

Emergency Housing Vouchers FAQs for Service Agencies

1 . How do I refer someone for an emergency housing voucher?

First, determine whether or not the client falls under one of the locally prioritized household types:

- Homeless
- Recently homeless and currently in PSH/RRH program, and for whom providing rental assistance will prevent homelessness or risk of housing instability
- Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking

Complete the EHV Assessment in with a point-of-entry for the Coordinated Entry System (DHHS, 2-1-1, AHP)

Verify the household's eligibility and have the head of household sign the EHV Eligibility Verification and Referral Form.

*Note: If your client qualifies under the Survivor pathway, please do not enter anything into HMIS. Instead, refer your client to HDVS for processing and referral.

2. How do I know if my client was referred?

After you have submitted the EHV assessment and uploaded the EHV Eligibility Verification and Referral form into the client's HMIS profile, your client's information will show on a report. HHC will pull eligible clients from the report to refer to the EHV program. A notification email will be sent to the main contact listed on the EHV Assessment once a referral has been made. After the referral, all communication is between the provider and the PHA.

3. Why wasn't my client referred after completing the EHV assessment in HMIS ?

Households will not be referred if they do not meet the eligibility requirements for the voucher. Additionally, a household must fit into one of the prioritized subpopulations to be referred for an EHV. Clients who are not able to meet most of their basic needs independently without long-term supportive services and are not receiving those services currently are not a good fit for this program and will not be referred. Lastly, referrals will be completed in accordance with the number of remaining vouchers and prioritized subpopulation referral goals.

4. How quickly will I know if a client has been referred for an EHV ? How long does the process take to receive a voucher after a person has been referred?

The PHA will be processing several referrals per week. The referring party main contact will be emailed when a referral is made. Once a client has been referred for the voucher,

the process from application to receiving the voucher is anticipated to happen very quickly, depending on how complete the application is and whether all documentation has been submitted.

5 . If there is only one minor who holds legal citizenship status, is the household still eligible?

Yes, only one household member needs to hold legal citizenship status, and that household member can be a minor.

6 . What documents are the agency who referred the client for an EHV responsible for collecting?

The referring agency is responsible for verifying the client's eligibility under the EHV eligible populations. The referring agency will sign and upload the completed form under the client's profile in HMIS. Additionally, referring agencies are strongly encouraged to upload the household's identification documents in HMIS. Identification documents are required to complete the PHA EHV application. The referring agency will work with the PHA to complete the EHV application after the initial referral has been completed. See document checklist.

7. Is there an expiration date for the voucher to find housing?

From the time of issuance the EHV's expire after 120 days. However, additional 60-day extensions may be granted.

8. How long will the housing search take?

The PHA's goal is to have as many vouchers leased up as possible by 12/31/2021. The exact time it takes to find and secure housing will vary client by client. However a dedicated caseworker will be working with all clients to assist with the housing search. Inspections and all steps of the process will be prioritized by the PHA.

9. What type of housing search assistance will be available to my client?

The PHA will be providing housing search assistance available to all EHV households during their initial housing search. Assistance provided will include help completing paperwork, finding appropriate housing units, providing transportation to search for housing units, advocating for the household to the landlord, and addressing discrimination issues.

In addition to housing search assistance, additional enhanced assistance may be provided through a landlord/applicant incentive program including owner incentive fees, holding fees, application fees, assistance with security and utility deposits, tenant readiness, and moving expenses. The type and amount of assistance will be determined on a case-by-case basis based on family need and funding availability.

10. What reasons can a person be denied a voucher?

A household can be denied a voucher for the following reasons:

- There is at least one household member who is required to register on the lifetime sex offender registry.
- There is at least one household member who was convicted of manufacturing methamphetamine on the premises of federally assisted housing.
- There are no U.S. citizens or non-citizens with eligible immigration statuses within the household.

11. Can the vouchers be used outside of Humboldt County?

Yes. EHV follows most of the normal portability rules of the HCV program with a few alternative requirements intended to be more permissive on moves. For EHV, the PHA may not restrict an EHV family from exercising portability as a non-resident applicant. Therefore, all EHV families may immediately move under portability.

12. What if my client is in the process of applying for a HCV or currently has a HCV, can they switch over to an EHV ?

If someone is in the process of applying for a HCV, they should continue with that process. If someone already has an HCV, they should continue to search for housing using the HCV.

13. What type of on-going services will my client receive with this program from the PHA?

None. This program does not provide on-going case management or other services. The current homeless service provider should continue to provide services to the client, or the client should be able to live independently. Clients who are not able to meet most of their basic needs independently without long-term supportive services and are not receiving those services currently are not a good fit for this program and should not be referred.

14. Now that my client has been housed with a voucher, how often do they need to report or check in with the Public Housing Authority?

An annual recertification is required each year to be completed with the PHA to retain the voucher. In addition, anytime there is a change in income, or the household composition changes - a household member joins or leaves – the PHA should be notified immediately.