



Department of  
Social Services

Human Resources  
Administration

Department of  
Homeless Services

# OFFICE OF POLICY, PROCEDURES AND TRAINING

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DSS Policy Bulletin #2023-016

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DISTRIBUTION: ALL STAFF

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## CASH ASSISTANCE (CA) INTERVIEW WAIVER ON SINGLE ISSUANCE (SI) CASES FOR SHELTER AND COMMUNITY MOVES WITH CERTAIN RENTAL SUBSIDY PROGRAMS

Subtopic(s): Rental Assistance

### ■ PURPOSE

The purpose of this policy bulletin is to inform Department of Social Services (DSS), Department of Homeless Services (DHS), Human Resources Administration (HRA), and provider staff about a waiver approved by the Office of Temporary and Disability Assistance (OTDA) of the Cash Assistance (CA) interview requirement for certain applying households to support move-outs from shelter and community moves to prevent eviction with any of the following housing programs:

- City Fighting Homelessness and Eviction Prevention Supplement (CityFHEPS);
- Emergency Housing Voucher (EHV);
- Pathway Home;
- Section 8 shelter moves;
- Special One-Time Assistance (SOTA); and
- DHS Supportive Housing placements

### ■ BACKGROUND

Individuals moving either out of shelter or with a rental subsidy who are not in receipt of CA must apply for an emergency assistance grant (One-Shot Deal) in order to get assistance with move related costs (e.g., first month's rent, broker fee, security voucher, etc.). As part of the application process, an eligibility interview is usually required. It is only after an applicant has completed their CA interview that their case can be placed in Single Issuance (SI) status in the Welfare Management System (WMS), so that payments may be issued. As a result of the waiver discussed above, these households can now go into SI status without an interview.

## ■ REQUIRED ACTION

OTDA has approved a waiver, which is in effect from May 19, 2023 through April 30, 2024, that allows the CA eligibility interview to be bypassed for cases to be put in Single Issuance (SI) status so that moving related expenses may be issued for households moving with a rental subsidy. This waiver only applies to cases that are only going to be placed in SI status and is specifically for applicants who are working with the following DSS community partners:

- Administration for Children’s Services (ACS) and providers
- Department of Homeless Services (DHS) shelter providers
- Department of Youth and Community Development (DYCD) and providers
- Homebase
- Legal Aid Society/Legal Services NYC (for the CityFHEPS pilot)
- NYC Health + Hospitals (H+H) (for the EHV program)

This waiver is only applicable to the CA interview requirement. All other aspects of the eligibility review and determination requirements remain in effect.

**Note:** This waiver does not apply to households that qualify for and/or are applying for ongoing CA or who apply for SNAP at the same time as they apply for a One Shot Deal. These must continue to complete all the required steps of the CA and SNAP eligibility process, including an interview, prior to being approved for rental assistance.

Shelter providers and other community partners assisting clients with rental subsidy packages must be aware that although these applicants will receive a message on ACCESS HRA (AHRA) to call for their CA interview after they submit their application, they are not required to do so. Once an applicant has applied for the emergency CA grant, the provider must submit the applicant’s completed housing application package to DHS or HRA as quickly as possible.

### Streamlining SI Requests to FIA for Rental Packages Submitted to DHS

Once DHS Packet Review and Rental Processing (PRRP) reviews a submitted package and it has all required documents and information, PRRP will complete the *Specialized Cash Assistance Actions: Shelter Moves, Community Moves & Good Cause Transfers* form (“online form”) to request for the case to be put in SI status.

As explained in [DSS-PB-2022-004](#), the online form is completed to help identify and streamline certain case action referrals to HRA for shelter moves, community moves, and good cause transfers. The online form creates one file for all requests to the Family Independence Administration (FIA), which can be accessed by designated FIA, the Homelessness Prevention Administration (HPA), DHS, and Supportive Housing staff to maintain and monitor the actions taken on the referred cases.

The online form allows FIA operations to identify shelter moves, community moves, and good cause transfers that require a CA recurring application, re-budgeting of an active CA case, or putting a case in SI status to be targeted for expedited and centralized processing. For the purposes of this procedure and the CA interview waiver, staff will only use this form for requesting a case to be put in SI status.

DHS and Provider staff must access the online form by going to the following link:

<https://forms.office.com/g/ZD15QaNYwT>

When completing the online form, staff must select **Request case to SI status** for question #6 *Is this a new application or a re-budget?*

Submission of the completed online form in these instances will function as a trigger to flag to FIA operations that an applicant is moving out of shelter and needs their case put in SI status. The form adds the case to a real-time file that is managed by the CA program, and submission of the form serves as notification to FIA to target the identified case and take the requested action.

The file has fields for each submission that must be completed by an FIA Supervisor to confirm the action that was taken as a result of the review, and also shows whether the requested action has been completed. Additionally, there is information to explain if actions cannot be completed, the reason the action cannot be completed, and any needed follow-up steps, if applicable.

This process will be done for the following types of cases:

1. Single individuals with income that would make them ineligible for ongoing CA.
2. Families who are or would be over the income limit for ongoing CA.
3. All individuals on the case are in receipt of Supplemental Security Income (SSI).

**Note:** These households must meet the income criteria for the applicable housing program.

### Rental Package Requirements

When compiling packets, DHS staff, shelter Providers, Homebase, and other Community Partners must ensure that all regular required documents (e.g., lease, apartment review checklist, proof of income, etc.) are submitted with the packet (in or outside the Current system).

**Note:** For cases with a non-citizen, packet preparers must ensure that any immigration related documents that can help identify the immigration status of all non-citizens on the case is included with the packet and available. This includes but is not limited to green cards (**I-551**), all pages of a foreign passport, arrival/departure record (**I-94**), or any other notice from the United States Citizenship and Immigration Services (USCIS).

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## HPA Process for Submitting Rental Packages and Streamlining SI Requests to FIA for DHS Shelter Moves and Community Moves

While concurrently submitting the rental assistance application to the Rental Assistance Program (RAP) and an application for emergency assistance, HPA and Provider staff will complete the *Specialized Cash Assistance Actions: Shelter Moves, Community Moves & Good Cause Transfers* form (“online form”) to request for the case to be put in SI status.

Staff must access the online form by going to the following link:

<https://forms.office.com/g/ZD15QaNYwT>

When completing the online form, staff must select **Request case to SI status** for question #6 *Is this a new application or a re-budget?*

This process will be done for subsidy move cases that are requesting upfront moving related expenses and security vouchers that are ineligible for ongoing CA.

**Note:** For cases involving non-citizens, LOSU must use the documentation available to complete the non-citizen determination window in the Paperless Office System (POS). If no immigration documentation is provided, LOSU will email DHS, RAP, the Public Engagement Unit (PEU), or the Provider and inform them that they cannot put the case in SI status due to lacking immigration documentation. If LOSU is unclear about the documentation provided, they can request a clearance from the Office of Refugee and Immigrant Affairs (ORIA) by sending the ORIA Clearance Request Form (**ORIA-195**) to [ORIA@dss.nyc.gov](mailto:ORIA@dss.nyc.gov).

### Adult Protective Services (APS) Cases

APS cases will go to Special Project Center #80 for application registration and for placing cases in SI status.

### Domestic Violence Services (DVS) Cases

DVS will handle application registration and placing cases in SI status for cases that are under DVS.

### Welfare Management System (WMS) Codes

The staff responsible for issuing the benefits will use the SI opening code **Y19** or **Y41** depending on the rental subsidy. WMS codes **Y19** and **Y41** do not require a budget; however, an employability code (Emp code) is required.

*Effective Immediately*

■ **RELATED ITEM:**

[DSS-PB-2022-004](#)

■ **ATTACHMENT:**

**ORIA-195 (E)**      ORIA Clearance Request Form (Rev. 10/06/20)

## OFFICE OF REFUGEE AND IMMIGRANT AFFAIRS (ORIA) CLEARANCE REQUEST FORM

[ORIA@dss.nyc.gov](mailto:ORIA@dss.nyc.gov), ORIA (212) 331-4550

1. This form should be used for noncitizen/alien clearances.
2. All documents (all pages, front & back) should be scanned and indexed.
3. Documents not listed, should be included under *OTHER* and *additional notes* if relevant.

Date: \_\_\_\_\_

<b>Staff Information</b>	Name of Staff (Last, First): _____	Center #:	Contact Tel #:
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<b>Client Information</b>	Name of client including alias:	WMS case#:	Date of Birth:
	First: _____	_____	_____
	Last: _____	USCIS #:	Social Security number:
	Alias if any: _____	_____	_____
	Male <input type="radio"/> Female <input type="radio"/>		

Document information	Immigration document/Form title & number	Category Code	Required Additional information
Permanent Resident Card (Green Card) form I-551:  Yes <input type="radio"/> No <input type="radio"/>	e.g.: FX2, IR6, R8-6, CU-7, C09, CR6	e.g.: A09, (a)(9), C08, (c)(8),	Expiration date (if any)
			_____
Employment Authorization Card form I-766 or I-688B:  Yes <input type="radio"/> No <input type="radio"/>	USCIS Notice of Action or Notice of receipt form I-797:  Yes <input type="radio"/> No <input type="radio"/>	Category code[e.g. A05, (a)(5)]  <b>OR</b> Provision of law (e.g. ["8 C.F.R. § 274a.12(a)(5)"])	_____
_____			
SAVE Clearance (515WX)  Requested: Yes <input type="radio"/> No <input type="radio"/> Scanned and Indexed: Yes <input type="radio"/> No <input type="radio"/> ----- SSA 40 Quarters match Yes <input type="radio"/> No <input type="radio"/>	Receipt number: Starts with: MSC, ESC, LIN + 10 digits  _____		
		Class of admission (COA) as well as any description of the client's immigration status indicated in SAVE:  COA (e.g. IR6, IR0, CR6) _____  Date of Entry: _____  Date of status: _____	

Additional comments:

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