

Emergency Housing Voucher (EHV) Process Training

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Training Objectives

- Purpose & History
- Program/Referral Process
- Chicago Housing Authority Process
- Next Steps Post-Voucher Issuance



Emergency Housing Vouchers (EHV) Program

- What is the EHV program
 - Tenant-based vouchers available through the American Rescue Plan Act (ARPA)
 - The EHV's are administered by the Chicago Housing Authority (CHA) and Chicago received an allocation of 1,165 vouchers
 - For the first time, EHV regulations require the Public Housing Authority to take referrals directly from the CoC
 - There are no supportive services attached to these vouchers
 - Referrals are first-come-first-served for eligible program models



Chicago CoC Relief Funding Working Group

- The Chicago CoC Relief Funding Working Group (RFGW) was established by the CoC Board as a response to the influx of relief funding coming into the city, county and state.
- The Chicago CoC Board enacted recommendations from the RFGW regarding EHV's:
 - Prioritize participants that can "Move On" from certain eligible CoC housing program models
 - Include a set aside for participants fleeing DV/gender-based violence, families, and youth experiencing homelessness
 - Accept referrals from programs that pull from Coordinated Entry
 - Referring programs must utilize HMIS (except for DV programs)
 - Referring programs participated in the latest Housing Inventory Count (HIC)



Eligible Programs

- ESG-funded Rapid Rehousing/Expedited Housing Initiative RRH programs
- CoC Rapid Rehousing
- Permanent Supportive Housing
- Permanent Housing - Housing with Services
- Flexible Housing Pool
- Any youth-dedicated program with youth-dedicated beds on the Housing Inventory Chart (including RRH, TH, FHP, PSH, etc)
- DV Coordinated Entry System
- DV Rapid Rehousing and DV Joint TH/RRH Programs
- Supportive Services for Veteran Families
- Transitional Housing



EHV Program Eligibility

- Providers will identify participants in these programs who need a long-term voucher but will be successful without services attached
 - Consider RRH/TH participants who need the housing affordability, but not Permanent Supportive Housing
 - PSH participants who no longer need intensive case management services
- HUD states that EHV funds are currently appropriated through 9/30/2030
 - We have been encouraged by HUD officials and our technical assistance providers to look at this as a long-term voucher that will likely be renewed after 2030
 - Possible benefits to moving on to a CHA voucher include more housing choice (apartment, neighborhood) and portability



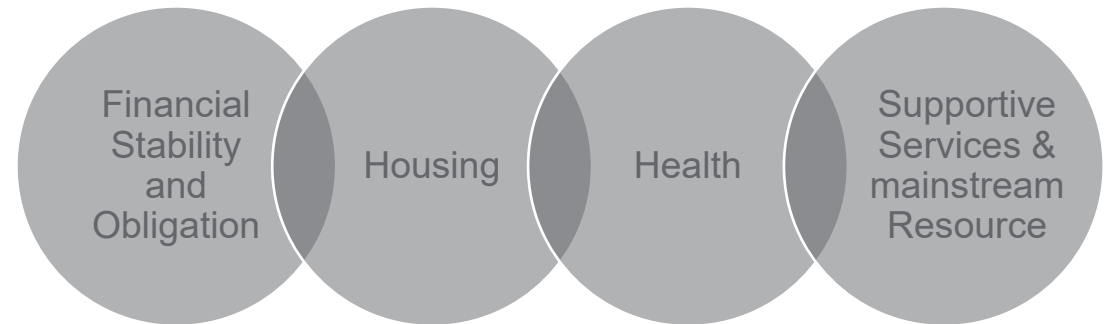
EHV Program Eligibility

- Participants must not have any of the following convictions/charges
 - Manufacture or production of methamphetamine on the premises of federally assisted housing
 - Lifetime registered sex offender
 - Arson
- CHA's background checks only look back **one year** for EHV's
 - CHA will be looking for trends in recent convictions
 - This is an opportunity to discuss the participant's background and prepare a letter of support if advocacy is needed



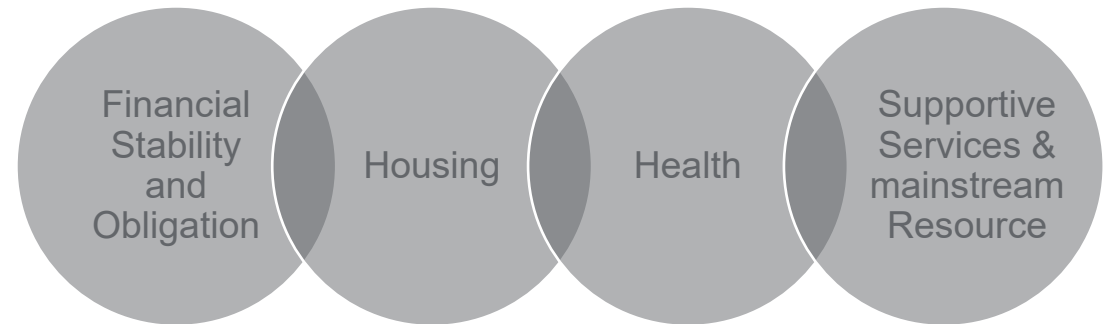
Moving On and Housing Transition Skills Assessment

- How do you know who would be a good fit for EHV's?
- All households must complete a Housing Transition Skills Assessment
- The assessment is a tool to identify support the household may need
- Reviews 4 areas

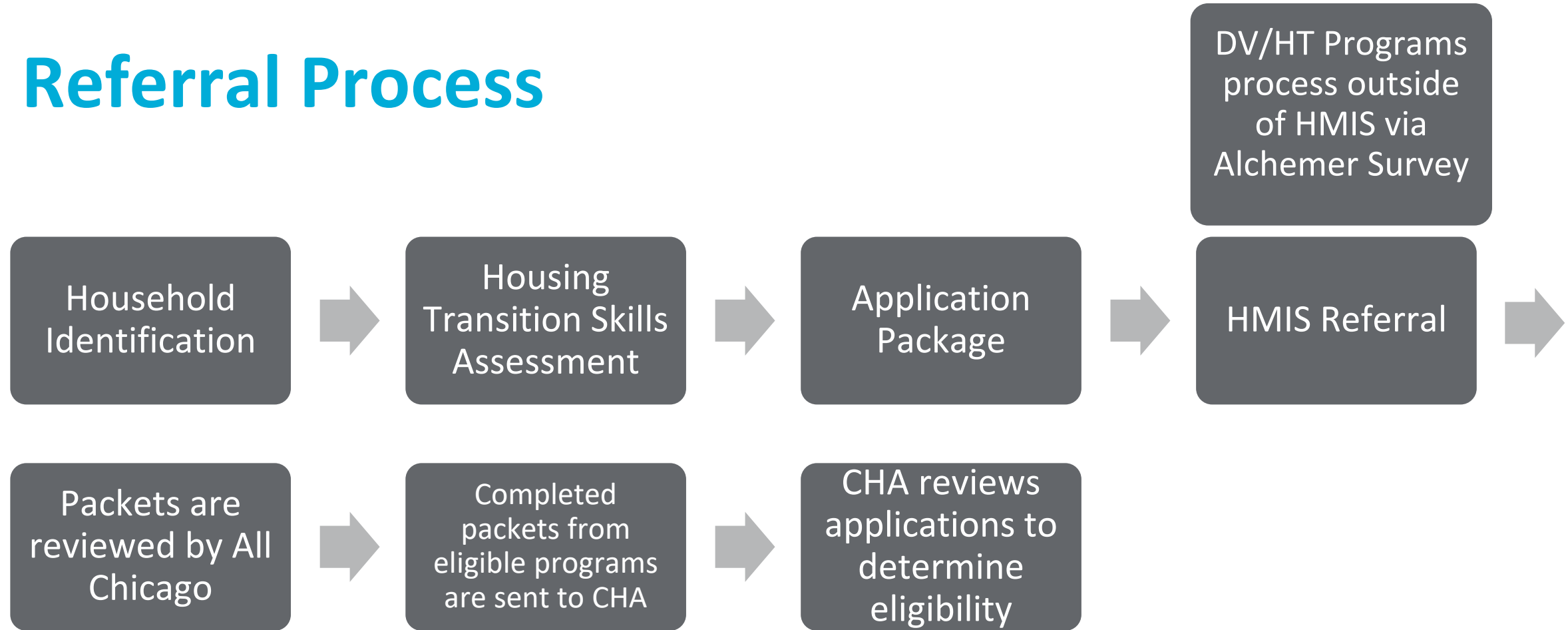


Moving On and Housing Transition Skills Assessment

- PSH households should not be scoring below a 2 in any category
- Some questions are more applicable to PSH programs especially if they have not been in other CoC Programs for long
 - We have taken this into account and recommend that if someone is scoring below 27, consider a PSH transfer or what additional supports the household will need maintain stability



Referral Process



*All Chicago will not be making determinations about participant eligibility, however, we will ensure that referrals are coming from an eligible program and may flag any issues to the referring provider



EHV Application Package

- The EHV referral and CHA application package contains 14 documents that must be completed
 - Three of these documents will need to have a completed form for each household member who is 18 or older
- All documents must be completed and uploaded into HMIS along with the Housing Transition Skills Assessment
 - These documents have been combined to ensure entire packet is completed.
- Please ensure that all documents are completed in their entirety and have been signed by both the participant and case manager
 - CHA requires either wet signatures or verified, time-stamped electronic signatures. You may not sign on behalf of the participant. Verbal or digital signatures not time-stamped or verified will not be accepted.
- Any supporting documentation needs to be clear and visible (letters and numbers can be seen and image isn't too dark or blurry)



EHV Documentation Requirements

- EHV Referral and Application Packet
- Social Security Cards for all household members
- Birth Certificates for all household members
- Government issued photo ID for all household members 18 and older
- Proof of eligible immigration status for all non-citizens
 - Households must have at least one member with citizenship or eligible immigration status
 - For mixed households, subsidy will be prorated according to the percentage of eligible members, meaning they will be responsible for a larger portion of the rent which is typically not feasible unless the household has a significant source of income
- Verification of income or zero-income for all adult household members
- Verification of assets



EHV Documentation Requirements

- There is a document in the FAQs that outlines some [Alternate Forms of Required Documentation](#) in lieu of certain vital documents
- If vital documents are not readily available or are in process of being requested, the referral and application can still be submitted, but the voucher will not be issued until the outstanding documentation needs are resolved
 - This can prolong the process
 - CHA allows 30 days for outstanding documentation to be resolved before the application is denied, unless there are extenuating circumstances



EHV Referral

- Referral Request
- Please be sure to:
 - Indicate name of current program
 - Do they want to lease in place?
 - Complete bottom portion with your information

Please print all requested resident information.

[]		
First & Last Name	Resident ID#	Date of Birth
[]		
Social Security #	Name of Current/Previous Development	
[]		
Current Address and Apt #, City, State and Zip Code		
[]	[]	[]
Home Telephone Number	Cell Number	Other Number
Current Bedroom Size: []	Family Members:	[]
	[]	[]
	[]	[]
Is it your goal to lease in place?		
[] Yes [] No		
[]		
Requestors Name (Print)	Title	Telephone Number
[]		
Requestors Name (Signature)	Telephone Number	Date
[]		
Manager/Director Authorized Signature		Date

EHV Referral and Application Packet

- Referral Request
- Applicant Participation Agreement and Consent Form
- Homeless Certification
 - For most CoC Programs, please mark “Recently Homeless” and sign on the line
 - Make sure to indicate the participant’s homeless situation prior to entering the program
 - One form needed for every household member 18 or older
- Needs Assessment
 - Outlines eligible expenses for funding assistance related to housing search
 - You can sign as CoC Representative
- Application for Eligibility- Intake
 - This includes VAWA form which may or may not be applicable
- Program Addendum to the Family Obligations
- Supplement to Application for Federally Assisted Housing



EHV Referral and Application Packet

- Authorization for Release of Information
- Addendum to the Authorization for the Release of Information
- Declaration of Citizenship or Non-Citizenship
 - Ensure every household member's name (including HoH) is listed with a signature
- Debts Owed to Public Housing Agencies and Terminations
 - One form needed for every household member 18 or older
- Consent for Criminal History Record Information
 - One form needed for every household member 18 or older
- Disclosure of Information for Elevated Blood Lead Levels
 - Even if this doesn't apply, ensure participant completes it and signs



EHV Referral and Application Packet

- Verification Documents Checklist
 - Outlines acceptable income documentation
 - In the absence of supporting documentation, CHA will accept self-certification (ex. self-employment)
 - There is a [Zero Income Questionnaire](#) and [Zero Income Affidavit](#) if the participant has no income.
 - There is no longer a Minimum Rent Requirement or the need for a Hardship Exemption for participants entering the EHV program with zero income.
 - The “other required verification” on this form is optional but can be used as a credit toward rent determination if it applies to the client



HMIS Referral Process

- Upload CHA application and supporting documentation to the "Client Profile"
 - Please be sure to name the uploads so they are easily identifiable. Ex: EHV Application, EHV SSN, EHV Birth Certificate
- Ensure the Case Manager is on the client record
- Initiate the referral- do not backdate this and ensure that both the need and referral are requested
- Verify that the household included in the referral is the correct household composition
- All Chicago will review the referral and documentation for completion and to ensure eligible referral source
- All Chicago will send application and documents to CHA with Case Manager's contact information to address any outstanding documentation needs



HMIS Referral Process

- Upon logging into ServicePoint search for your client by either their HMID Client ID or by their name by clicking on “ClientPoint” in the left-hand menu.
- You can search by Name or some demographics at the top or by their ID at the bottom.

▶ Last Viewed	Favorites
Home	
ClientPoint	
ResourcePoint	
▶ FundManager	
ShelterPoint	
ActivityPoint	
SkamPoint	
▶ Reports	
▶ Admin	
Logout	

Client Search

Please Search the System before adding a New Client.

Name	First <input type="text" value="Jon"/>	Middle <input type="text"/>	Last <input type="text" value="Smith"/>	Suffix <input type="text"/>
Name Data Quality	<input type="text" value="-Select-"/>			
Alias	<input type="text"/>			
Social Security Number	<input type="text"/> - <input type="text"/> - <input type="text"/>			
Social Security Number Data Quality	<input type="text" value="-Select-"/>			
U.S. Military Veteran?	<input type="text" value="-Select-"/>			
Exact Match	<input type="checkbox"/>			
Search ACTIVE Clients	<input checked="" type="radio"/>			
Search INACTIVE / DELETED Clients	<input type="radio"/>			
Search ALL Clients	<input type="radio"/>			

Enter a name, SSN or the client's ID then hit Search.

Search Clear Add New Client With This Information Add Anonymous Client

Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID # Submit

HMIS Referral Process

- Click on Client Profile at the top of the client's record.

Client - (424820) Toretto, Brian

 (424820) Toretto, Brian
Release of Information: **None**

Client Information

Summary | **Client Profile** | Households | ROI

Added to the system 10/25/2017 05:15 PM

Name	Toretto, Brian
Date of Birth	09/27/2013 (Age 6)
Social Security	900-46-9476

File Attachments

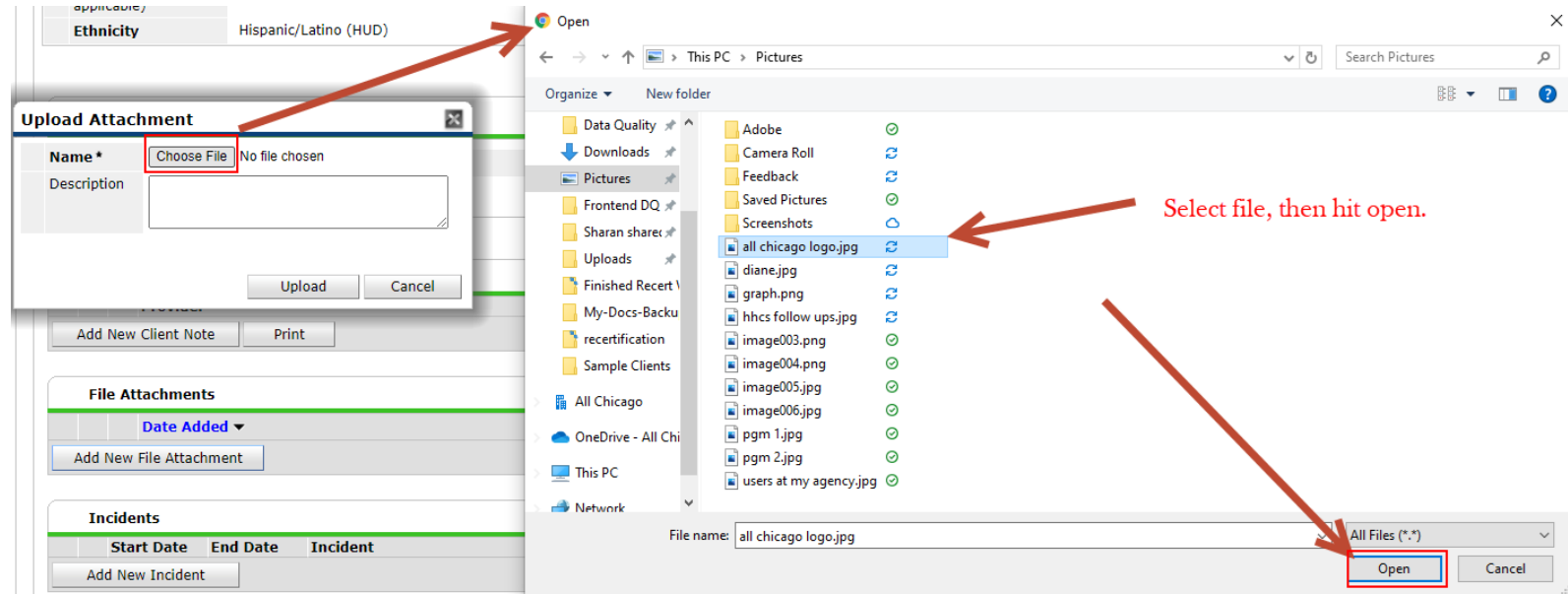
	Date Added ▼
<input type="button" value="Add New File Attachment"/>	

- Scroll down to “File Attachments” and hit “Add New File Attachment”

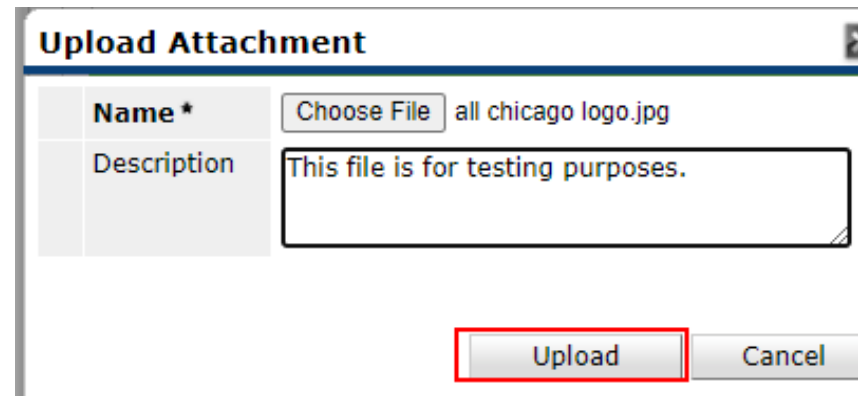


HMIS Referral Process

- Choose file






- Add a short description such as “EHV Referral” or “EHV ID” and hit “Upload”



HMIS Referral Process

- The file is now attached to the client's record, under the **Client Profile** tab

File Attachments							
			Date Added ▼	Name	Description	Type	Provider
			08/14/2020	all chicago logo.jpg	This file is for testing purposes.	jpg	All Chicago
Add New File Attachment							Showing 1-1 of 1



HMIS Referral Process

- Before making a referral, make sure your agency has an active Case Manager attached to the client in case All Chicago needs to reach out for more information. Navigate to the client record and click on **Case Managers**.

The screenshot shows a software interface for a client record. At the top, there are two tabs: 'Case Managers' (which is selected and highlighted with a green underline) and 'Case Plans'. Below the tabs, the client's name is displayed as 'Client - (517422) Test, EHV Client'. Underneath, there is a small trash icon, the client ID '(517422) Test, EHV Client', and the text 'Release of Information: None'. A section titled 'Client Information' contains three sub-tabs: 'Summary' (selected), 'Client Profile', and 'Households'. Within the 'Summary' sub-tab, there is a 'Case Managers' section with a table header containing 'Name' and 'Provider'. Below the header, there is a button labeled 'Add Case Manager' which is highlighted with a red rectangular border.

From this tab, click **Add Case Manager**



HMIS Referral Process

- You can select from a list of users at your agency by clicking the drop down under your agency (**ServicePoint User**), select yourself by choosing **Me**, or manually enter the information by selecting **Other**. When you are satisfied with your changes, hit **Add Case Manager**.

Case Manager

Case Manager - (517422) Test, EHV Client

▼ Household Members

To include Household members for this Case Manager, click the box beside each name. Only members from the SAME Household may be selected.

(245912) Single Male

(517422) Test, EHV Client

(517451) Test, EHV Child

Type * ServicePoint User Me Other

Select User * All Chicago (1)

-Select-

Name *

Title

Phone Number

Email Address

Provider * All Chicago (1)


Start Date * 07 / 20 / 2021


End Date / /



HMIS Referral Process








- After navigating to the client record, click on **Service Transactions**, then **Add Referrals**

Client - (517422) Test, EHV Client 

 (517422) Test, EHV Client
Release of Information: **None**

Client Information Service Transactions

Service Transaction Dashboard


 Add Need	 Add Service	 Add Multiple Services	 Add Referrals	 View Previous Service Transactions
 View Shelter Stays	 View Entire Service History			



HMIS Referral Process

- Select the household members to include under **Household Members**. In this example there is one, but there may be more to include.

▼ **Household Members**

 To include Household members for this Service Transaction, click the box beside each name. Only members from the SAME Household may be selected.

(245912) Single Male


(517422) Test, EHV Client



HMIS Referral Process

- Select the **Housing Authorities** Service Code from the **Service Code Quicklist** and hit **Add Terms**.

Needs Assignment

 Select up to 5 Needs

Service Code Quicklist

Housing Authorities (BH-8300.3000)

Medicaid (NL-5000.5000)

Add Terms

Service Code Look-Up



HMIS Referral Process

- From the Referral Provider Quicklist, select All Chicago - EHV (Emergency Housing Voucher) (1771) and hit Add Provider.

Referral Provider Quicklist

Provider	-Select-	Add Provider	Bed Availability
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▼ Search for Pro

- Select-
- All Chicago - EHV (Emergency Housing Voucher) (1771)



HMIS Referral Process

- Scroll down past the **Refer to Providers** section to the **Referrals** section and check the box under **Housing Authorities**.

Referrals	
Referred-To Provider	Housing Authorities
All Chicago - EHV (Emergency Housing Voucher) (1771)	<input checked="" type="checkbox"/>

- Finally, under **Selected Needs**, select **EHV: Requested** and hit **Save All**.

Selected Needs			
	Need	Amount if Financial	Need Status / Outcome / If Not Met, Reason
	Housing Authorities (BH-8300.3000)	<input type="text"/>	EHV:Requested -Select- -Select-












Remove All Needs

Save Needs ONLY **Save ALL** Clear ALL



HMIS Referral Process

- When requesting a referral in HMIS, please ensure that both the need and referral are requested.
- There have been some cases where only the need was requested. If the referral is not requested as well, it will not show up on our referral list. The request should look like this:

All Service Transactions				
Select Dates		Start Date	End Date	
-Select- ▼		□ / □ / □   	□ / □ / □   	
	Transaction Type	Date	Provider	Type
   	Need	10/05/2021	██████████	Housing Authorities
	Referral	10/05/2021	All Chicago - EHV (Emergency Housing Voucher)	Housing Authorities



HMIS Referral Process

- There is a HMIS helpdesk article with these screenshots and a brief training video as a reference guide to this process
 - <https://hmis.allchicago.org/hc/en-us/articles/4403887413908-Emergency-Housing-Voucher-Referral-Process-Documents-Included->
- This article also includes attachments of all the necessary application documents if you scroll to the bottom
- You can monitor outgoing referrals with a Counts Report, located on your homepage within HMIS.
 - This article also has instructions on how to set this up



DV/HT Program Non-HMIS Referral Process

- DV agencies will complete the [EHV Non-HMIS Referrals survey](#) in Alchemer
- EHV referral and application, Housing Transition Skills Assessment, and supporting documentation should be uploaded in the survey
- All Chicago will review the referral and documentation for completion and to ensure eligible referral source
- All Chicago will send application and documents to CHA with Case Manager's contact information to address any outstanding documentation needs

*This ONLY applies to Domestic Violence and Human Trafficking programs that are unable to use HMIS



CHA Lease Up Steps

Steps	Description
1. CHA will review application	CHA will review documents and request any missing documentation from Case Managers. CHA will process applications and complete background check to determine eligibility. The turnaround time to determine eligibility depends on whether CHA has received all required documents.
2. Eligibility determined and briefing scheduled	Once CHA determines eligibility, the potential voucher holder will receive an email with their scheduled briefing date. If eligibility is denied, an applicant can request an Informal Review within 10 days of receiving the denial notice.
3. Briefing and voucher issuance	The briefing will occur on Zoom and is an opportunity for potential voucher holders to understand how the program works and receive necessary forms. Vouchers are provided electronically via DocuSign after the briefing.
4. Unit Search	Once a voucher has been issued, voucher holders have 120 days to search for a unit and have their prospective landlord submit the Request for Tenancy Approval (RTA) form to CHA.
5. Inspection	CHA will review the RTA and schedule an inspection within 10 business days, provided that any corrections needed to the RTA have been addressed by the landlord.
6. Rent Offer	Upon the unit passing inspection, CHA will determine a contract rent amount and make an offer to the potential landlord.
7. Lease Signing	Once the potential landlord accepts the offered rent, they will execute a lease with the voucher holder. The landlord needs to submit all the required leasing documents to CHA to receive payment and for the lease-up to be officially processed.
8. Move In	The voucher holder moves into their new unit.



CHA Lease Up Process Expectation

- The goal is to lease people up as quickly as possible
- Participant can move or voucher in place
- CHA will review applications and supporting documentation to confirm eligibility
- Case Managers need to be in communication with CHA Housing Specialists to resolve any outstanding documentation needs
 - Case Managers are expected to support the participant through the entire transition from the point of referral to move in
 - After initial application submission to CHA, any outstanding documents should be sent directly to CHA as they do not have access to HMIS
- All Chicago hosts EHV Q&A sessions to troubleshoot any issues with the EHV process or applications



CHA Lease Up Process Expectation

- Once eligibility is confirmed, CHA will schedule participant for a briefing on Zoom
- Participant will receive their voucher after attending the briefing via DocuSign
- If the participant has chosen to move, they will begin housing search
 - Participant will need to identify unit before the voucher expiration date (**120 days from voucher issuance**)
 - At this point, the participant has the option to engage with Chicago Rents for unit identification assistance
- If participant is vouchering in place, they will need to complete the Request for Tenancy Approval packet for that unit
- CHA will schedule the housing inspection which will be done in person
- Once unit passes inspection, rent determination is completed, HAP contract will be signed, and participant will move in on the determined date



EHV Provider Liaisons

- Provider Liaisons are essential
 - Serve as the main point of contact for your program if any issues arise in the process
 - Often a Program Manager, but does not have to be
 - Receive participant updates and disseminate updates internally
 - Advocate for participants
 - Support program evaluation and provide feedback
- Share Provider Liaison contact information by completing this survey:

<https://survey.alchemer.com/s3/6464782/EHV-Provider-Liaisons>



EHV Q&A Sessions

- Facilitated by All Chicago, including Chicago Rents staff
- Any provider staff working with EHV's can attend (Case Managers, Program Managers, etc.)
- Opportunity to learn updates, ask questions about the program/process, and troubleshoot any issues arising with specific cases



Unit Identification After Voucher Issuance

- Case Managers have the choice to participate in unit identification assistance with Chicago Rents after voucher issuance
- Goal is to provide viable unit options depending on household needs
- Case Managers are required to be involved have a major role in supporting this process
- Chicago Rents will reach out to Case Manager once the voucher has been issued with an EHV Housing Search Form
- See unit identification training module for more information



Financial Assistance

- Participants in the EHV program have access to financial assistance up to \$2,500 for the following eligible costs:
 - Housing Search Expense (transportation, etc.)
 - Tenant Readiness Services (credit repair, etc.)
 - Application/Administrative fees
 - Security Deposit
 - Move-in Fee
 - Utility Deposit
 - Utility Arrearages
 - Moving Expenses (movers)
 - Furniture/Essential Household Items
 - Renter's insurance if required by the lease
- See the Financial Assistance Guide and training module for more information on how to apply



Program Exit Flow and Resources

- Different program models have their own policies on when to exit a participant.
- However, before exiting participants moving on to the EHV program, please ensure they are settled in their new unit. As a best practice, transition/exit planning includes but is not limited to:
 - Lease education and support
 - Services transition- [CHA Resident Services Brochure](#)
 - CHA also has some [live](#) and [recorded](#) webinars on their processes that may be useful to participants
 - Participant has fully utilized [EHV Financial Assistance](#) for their needs
 - [Utility assistance](#) - CEDA and LIHEAP
- Exit destination selection in HMIS: Rental by client, with HCV voucher (tenant or project based) (HUD)



Contacting CHA Post Lease-Up

- Helpful [handout](#) that can be given to participants to know how and when to contact CHA.
- Participants are not assigned to a CHA staff once they are admitted to the program.
- If issues arise or they need to reach someone at CHA, participants should call the CHA call center 312.935.2600.
 - Can also email hcv@thecha.org
- For those interested in engaging in services, they can call CHA's Resident Services Info Line at 312.786.6601 and enter prompt #1 to reach FamilyWorks.
 - [CHA Resident Services Brochure](#)



Next Steps

- Identify your Provider Liaison (if your program does not already have one)
- Identify households to refer and begin application process
- Upload documentation and initiate referral in HMIS
 - Alternatively, DV/HT programs should complete the EHV Non-HMIS Referrals Alchemer survey
- Attend Q&A sessions
- Review information on the Unit Identification process ([Chicago Rents Process Training](#))
- Review [training](#) on the Financial Assistance process
- Review [CHA Processes Training](#)



Resources

- [EHV FAQs](#)
- [HMIS Helpdesk Article](#)
- [Financial Assistance Guide](#)
 - [Furniture resources](#)
 - [Eligible essential household items list](#)
- Q&A Sessions on Zoom



Contact Information

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