



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

James K. Whelan, Executive Deputy Commissioner

**Stephen Fisher, Assistant Deputy Commissioner**  
Office of Procedures

**POLICY BULLETIN # 18-24-OPE**

*(This Policy Bulletin replaces PB #15-77-OPE)*

**DSS/HRA/DHS HOUSING SUBSIDY PROGRAMS AND  
INTRODUCTION TO THE HOMELESSNESS PREVENTION ADMINISTRATION (HPA)  
MOBILE OUTREACH TEAMS (MOT)**

<p><b>Date:</b> April 17, 2018</p>	<p><b>Subtopic(s):</b> Homelessness, Diversion, Rental Assistance</p>
<p><b>BACKGROUND</b></p>	<p>The purpose of this policy bulletin is to introduce Job Center staff and Homelessness Prevention Administration (HPA) staff to the new Mobile Outreach Teams (MOT), which replaced the Enhanced Shelter Mobile Diversion Teams (ESMDT) within HPA. This policy bulletin is informational for all others.</p> <p>HPA has been working in partnership with the Department of Homeless Services (DHS) to address the growing population of families in temporary emergency shelters throughout New York City.</p> <p>ESMDT was created to inform shelter residents of the benefits, services and housing options available to facilitate their exit from the temporary shelter. The new MOT units continue these efforts and expand its role to include advocacy on behalf of single adults, adult families, veterans, and families with children to help residents transition from temporary emergency shelters to permanent housing.</p> <p>MOT works closely with the following agencies to ensure that housing resources are allocated to DHS shelter residents and essential services for which they are entitled are provided:</p> <ul style="list-style-type: none"> <li>• DHS;</li> <li>• Mayor’s Office;</li> <li>• NYC Department of Veterans Services (DVS);</li> <li>• NYC Department of Housing Preservation and Development (HPD);</li> <li>• NYC Housing Administration (NYCHA);</li> <li>• NYS Veterans’ Administration (VA);</li> <li>• NYC Public Engagement Unit (PEU); and</li> </ul>

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

See pages 5 – 11 for a listing of housing subsidies.

- Community Based Organizations (CBOs).

Additionally, MOT educates residents on the various housing subsidies and programs available, including Enhanced One-Shot Deals, Living In Communities (LINC), Special Exit and Prevention Supplement (SEPS), City Family Eviction Prevention Supplement (CITYFEPS), Family Homelessness and Eviction Prevention Supplement (FHEPS), etc., that can provide DHS shelter residents with practical means of attaining permanent housing.

MOT consists of four components – the Shelter Team, Commercial Hotel Team, Veterans Team, and Center-Based Team. MOT Staff are stationed at various DHS shelters and commercial hotels throughout the City and have client walk-in services at the following four MOT Regional Hubs:

- Garrison (Bronx) Hub – 845 Barretto Street, 2<sup>nd</sup> Fl.
- Queens Hub – 32-20 Northern Blvd, 2<sup>nd</sup> Fl.
- Manhattan Hub – 132 West 125<sup>th</sup> Street, 4<sup>th</sup> Fl.
- Brooklyn Hub – 275 Bergen Street, 1<sup>st</sup> Fl.

### **Shelter and Commercial Hotel Teams**

The MOT Shelter and Commercial Hotel staff collaborate with DHS and the NYC PEU's Home Support Unit (PEU/HSU) to assess and match shelter residents to suitable permanent housing. MOT Job Opportunity Specialists (JOS) assess the shelter residents' Cash Assistance (**CA**), housing needs, and address barriers preventing shelter residents from securing and/or maintaining permanent housing.

The DHS Shelter Provider submits a weekly Referral Bed Roster to the JOS that lists individuals currently residing in DHS shelters. The Referral Bed Roster provides the following demographics:

- The name of the resident;
- Contact information;
- Household size;
- Client Assistance and Re-Housing Enterprise System (CARES) ID number, which identifies the resident in the CARES system;
- Housing requirements and/or needs;
- The household's current voucher status (vouchered or unvouchered); and
- Type of voucher, if any.

### **REQUIRED ACTION JOS**

After reviewing the Referral Bed Roster, the JOS schedules appointments with the shelter residents to assess their CA and housing needs. Shelter residents are given an appointment slip and the appointment information is annotated in CARES. The DHS Shelter Provider ensures that shelter residents with appointments are made available to meet with the JOS for CA application interviews, housing assessments, and apartment viewings. Any actions taken and/or contact made with shelter residents must be recorded in the MOT Daily Activity Log (**HPA-75**) which is used by JOS to record their daily activity.

### **Housing Assessments**

An HRA Housing Assistance Questionnaire (**HRA-124**) assessment interview must be conducted for individuals who enter a DHS shelter. Based on the outcome of the **HRA-124** assessment, the JOS will determine whether the shelter resident has barriers to maintaining permanent housing. The JOS must take the appropriate steps to address the identified barriers prior to securing permanent housing for the household. The results of the **HRA-124** assessment are logged into the DHS Housing Organizations Mobility Exchange Services (**HOMES**) database and recorded on the **HPA-75**.

### **Vouchered Shelter Residents**

After reviewing the Referral Bed Roster and conducting the assessment interview, the JOS identifies shelter residents who have a current housing voucher (vouchered) and no barriers to housing. Vouchered shelter residents are immediately matched to available housing units through the HOMES database based on the type of housing voucher or subsidy the shelter resident holds.

When a suitable listing is identified, the JOS contacts PEU/HSU to schedule a viewing of the unit. PEU/HSU is responsible for working with brokers and landlords to identify available apartments for shelter residents interested in transitioning out of the DHS shelter. These available housing units are added to the HOMES database by PEU/HSU. Additionally, PEU/HSU assists the MOT staff in matching residents to apartments and coordinating apartment viewings.

The JOS must review the scheduled date and time for the apartment viewing and confirm the shelter resident's availability. Transportation arrangements to escort the shelter resident to the viewing must be made by the JOS through DHS Fleet Administration. Transportation requests must be made at least 24 hours in advance.

**Linked in process case**

During the apartment viewing, multiple households who are deemed suitable for the available housing unit are informally interviewed by the Landlord/Management Company. The Landlord/Management Company informs the PEU/HSU representative which household is approved for the available housing unit (linked in process). Once PEU/HSU is notified that a household is approved, PEU/HSU will notify the assigned JOS. The JOS will forward the approved household's completed housing packet, including Demographic Cover Sheet and all documentation required by the approved housing subsidy program to the AJOS I for review for accuracy and completeness.

Upon approval by the AJOS I, the linked in process case is forwarded to the AJOS II (Team Leader) for review. The Team Leader reviews the case and, if approved, refers the case to the DHS Office of Client Resources (OCR).

**Note:** Linked in process cases submitted to OCR have a 48-hour review period for determination. JOS must include his/her contact information on the Demographic Cover Sheet in the event OCR requires additional information.

**Linked case**

After the application is reviewed by OCR it is forwarded to the responsible unit for processing and approval (linked case). Once completed, checks are disbursed on behalf of the shelter resident to cover various housing fees including, but not limited to:

- First month's rent;
- Security voucher;
- Broker's fee (if applicable);
- Landlord bonus (if participating through the LINC, HUD-VASH, CITYFEPS or FHEPS program); and/or
- Enhanced furniture allowance.

The JOS will follow-up on housing applications with OCR and other responsible departments, such as the Landlord Ombudsman Services Unit (LOSU) and Centralized Rent Processing Unit (CRPU), to ensure that rent checks are processed and delivered timely to landlords.

**Unvouchered Shelter Residents**

**See page 5 for Voucher Programs**

Shelter residents who do not have a housing voucher/subsidy (unvouchered) must reside in a DHS shelter for at least ninety (90) days to be eligible for any housing voucher or subsidy. The JOS will review the Welfare Management System (WMS) to determine the CA status of unvouchered shelter residents and whether the shelter resident is eligible for a housing voucher or subsidy.

If a shelter resident was previously issued a housing voucher and the voucher expired, the Team Leader will work with the agency/organization that administers the voucher program to have the voucher re-issued.

As unvouchered shelter residents receive housing vouchers or housing subsidies, the JOS will use the DHS HOMES database to match the shelter residents to housing units based on the type of housing voucher or subsidy issued and the households' housing needs.

### **Voucher Programs/Housing Subsidies**

#### **Family Homelessness and Eviction Prevention Supplement (FHEPS)**

See [PD #17-26-ELI](#) for information on FHEPS.

As of December 4, 2017, the Family Eviction Prevention Supplement program (FEPS), Living In the Community III (LINC III), and parts of CITYFEPS were replaced by the FHEPS program. The FHEPS program was designed as a rent supplement for families moving from shelters to permanent housing, or who are in danger of losing their current housing. In addition, FHEPS ensures that while NYC families are able to afford stable housing, landlords are fairly compensated by keeping the supplement in line with the reasonable cost of rents within New York City.

FHEPS is comprised of two parts. FHEPS A provides a rent supplement for families with children and FHEPS B provides a rent supplement to survivors of domestic violence. FHEPS has two components – To Stay and To Move. FHEPS to Stay helps families avoid evictions and remain in their apartments. In addition to paying a rent supplement going forward, the program can cover the families' rent arrears. FHEPS to Move allows eligible families to move into a different home if the family lost their home or are unable to remain in their current home.

FHEPS may provide the following initial fees to participating landlords:

For FHEPS to Move:

- First month's rent and three (3) months' rent supplement in advance;
- Security voucher;
- 15% Broker fee, if applicable;

- Unit Hold payment, if landlord agrees to hold the unit for the FHEPS tenant for 30 days; and
- Bonus payment.

For FHEPS to Stay:

- If the tenant is approved for FHEPS, the landlord can receive payment of rental arrears, up to the program's maximum amount approved by HRA and/or New York State.

Both programs may be extended for good cause as long as the household remains eligible.

The FHEPS rent supplement will end if the tenant no longer has:

- An active CA case or
- A child under 18 years of age or under 19 years of age who is a full-time student regularly attending a secondary school or the equivalent level of vocational or technical training.

See [PD #12-24-ELI](#).

### Section 8

Section 8 programs provide a rent subsidy to eligible low-income families to reside in a safe and affordable neighborhood of their choice. Generally, families pay 30 percent, but not more than 40 percent, of their monthly adjusted gross income towards the rent amount. The Section 8 subsidy pays the difference directly to the landlord within program limits. Section 8 Programs are administered by the U.S. Department of Housing and Urban Development (HUD), HPD, and NYCHA.

See [PB #11-113-OPE](#).

The HUD- Veterans Affairs Supportive Housing Program (HUD-VASH) program specifically provides housing services to veterans. In addition to the housing subsidy, HUD – VASH provides veterans with case management and supportive services through the VA medical centers and community-based outreach teams.

Eligibility for Section 8 vouchers are based on income and family size. The amount of the subsidy is based on the number of eligible members of the household. Ineligible members of the household will not be considered when determining the grant amount and the household will be responsible for the ineligible member's portion of rent.

Section 8 provides the following initial fees to landlords on behalf of voucher recipients:

For apartment leases –

- First month of rent in full;
- 15% broker’s fee (if applicable); and
- Veteran Bonus payment, if providing housing to a veteran.

For Single Room Occupancy (SRO) leases -

- First month of rent in full;
- 15% broker’s fee (if applicable); and
- Veterans Bonus payment, if providing housing to a veteran.

**Note:** SRO applies only to HPD-issued Section 8 vouchers. NYCHA does not provide vouchers for SROs.

### **CITYFEPS Rent Supplement Program**

CITYFEPS is designed to help families with children who are currently residing in DHS shelter or at risk of entry into the shelter system to secure permanent housing. Eligibility for the CITYFEPS subsidy is determined on a case-by-case basis. Requests for the CITYFEPS rent supplement must be submitted to HPA for review for an exception to policy.

### **Special Exit and Prevention Supplement Program (SEPS)**

The SEPS program assists individual adults and adult families without children who fall within one of four categories:

1. Includes a member who resided in a DHS shelter at any time between May 1, 2015 and July 31, 2015 and currently resides in a DHS Shelter for Single Adults, or currently resides in a DHS Shelter for Adult Families, and
  - Within twelve (12) months of entering the shelter system, has been evicted or left a residence in New York City that was the subject of an eviction or left a residence because of a vacate order or foreclosure action or for health and safety reasons as determined by a City agency; or
  - Has previous or current service in the United States military service; or
  - Was discharged into the shelter system from a residential substance abuse treatment program, residential program or facility licensed or operated by the New York State Office of Mental Health or New York State Office of Alcoholism and Substance Abuse

**SEPS – Single Adults  
and Adult Families**

Services, foster care placement, or correctional institution.

2. Includes a member who is a domestic violence survivor and resides in a DHS Shelter for Single Adults or for Adult Families but has not refused placement in an HRA shelter or resides in an HRA shelter and has reached the maximum time limit for residence and is at risk of entry into a DHS shelter.
3. Be at risk of entry into a DHS Shelter for Single Adults or for Adult Families and within the last twelve (12) months has been evicted or has lived in a residence in New York City that was or is subject of an eviction proceeding, a vacate order issued by a City agency or a foreclosure action, or required to leave the residence for health and safety reasons as determined by a City agency.
4. Include a member who is at risk of entry into a DHS Shelter for Single Adults or for Adult Families and has previous or current United States military service.

The household must have an Active or Single Issue CA case and the household's total gross income cannot exceed 200% of the federal poverty level. Households enrolled in the SEPS program must contribute 30% of their household income towards the rent.

**LINC Programs**

**Living In Communities (LINC) Rental Assistance Program**

LINC assists shelter residents to move from temporary, emergency shelter back to the community by paying a portion of the rent for one year. There are five LINC programs offered to shelter residents:

**LINC I** – families with children and pregnant women who are employed

LINC I assists families with children or pregnant women working full-time but are unable to afford stable housing. The household must have an Active or Single Issuance CA case and include at least one member who currently resides in the shelter system for at least ninety (90) consecutive days prior to certification. Shelter residents are required to contribute 30% of the household's income towards the rent.

**LINC II** – families with children and pregnant woman with earned/unearned income

LINC II is available to families with children or pregnant women who are episodically homeless with earned or unearned income. The household must be determined eligible for CA or have an Active or Single Issue CA case and include at least one member who:

- has experienced multiple stays in the shelter of thirty (30) days or more with at least one of those stays within the



**LINC IV** – single adults and adult families with a member age 60 or over

- last five (5) years of the current stay; or
- Currently residing in a shelter for at least ninety (90) consecutive days and is one of the families residing in the shelter longest; or
- Currently in receipt of LINC VI rental assistance

LINC IV is targeted towards single adults and adult families who are or include someone age 60 or over, who is in receipt of SSI, SSD, or veteran's disability benefits or potentially eligible for such benefits. The household must currently reside in a DHS shelter for single adults or adult families, DHS safe haven or drop-in center. The household must be eligible for CA or have an Active or Single Issue CA case. LINC IV Rental Assistance is prioritized based on the family's length of stay in the shelter.

**LINC V** – employed single adults and adult families

LINC V is available to single adults and adult families who are working in unsubsidized employment or employment through the Shelter Exit Transitional Jobs Program (SET) and can demonstrate earned income for at least thirty (30) days prior to certification. The household must be currently residing in a DHS shelter, safe haven or drop-in center. The household must be eligible for CA or have an Active or Single Issue CA case. LINC V Rental Assistance is prioritized based on the family's length of stay in the shelter.

**LINC VI** – single adults and adult families, with and without children, or pregnant women who can move in with friends or family in the community

LINC VI helps individuals and families move out of the shelter and reunify with host families including friends or relatives. The program is available to single adults and families, with or without children, and at least one member must have an Active or Single Issue CA case. LINC VI is only available to households in the shelter who are moving in with a host family. The household must identify a qualifying residence and host family that meet the following requirements:

- The host family must include the primary tenant or owner of the residence;
- The addition of a household to the residence must not create overcrowding in the residence;
- The residence must be evaluated by the City of New York for health and safety issues; and
- If the household includes a child under 18, members of the host family must pass an evaluation, including a clearance with the Statewide Central Register of Child Abuse and Maltreatment and the New York State Sex Offender Registry.

LINC, CITYFEPS, and SEPS provide the following initial fees to landlords on behalf of DHS residents approved for the subsidies:

For apartment leases:

- First month's rent in full plus eleven (11) months of the City's portion of rent in advance;
- One month security voucher;
- One additional month of rent, if the landlord agrees to lease to a DHS resident and holds the apartment for thirty (30) days;
- Bonus payment made to landlords;
- 15% Broker's fee, if applicable; and
- Veteran Bonus payment, if the landlord is providing housing to a veteran.

For rooms and SRO leases:

- First month's rent in full;
- One month security voucher;
- One additional month of rent, if the landlord agrees to lease to a DHS resident and hold the room for thirty (30) days;
- 15% Broker's fee, if applicable; and
- Veteran Bonus payment, if the landlord is providing housing to a veteran.

**Note:** Veteran Bonus will be paid in addition to the standard program incentives.

### **HRA HOME Tenant-Based Rental Assistance (HOME TBRA) Program**

HOME TBRA helps eligible families residing in DHS shelters and chronically street homeless individuals afford the cost of rent. Families approved for the program will be required to pay 30% of their income toward the rent and HOME TBRA will supplement the balance.

To be eligible, families must either:

- Be a household of at least two or a pregnant person who has resided in the DHS shelter for at least 120 days or
- Be a chronically homeless and at least one member of the household receives federally-funded Social Security disability, Social Security Retirement, Survivor's or Supplemental

### Security Insurance benefits.

HOME TBRA provides the following initial fees to landlords who accept the program and lease an apartment to a DHS resident:

- First month's rent plus three (3) months of the program's portion in advance;
- One month security voucher;
- Bonus payment made to landlords;
- 15% Broker's fee (if applicable); and
- Veteran Bonus payment, if the landlord provides housing to a veteran.

### **Special One-Time Assistance (SOTA) Program**

The SOTA program provides a rental subsidy to DHS residents who entered the DHS shelter as of September 1, 2017 and have been in shelter for at least ninety (90) days. Residents must be employed and/or have sufficient income to pay future rental payments.

SOTA provides the following to landlords who accept the program and lease an apartment to a DHS resident:

- Twelve (12) months of rent paid in advance;
- One month security voucher;
- 15% Broker's fee; and
- Veteran Bonus payment if the landlord provides housing to a veteran.

### **Enhanced One-Shot Deal (EOSD)**

EOSD is offered to DHS residents who are employed and resided in the DHS shelter for at least sixty (60) days. To be eligible for EOSD, residents must be eligible for CA or have an Active or Single Issue case.

EOSD provides the following subsidies to eligible DHS residents:

- Four (4) months' rent paid in advanced;
- Broker's fee (if applicable);
- One month security voucher;
- Enhanced furniture allowance;
- Storage fees; and
- Moving expenses

See [Fax Flash 14/58](#) for additional information on enhanced furniture allowance

## CA Applications and Requests for Additional Benefits

JOS assess all shelter residents for CA eligibility during the **HRA-124** assessment interview. Shelter residents who are not CA participants may apply for ongoing CA benefits.

If a shelter resident wants to apply for CA benefits, the JOS will manually complete the paper Statewide Common Application (**LDSS-2921**). Upon completion of the **LDSS-2921**, the JOS must scan and e-mail, fax, or deliver the application and supporting documentation provided by the shelter resident to the Center-Based Team (CBT). When the case is registered and accepted, the CBT staff will send an e-mail confirmation of the case status.

Shelter residents who are missing documentation will be issued a Documentation Requirements and/or Assessment Follow-Up (**W-113K**). The CBT JOS assigned to process the **LDSS-2921** will e-mail the **W-113K** to the Shelter Team JOS, who will issue the **W-113K** to the shelter resident. Shelter residents may submit supporting documentation to the JOS at the DHS shelter. Documents submitted to the JOS must be scanned and indexed into the shelter resident's case record.

**Note:** CA participants should also be made aware of ACCESS HRA ([www.nyc.gov/accesshra](http://www.nyc.gov/accesshra)) and the ACCESS HRA Mobile app which is available for free download in the Apple App store as well as the Google Play store. Either the website or the Mobile app can be a useful tool for participants to check on their case status, see any upcoming appointments, monitor benefit issuances as well as see what documentation we may have on file for them already.

See [PD #14-14-OPE](#) for additional information on requests for emergency assistance, additional allowances, or to add a person to a case.

CA participants residing in DHS shelters may make requests to update case information including adding and/or removing household members, or requesting additional allowances. The JOS will manually complete the paper Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case (**W-137A**) form. The **W-137A** and supporting documentation must be scanned and e-mailed, faxed, or hand-delivered to the CBT. The CBT will forward the **W-137A** request to the respective Job Center for processing and follow-up to ensure the action is completed. The Action Taken on Your Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case (**W-137B**) will be issued to the shelter resident when received by the JOS.

**421-a Initiative**

The 421-a Program provides tax incentives to real estate developers who set aside 20% of their units for affordable housing for low income families.

MOT collaborates with HPD, Investigation Revenue Enforcement Administration (IREA), and DHS to ensure that qualified shelter residents are placed in developments participating in the 421-a program.

HPD conducts an initial background check of shelter residents who meet the qualifications for placement in a 421-a program apartment. A list of shelter residents who passed the initial background check is forwarded to IREA. IREA performs criminal background and credit history clearances on the approved shelter residents. Shelter residents who pass the criminal background and credit history clearances will be further evaluated by DHS to determine whether an apartment through the 421-a program is a suitable placement for the household.

DHS provides the 421-a Program JOS with the names of shelter residents who have passed all initial clearances and whose households are suitable for the available 421-a Program apartments. The list of qualified households is also submitted to the landlord/management company of the 421-a Program property.

The landlord/management company performs additional background checks on the household members and submits a list of candidates to be interviewed. The JOS helps the candidates complete the HPD Homeless Housing Application (HHA) and collect documents required for the interview. These documents are uploaded into the Homelessness Prevention Outreach Portal (HPOP). HPOP is a database that contains all required documentation necessary to secure permanent housing. The documents required at the time of the interview include:

Required documents for all household members:

- Current photo identification (Adults 18 years and older);
- Birth Certificate;
- Social Security card;
- Shelter Residency letter
- Tax Returns for prior year or No Tax Return Filed Affidavit (IRS Form 4506T [Adults 18 years and older]);
- W-2 Form for the prior year (if employed during the prior year [Adults 18 years and older]);

**REQUIRED DOCUMENTS**

- Last six (6) months of checking account bank statements and the most recent savings account statement; and
- Signed Credit Form (Adults 18 years and older)

Required documents for married couples, partners, or if any household member is in school/college:

- Marriage License or Domestic Partnership Certificate and
- An Official School letter from First grade through college for any school-aged child(ren) and/or adult who attends school.

Required documents for employed household members:

- Six most recent consecutive paystubs and
- Current employer letter including salary and employment start date.

Required documents if any household member receives any of the following:

- Social Security/SSI/SSDI – Award letter dated within the current calendar year;
- Unemployment – A payment history printout for the last six (6) months from the Department of Labor;
- Court-ordered Child Support – Court Order or payment history for the last six (6) months;
- Non Court-ordered Child Support – A signed and notarized statement indicating the payment schedule;
- Military benefits: VA Award Letter;
- Pension: Award Letter or printout of the payment history;
- Alimony: Separation or Divorce Agreement (Court Ordered payment schedule); and/or
- Disability Insurance: Letter from the Disability Insurance company verifying the amount of benefits received.

Required documents for assets totaling more than \$5,000:

- Statement of Interest Income, Dividends, or Annuities;
- 401K or other retirement account statements dated within the current calendar year; and/or
- Real Estate Deeds/Rental Property Income statement.

Required documents for any household members who are self-employed:

- A notarized Self-Employment Verification Letter including the type of business, length of employment, and annual income schedule; and
- Complete tax returns for the last two (2) years including IRS Form 4506T, Schedule C, and 1099 form.

JOS must submit completed packages to the AJOS I for review. The AJOS I will submit the completed packages to the Team Leader for approval and submission to OCR. 421-a housing packages must be submitted to OCR within five (5) days of the shelter resident receiving approval from the landlord/management company.

### **Veterans Support Team**

The MOT Veterans Support Team partners with DHS, US Department of Veterans Affairs, and the NYC Department of Veterans' Services (DVS) to help homeless veterans obtain suitable permanent housing. The Veterans Team assesses veterans residing in DHS shelters using the **HRA-124**. Veterans JOS are located within various shelters throughout the city including the Borden Avenue Residence and the Barbara Kleiman Shelter.

Refer to [PD #17-17-ELI](#) for information on Veterans' Benefits

JOS serve as advocates to veterans from the time the apartment viewing is scheduled through the move-in process. Veterans may be escorted by staff to apartment viewings and the Veterans Team follows-up with brokers, landlords, and the NYC PEU to ensure that the application process is completed. Veterans who do not have an active, ongoing CA case can apply at the DHS shelter through the Veterans Team, who will complete a paper **LDSS-2921** form. The JOS will scan and e-mail, fax, or deliver the completed **LDSS-2921** and supporting documents to the CBT for processing. When the case is registered and accepted, the CBT will send a confirmation to the Veterans JOS.

If there is missing documentation, the CBT will submit a **W-113K** to the JOS, who will issue the **W-113K** to the veteran. JOS will assist veterans in obtaining missing documentation. Veterans who are missing documents related to their military service can be referred to Job Center 62 to receive assistance in obtaining the documentation. Documentation returned in accordance with the **W-113K** must be scanned and indexed in the case record.

### **Center Based Team (CBT)**

The CBT is located at 32-20 Northern Blvd, 4<sup>th</sup> Floor. The CBT JOS is responsible for providing administrative support to the MOT Shelter, Commercial Hotel and Veterans Teams. New Applications for Cash Assistance are submitted by MOT via e-mail, fax, or delivery to the CBT. Upon receipt of the **LDSS-2921**, the CBT JOS registers the case in the Paperless Office System (POS). The case is assigned to the Job Center closest to the DHS shelter. The CBT JOS sends an e-mail to the JOS who submitted the case and confirms that the case is accepted. All referrals and/or **W-113K** will

Refer to [PD #17-15-OPE](#) Attachment A for POS Application Workflow.

be attached for distribution to the shelter resident, if applicable.

Action code **1HHS**

Refer to [PB #17-31-OPE](#) for additional information regarding AFIS Freedom.

For application cases established at DHS shelters, Action Code **1HHS** will be posted in New York City Work, Accountability, and You (NYCWAY). The Employment Plan (EP) is deferred until after the case is accepted. Any document return and follow-up will be the responsibility of the assigned Job Center. Automated Finger Imaging Systems (AFIS) is not in place at the shelters. Therefore, applicants will be referred for finger imaging at the assigned Job Center. Applicants will be given a Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice / AFIS Freedom Referral (**W-519**), an Automated Finger Imaging System (AFIS) Directory (**W-519N**), an Automated Finger Imaging System (AFIS) Freedom Notice (**FIA-1172**), a Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (**W-607A**), and a **W-113K**. The CBT JOS will make Office of Child Support Enforcement (OCSE), Bureau of Eligibility Verification (BEV), Credentialed Alcohol and Substance Abuse Counselor (CASAC) and domestic violence (DV) referrals, as needed.

**Note:** Applicants can be finger imaged at any Job Center under AFIS Freedom.

Action Code **1HHS** is closed when the case status is changed from Applying (AP) or Single Issuance (SI) to Active (AC), or Denied (RJ). The adults in the household will be placed in the unengaged pool and will be called into the Job Center as part of the batch call-in process when the future action date (FAD) expires.

*Effective Immediately*

#### References:

#### Related Items:

[PD #17-26-ELI](#)

[PD #17-17-ELI](#)

[PD #17-15-OPE](#)

[PD #14-14-OPE](#)

[PD #12-24-ELI](#)


[PB #17-31-OPE](#)

[PB #11-113-OPE](#)

[Fax Flash 14/58](#)



Attachments:

 Please use Print on Demand to obtain copies of forms.

**HPA-75**

MOT Daily Activity Log

MOT Daily Activity Log



Department of Social Services

Human Resources Administration  
Department of Homeless Services

Homelessness Prevention Administration

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

Staff Member's Name: \_\_\_\_\_

#	Last Name	First Name	CARES ID	Shelter Name	CA case #	Housing Subsidy Type	Voucher Amount	Housing Type	Housing Search Status	Assistance Provided	Household Size	Viewing Scheduled? (Y/N)	OCR Packet Submitted?		Non-Compliance	MOT Comments Assistance Provided / Viewing Address & Date / Viewing Outcome (Description of Assistance Provided) / Non-Compliance
													Y/N	Date		
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
13																
14																
15																

SAMPLE

\* The selection of "Other" requires an explanation in the MOT Comments field.