY ACTIVITY LOG**

Enter Date:		Enter Worker's Name:															
Originating Center	Case Name	Case Number	Case Category	Priority	HVN/HB	RAU Amount		Grant Code(s)	No. of Checks Issued	Clients Phone Number	Client Contact Made		Date M-3G Sent	Date M-3G to Return to Center	Discrepancy		Discrepancy Reason
				Yes/No	Yes/No	Approved	Issued				Yes/No	Yes/No			Yes/No		
SAMPLE																	

Legend of Discrepancy: (1) Proof of Ownership (2) RAU Approval (3) Landlord Information (4) Signed W-146E (5) Signed LDSS-2921 (6) Verified Household Composition

**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							
			<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							
			<input type="checkbox"/> Yes <input type="checkbox"/> No							
			<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	
			<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	
			<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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OBSOLETE

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: _____