



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #22-37-OPE

GUIDANCE FOR HOUSING NAVIGATORS/CASE MANAGERS AND JOB CENTER STAFF REGARDING EHV APPLICANTS IN NEED OF CASH ASSISTANCE (CA)

Date: June 17, 2022	Subtopic(s): Obtaining Ongoing Cash Assistance or Single Issue (SI) Cash Assistance for EHV Applicants
	<p>The purpose of this policy bulletin is to inform Housing Navigators/Case Managers how to assist Emergency Housing Voucher (EHV) applicants with obtaining ongoing Cash Assistance (CA) or a case in Single Issue (SI) status by identifying their current status in the Welfare Management System (WMS). This policy bulletin also provides instructions for Job Center staff who encounter EHV applicants seeking to obtain an active (AC) CA or SI CA case.</p> <p>The EHV program is available through the American Rescue Plan Act. Through EHV, the United States Department of Housing and Urban Development (HUD) provides rental assistance administered by local Public Housing Agencies (PHA) including the Department of Housing Preservation and Development (HPD), New York City Housing Authority (NYCHA) and New York State Homes and Community Renewal (HCR) for persons in low to moderate income households who are experiencing homelessness, at risk of homelessness, experiencing or fleeing domestic violence, and those who have experienced homelessness in the recent past who are at high risk of housing instability, to rent housing on the private market.</p> <p>An EHV applicant may contact a Job Center seeking to obtain an ongoing CA case or a case in SI status. Having either of these two statuses enables the Landlord Ombudsman Services Unit (LOSU) to pay an EHV applicant's Broker's Fee and Security Voucher in addition to the EHV applicant's first month's rent.</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

When an EHV applicant searches for an apartment and wishes to have their Broker's Fee and Security Voucher paid for, the Housing Navigator/Case Manager must ensure that the applicant has either an ongoing CA or SI CA case. If the applicant needs to apply for either of these types of CA benefits, the Housing Navigator/Case Manager must fill out the Cash Assistance Referral for Emergency Housing Voucher (EHV) Applicants (**HRA-189b**) form and give it to the applicant. While the applicant may apply for CA online through ACCESS HRA, they may also go to a Job Center to apply. If applying online, the EHV applicant must upload the **HRA-189b** form using the ACCESS HRA mobile app. If applying at the Job Center, the applicant must show the **HRA-189b** form to a Job Center staff member, in order to be assisted properly.

Job Center Staff Instructions

If an EHV applicant comes to a Job Center presenting the **HRA-189b** form, they are seeking to obtain either CA ongoing or One-Shot Deal/Emergency Only Cash Assistance. The **HRA-189b** form will indicate which type of CA case the applicant is seeking.

If the applicant has a WMS status that is not CA ongoing or CA SI such as Supplemental Nutrition Assistance Program (SNAP) and Medicaid (MA) the Job Center staff member must either assist the applicant in person or direct them to apply online via Access HRA.

If the EHV applicant already has ongoing CA or CA in Single Issue status, the Job Center staff member must contact the Housing Navigator/Case Manager listed on the **HRA-189b**, and confirm that the applicant's EHV packet can be emailed to the Landlord Ombudsman Services Unit (LOSU) at LOSUEHV@hra.nyc.gov.

If an EHV applicant's request for CA is in Application Status, (ongoing or Single Issue), the staff member must ask if the applicant has been interviewed by the Family Independence Administration (FIA).

- If the applicant has already been interviewed: Job Center Staff must advise them to have their Referring Agency's Housing Navigator/Case Manager send the EHV packet to LOSU at LOSUEHV@hra.nyc.gov; or
- If the applicant has not been interviewed: Job Center staff must proceed with an interview attempt as per normal center processes when clients apply for CA (ongoing or single issue)

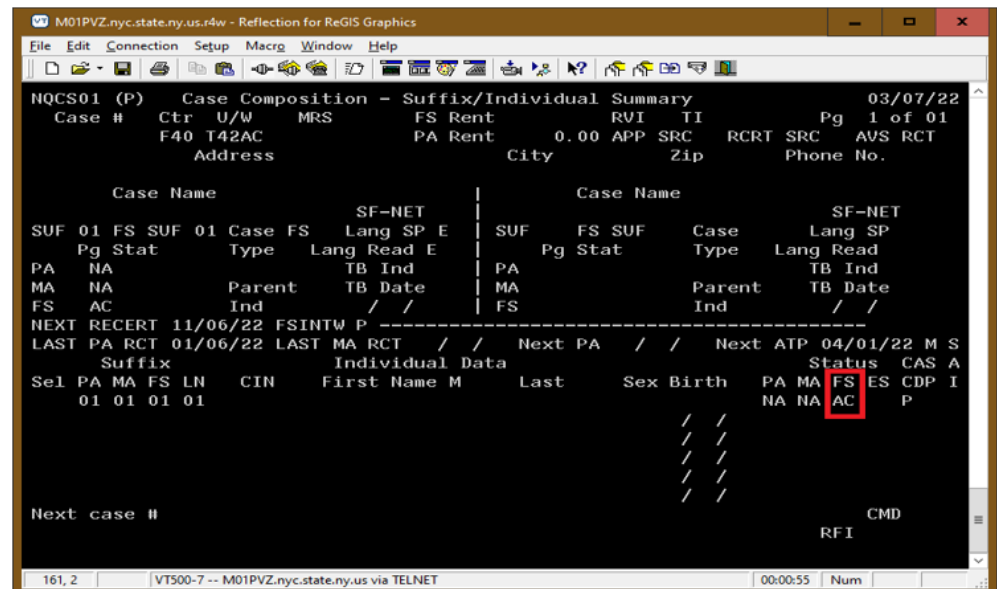
If an EHV applicant applies online, and staff see the **HRA-189b** form as either a document in the HRA OneViewer or as an unindexed document, staff must ensure that the applicant's submitted application is in the correct posture for what they need. For example, if the **HRA-189b** form indicates that the applicant needs a case in SI status but the applicant applied for ongoing, staff must confirm with the applicant during the interview if they are applying for ongoing or if they are only applying to have a case in SI status. If the applicant confirms they want to apply for ongoing CA, staff must continue the interview and process accordingly. If the applicant indicates they just want the SI status, staff must perform an Application Modification to change the case to AP/NA/NA status.

Housing Navigator/Case Manager Instructions

There are six (6) possible WMS statuses that identify a person as eligible for, or a recipient of HRA services. The following are instructions for how the Housing Navigator/Case Manager should assist the applicant in each scenario:

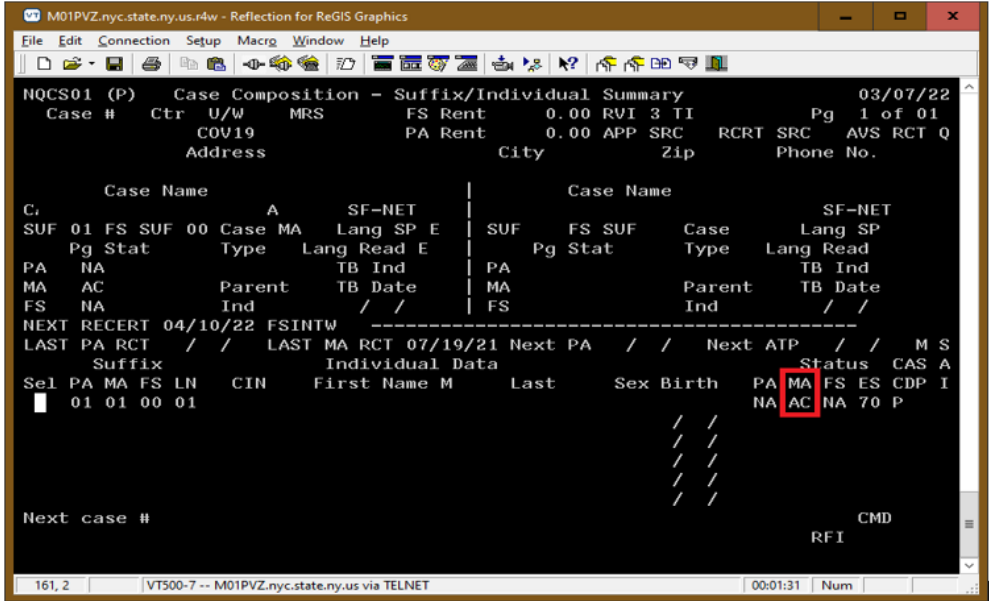
1. SNAP Only

The Broker's fee and Security Voucher cannot be issued on a Supplemental Nutrition Assistance Program (SNAP) only case. These individuals must apply either for ongoing CA or for CA only to be placed in SI status.



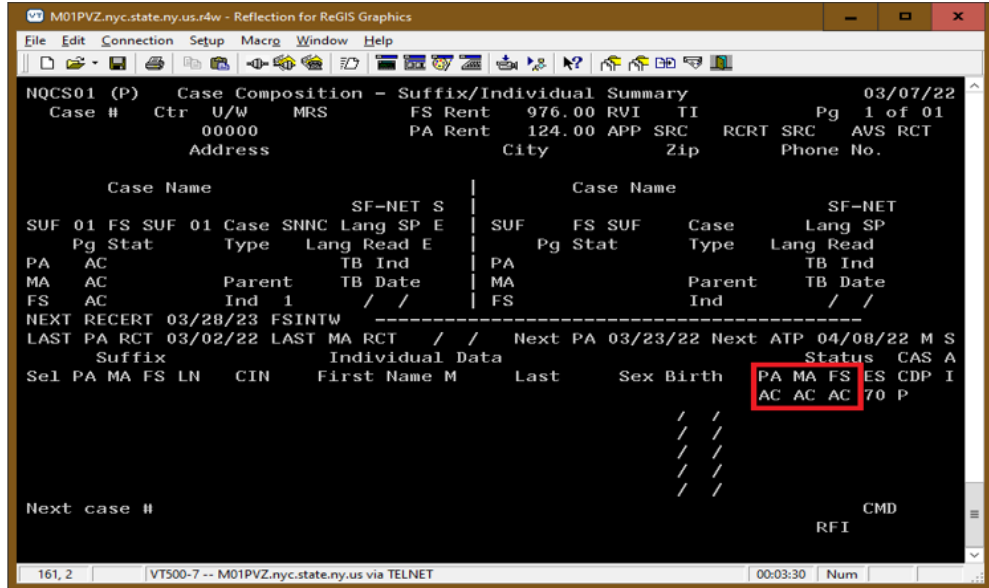
2. Medicaid Only

The Broker's fee and Security Voucher cannot be issued on a Medicaid only case. These individuals must either apply for ongoing CA or CA only to be placed in SI status.



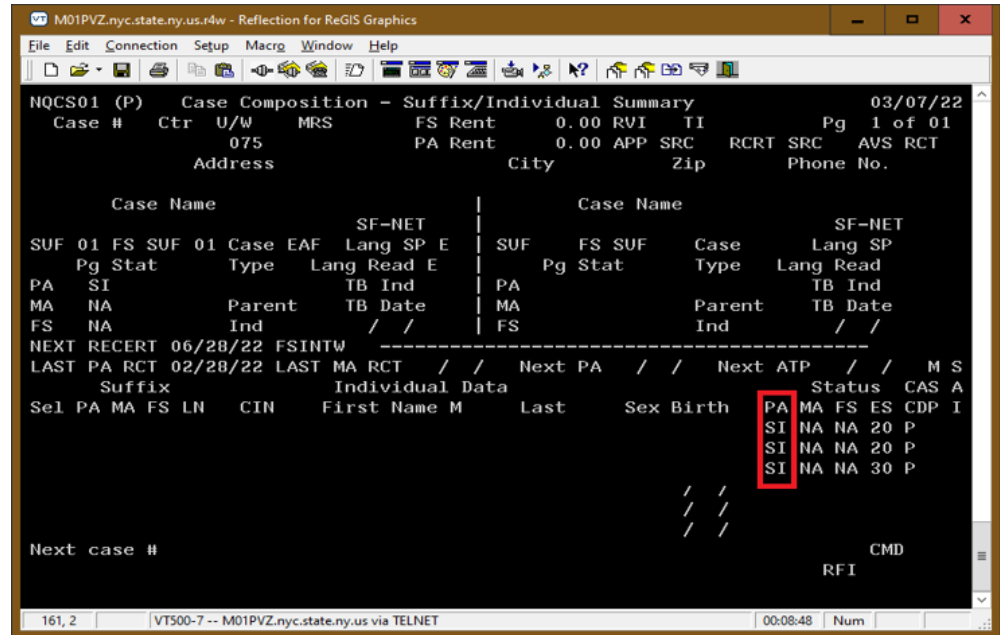
3. Active Cash Assistance Case

A participant with an active CA case is eligible to receive a Broker's Fee and a Security Voucher. The Housing Navigator/Case Manager must send the EHV packet to the Landlord Ombudsman Services Unit (LOSU) at LOSUEHV@hra.nyc.gov.



4. Case in Single Issue Status

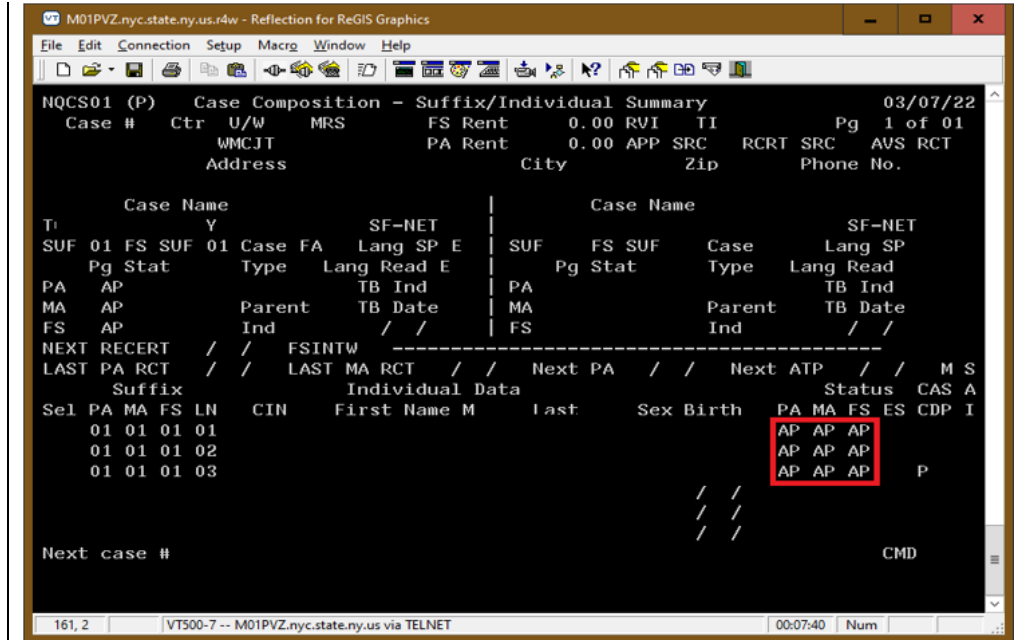
An applicant with an SI CA case is eligible to receive a Broker's Fee and a Security Voucher. The Housing Navigator/Case Manager must send the EHV packet to the Landlord Ombudsman Services Unit (LOSU) at LOSUEHV@hra.nyc.gov.



5. Cash Assistance Case in Application (AP) Status

The Housing Navigator/Case Manager must find out if the applicant has been interviewed by FIA for CA.

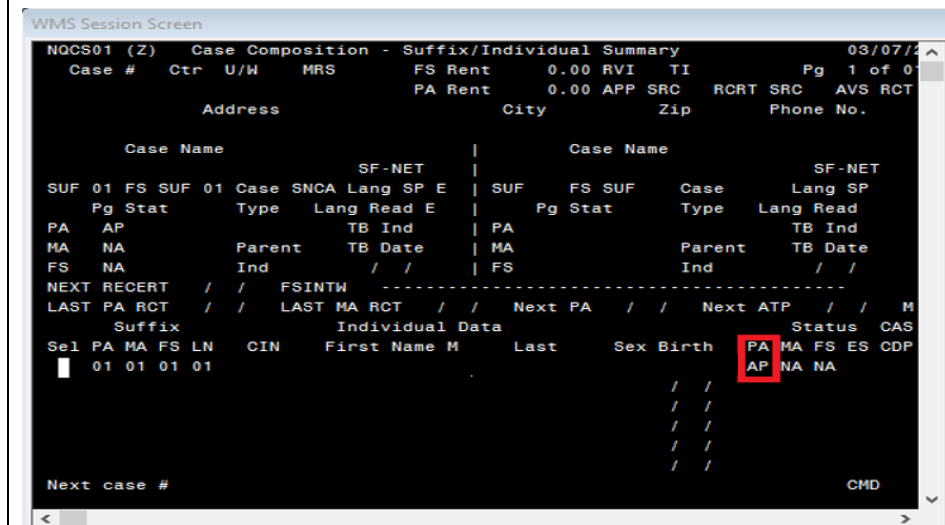
- If the applicant has had the interview, the Housing Navigator/Case Manager must send the EHV packet to the Landlord Ombudsman Services Unit (LOSU) at LOSUEHV@hra.nyc.gov.
- If the applicant has not had the interview, Job Center staff must proceed with an interview attempt as per normal center processes when an applicant applies for CA (ongoing or Single Issue).



6. One-Shot Deal/Emergency Only in AP status

The Housing Navigator/Case Manager must find out if the applicant has been interviewed by FIA for CA.

- If the applicant has had the interview, the Housing Navigator/Case Manager must send the EHV packet to the Landlord Ombudsman Services Unit (LOSU) at LOSUEHV@hra.nyc.gov.
- If the applicant has not had the interview, Job Center staff must proceed with an interview attempt as per normal center processes when an applicant applies for CA (ongoing or Single Issue).



Effective Immediately

Attachment:

HRA-189b Cash Assistance Referral for Emergency Housing
Voucher (EHV) Applicants (E)



Date: _____

Applicant's Name: _____

To: **HRA Job Center**

From: _____ Referring Agency

**Cash Assistance Referral for
Emergency Housing Voucher (EHV) Applicants**

In order to receive a Broker's Fee and a Security Voucher with an EHV

SAMPLE

must have:

(Case Head)

Ongoing Cash Assistance (CA); OR

A single issue CA Case (SI Status).

Case Manager/Housing Navigator Name

Case Manager/Housing Navigator Telephone Number

Agency/Organization Name