

MEMORANDUM

DATE: March 5, 2020

TO: Job Center Directors and Regional Managers

FROM: James K. Whelan, Executive Deputy Commissioner
Office of Policy, Procedures, and Training (OPPT) *JKW*

SUBJECT: Special One Time Assistance (SOTA) Program Hotline

The purpose of this Center Director (CD) Memorandum is to inform staff that if an applicant or participant who moved out of shelter with the Special One Time Assistance (SOTA) program contacts a Job Center with any questions regarding the SOTA grant, or any issues they may be having with the unit they are renting, staff must refer the individual to the new SOTA Hotline at 718-557-1373. In addition, if a landlord contacts a Job Center with any questions related to the SOTA program, they should also be referred to the SOTA Hotline.

Note: Since SOTA payments are now made through a monthly escrow payment process, staff **must not** use the Welfare Management System (WMS) to assist individuals in determining if payments were made. WMS will reflect the initial lump sum payment, but it will not show payments made through the escrow process.

If an individual reports to a Job Center stating that they want to apply for SOTA, staff must determine if the individual has already been approved for SOTA and needs to apply for expenses related to a new apartment, or if they want to apply specifically for the SOTA program.

In either instance, staff must accept the application and process it as a One-Shot Deal request for a new apartment. However, if the individual is looking to apply specifically for SOTA, they must also be instructed to speak with staff at their shelter. Eligibility for SOTA is determined by the Department of Homeless Services.

For information on the SOTA program, as well as the new SOTA Hotline and payment process, please refer to DHS-2a and DHS-10g.

Effective Immediately

Related Items:

[DHS-2a](#) Special One Time Assistance (SOTA) Program FAQs

[DHS-10g](#) New Hotline and Payment Information for SOTA

cc: FIA Call Center
Code X