



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #05-43-ELI

HOUSING STABILITY PLUS PROGRAM

Date: December 13, 2005	Subtopic(s): Rent Supplements
AUDIENCE	The instructions in this policy directive are for Housing Stability Plus (HSP) staff located at the Riverview Job Center, Office of Central Processing (OCP) staff, Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) staff handling HSP cases, Anti-Domestic Violence Eligibility Needs Team (ADVENT) staff, and Landlord Ombudsman Service Unit (LOSU) staff. This directive serves as information for all other staff.
POLICY	<p>The HSP program is a housing supplement program that will provide eligible public assistance (PA) participants residing in shelter facilities (e.g., shelters administered by the Department of Homeless Services [DHS], Human Resources Administration Domestic Violence [HRA DV] and Housing Preservation and Development [HPD]) and families being reunited with child(ren) in foster care the opportunity to find suitable permanent housing and receive financial assistance to help pay the rent in the form of a rent supplement (see Attachment 1). To encourage self-sufficiency, the rent supplement will last for a period of five years and will be reduced automatically each year by 20 percent after the first 12 months in the program. Further, continued receipt of the rent supplement requires compliance with <u>all</u> public assistance requirements, including employment requirements.</p> <p>With the implementation of HSP, other rental supplement programs such as Employment Incentive Housing Program (EIHP), Long-Term Stayers Program (LTSP) and Emergency Assistance Rehousing Program (EARP) ceased accepting new applications; however, participants already participating in these programs will maintain their eligibility as long as the requirements for the specific program continue to be met.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?

Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

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**PROGRAM
DESCRIPTION**

The HSP program is a collaborative effort by HRA, DHS, HPD and the Administration for Children's Services (ACS) to assist eligible homeless families, including families being reunified by ACS lacking suitable housing, in securing permanent housing.

Demonstration project
for single individuals and
childless couples

In addition, eligible singles and childless couples will be able to participate in a demonstration project for the chronically homeless on a limited basis. The demonstration project is limited to 1,000 eligible households per year and will be reevaluated for continuation at the end of two years. Eligible adults must be referred by a Housing Specialist or Case Manager from their shelter. There is no limit to the number of family cases that can participate in HSP.

Eligibility Criteria

Households eligible for HSP must meet **all** of the following criteria:

Length of stay (LOS)
requirements for families

- Families with minor children (i.e., child under age 18 or under age 19 and enrolled full-time in an educational program) must have resided in a:

- DHS shelter for at least 90 days (no minimum LOS requirement if household size equals or exceeds six); or
- HPD shelter for 30 consecutive days; or
- HRA DV shelter for at least 42 days.

Note: Households with a child(ren) in foster care must be eligible for reunification based on ACS' criteria where housing is the only barrier to reunification in order to be eligible for HSP.

LOS requirements for
singles and childless
couples

- Single adults and childless couples in the demonstration project must have resided in a:

- DHS shelter for nine out of the last 12 months; or
- HRA DV or HPD shelter for at least 42 days.

** no info on screening
process for singles*

Note: Families and individuals who submit an HSP application in a DV shelter and are moved to a DHS shelter will not have to submit a new application.

Public assistance
requirement

Other requirements

- Have at least one family member with an active PA case, where no member of the case is in sanction status;
- Sign an HSP application and Statement of Understanding;
- Comply with applicable Client Responsibility standards;
- Secure permanent housing within the five boroughs; and
- Agree to review/walk-through of the apartment by DHS and/or HRA.

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HSP Process**Department of
Homeless Services**

For families and individuals residing in DHS and HPD shelters, DHS shelter site staff will:

DHS will process applications for DHS and HPD shelter residents.

- Interview potentially eligible participants and determine whether or not they meet the HSP eligibility criteria.
- Assist eligible participants in completing the HSP application form and Statement of Understanding for submission to the DHS Office of Rehousing (OOR).

In addition, a shelter Housing Specialist or Case Manager must submit an Adult HSP Referral Form to the DHS HSP Coordinator for all eligible adult singles and childless couples.

DHS will also assist eligible participants in locating suitable apartments and walk through the apartments to ensure that no violations exist and/or existing violations will be corrected. Where violations exist, the landlords must complete and submit a Verification of Repairs Agreement Form indicating that the necessary repairs have been made.

Both the landlord and tenant must be present at the lease signing.

DHS will schedule an appointment for a lease signing. As an incentive for landlords, DHS will issue one month of prorated rent (if applicable) and three months' advance rent in addition to the broker's fee, security deposit and establishment of a home grant (when applicable).

Advance rent will not be issued to a primary tenant.

Note: If the HSP participant is a cotenant and leaseholder, three months' advance rent and shelter allowance, including HSP supplement will be issued directly to the landlord. However, if an HSP participant finds housing as a secondary tenant in a shared living situation, the primary tenant must not be a PA recipient. The prorated rent and shelter allowance, including HSP supplement, will be issued directly to the non-PA primary tenant, but three months' advance rent will not be issued.

After all parties have signed the lease and the benefits have been issued, DHS will prepare and send a packet to HRA's Office of Central Processing (OCP) for further processing. The packet will include the following:

- HSP Client Notice of Eligibility (**Attachment 2**);
- HSP Application (**Attachment 3**);
- HSP Statement of Understanding (**Attachment 4**);
- Copy of completed and signed apartment lease;

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The participant will receive a copy of the Lease and Rider to Lease.

- HSP Rider to Lease (**Attachment 5**);
- Completed Verification of Repairs Agreement/HSP Inspection Result Form (**Attachment 6**);
- Monthly Household Income Contribution Worksheet (if applicable [**Attachment 7**]);
- DHS History Sheet with Check Issuance Code
- DHS confirmation of program eligibility, which includes:
 - Statement of total rent (with supplement) to be paid by HRA;
 - Amount of rent supplement;
 - In the case of single adults where an exception has been made by a case manager or shelter staff allowing rent in excess of \$480, documentation justifying the exception based on need.

Administration for Children's Services

The HSP supplement is available to active PA families with children as well as households with income that will be eligible for PA when the child(ren) return from foster care (reunification) and the only barrier to reunification is housing (known as "But-for" cases). If a child is removed from the home but there is a documented plan of reunification by ACS, the family remains eligible for rental assistance, according to current procedure.

ACS staff will:

- Determine which cases are eligible for the HSP supplement;
- Assist eligible families with completing the HSP Application (**Attachment 8**) and Certification Letter (**Attachment 9**);
- Forward HSP packet with completed HSP applications and certification letters to the ACS Housing Unit. The HSP packet will also include:
 - Signed two-year lease agreement
 - HSP Rider to Lease (**Attachment 10**)
 - Broker's license
 - Landlord's **W-9** form
 - Landlord Statement/Declaration (**Attachment 11**)
 - Landlord's Certification of Housing Conditions (must be signed by landlord/representative, caseworker/planner/manager and client [**Attachment 12**])
 - Agreement to Repair Form, if applicable
 - Apartment Referral Form, if applicable
- Send the Certification Letter to the participant and case planner/manager verifying HSP participation.

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If the PA case status changes from active to sanctioned or if the requested rent exceeds the amount for the family size, ACS housing staff will inform the ACS caseworker/planner/manager and also contact HRA to facilitate resolution.

For families with an active public assistance case, when a suitable apartment is found that passes review by ACS and all documents are completed, ACS will contact DHS and forward an attestation indicating:

- All HSP criteria have been met;
- What documents in the ACS HSP packet are completed;
- The number of active PA members;
- The number of children to be added to the household; and
- The rent amount and HSP supplement amount.

ACS staff will also forward a completed Public Assistance Single Issuance Authorization Form (LDSS-3575) to DHS.

Issuance of checks

DHS will issue emergency checks (e-checks) to secure the apartment based on the documentation received from ACS. ACS will pick up the e-checks from DHS and schedule a lease signing. At the lease signing, one month of prorated rent (if applicable), three months' rent in advance, broker's fee, security deposit and establishment of a home grant (when applicable from HRA) will be issued. If the establishment of a home grant is insufficient for the entire need of the household, ACS may provide a one-time ACS housing subsidy grant.

ACS Case Management staff will reschedule moves, but the participant may self-move.

ACS Housing and Case Management staff will:

- Issue the Tenant Reminder of Important Payments (**Attachment 13**) and give a copy of the completed form to the participant.
- Schedule a move date and discharge conference with the participant.
- Hand deliver the HSP packet to OCP for further processing after the lease has been signed and the appropriate fees issued.

Supplemental Security Income (SSI) recipients

ACS staff will also assist individuals in receipt of SSI who have children in foster care in applying for the HSP program. For those SSI recipients that are HSP eligible, ACS staff will:

- Issue the ACS rent subsidy to secure an apartment (the subsidy will not exceed \$3,600);
- Issue the ACS Housing Subsidy Program Certification Letter for HRA-HSP (**Attachment 14**) or "good faith" letter to the SSI recipient to be delivered to HRA specifying the:

ACS staff will also advise the participant to report to Riverview HSP with the Reunification Verification Memo (**Attachment 15**) to have the child(ren) activated/added to the case.

The applicant must meet eligibility criteria for the one-shot deal.

- Name of the SSI recipient
- Amount of the SSI benefit received
- Amount of ACS subsidy and names of applicable individuals
- Balance due of funds to secure the apartment
- Household composition
- Discharge date for the children in foster care
- Provide case management for the SSI individual to ensure continued eligibility for HSP;
- Inform the SSI individual to take the good faith letter to Riverview Job Center (37) and assist him/her in applying for a one-shot deal to obtain the balance of funds needed to secure an apartment;
- Assist the SSI individual in applying for ongoing PA at Riverview HSP when the children have been reunified with the family; and
- Send the complete HSP packet to Riverview HSP for further processing when the SSI individual is active for PA.

Domestic Violence Process

All domestic violence shelters will have Office of Domestic Violence and Emergency Intervention Services (ODVEIS) HSP applications available for their residents. The shelter staff is responsible for:

- Assisting families in completing the application;
- Reviewing the application for accuracy and completeness; and
- Forwarding the requested documentation listed below to the ODVEIS Housing Unit located at 180 Water Street, 24th floor, New York, New York 10038:
 - HRA Housing Stability Plus Application (**Attachment 16**)
 - HSP Participant Statement of Commitment (**Attachment 17**)

The ODVEIS Housing Caseworker will review the documentation and determine eligibility for the HSP rent supplement and the amount of the rent supplement. Families found ineligible for HSP will be notified in writing (**W-236A**). Families found eligible for HSP will receive an HSP Acceptance Letter (**Attachment 18**) from the ODVEIS Housing Caseworker indicating:

- The benefit amount;
- The family must begin the housing search; and
- Documentation required for the housing review and lease signing.

The ODVEIS Housing Caseworker will forward the Letter of Acceptance (or **W-236A** if the household is ineligible for HSP) to the family's shelter.

When an apartment is found, the shelter worker will forward the following documents to the ODVEIS Housing Caseworker:

- HSP Rider to Lease (**Attachment 19**)
- Unsigned lease, if available
- Copy of the broker's license, if applicable
- Landlord's Statement (**Attachment 20**)

Upon receipt of the additional housing documentation, the ODVEIS Housing Caseworker will prepare the HSP Apartment Inspection Referral Form (**Attachment 21**) and contact the housing review unit at the Riverview Job Center to schedule a walk through of the apartment.

Apartment review

Once the walk through is complete the Review Unit will advise the ODVEIS Housing Caseworker of its findings. If the apartment is found acceptable the applicant will complete and sign Section A of the HSP Apartment Acceptance Form (**Attachment 22**) and submit it to the shelter housing worker who will forward the form to the ODVEIS Housing Caseworker.

A Domestic Violence Liaison will be stationed in LOSU to process these cases.

The ODVEIS Housing Caseworker will prepare and forward the application package to LOSU. The LOSU Worker/DV Liaison will:

- Complete the ODVEIS/HSP Application Checkpoint List – DV/HSP Transmittal (**Attachment 23**) and
- Prepare the **LDSS-3575** to issue checks in the amounts specified on the DV HSP packet; the checks will include a prorated months' rent (if necessary), three months' advance rent, broker's fee, one month's security and furniture allowance, if required.

The LOSU Worker/DV Liaison will schedule lease signings and the delivery of checks at the Seaport Job Center (80). If the Seaport Job Center presents an unsafe environment for the DV victim, an alternative ADVENT site will be selected. Prior to lease signing the applicant will be notified by the LOSU Worker/DV Liaison to complete and sign Section B of the HSP Apartment Acceptance Form (**Attachment 22**) and bring it to the lease signing.

When the lease signing is complete and the checks have been issued, the LOSU Worker/DV Liaison will:

- Remove DV shelter rent and other shelter-related benefits (e.g., apartment search carfare, restaurant allowance, etc.) from the budget;
- Enter Action Code **1638** (HSP Enrollment Special Assessment: Need Rebudgeting); and

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- Transfer the case for ongoing case management to the Riverview Job Center HSP Unit or to an alternative ADVENT site if the Riverview Job Center is not a safe environment for the DV victim.

SSI or Other Income in Household

A family member not in receipt of PA (including those in receipt of SSI) is not included when determining the rent supplement amount. However, non-PA family members are required to contribute 30 percent of their total income or a pro rata share of the actual rent, whichever is less, toward the shelter expense (see the Income Contribution Worksheet). This provision does not apply to ineligible noncitizens.

The maximum rent that may be permitted for an HSP family equals the amount of the shelter allowance and rent supplement plus the amount of a non-PA member's SSI contribution. In no event will the maximum rent permitted exceed the shelter allowance for the case if the entire household was on PA. Families with SSI members are encouraged not to rent apartments that cost more than the amount of the shelter allowance and rent supplement level for that PA family size.

For example:

If all six household members were eligible for PA the maximum rent permitted would also be \$1,176 (shelter allowance of \$524 plus rent supplement of \$652).

There are five people active on a PA case and another individual receiving SSI of \$500 per month. The family is certified for HSP and the HSP-allowable rent (shelter allowance plus supplement) for a family of five on PA is \$1,176.

Maximum HSP rent amount:

$$\begin{array}{r}
 \$ 501 \text{ (Shelter allowance for family of five)} \\
 + \quad 675 \text{ (HSP rent supplement)} \\
 \hline
 = \$1,176
 \end{array}$$

The SSI contribution is the lesser of 30 percent of his/her total monthly income ($\$500 \times .30 = \150) or the pro rata share of the actual rent ($\$1,176 \times 1/6 = \196).

The maximum rent for a PA household of six is also \$1,176 and the SSI contribution does not permit a higher rent.

The maximum rent for an HSP apartment is \$1,176. The SSI individual must contribute his/her \$150 toward the rent, and the supplement amount will be reduced by \$150 (see **Attachment 7**). The shelter allowance budgeted for the PA case does not include the amount of the contribution from the SSI individual.

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Maximum rent budgeted for PA case:

$$\begin{array}{r} \$1,176 \text{ (Maximum HSP rent for family of five)} \\ - \quad 150 \text{ (SSI contribution)} \\ \hline = \$1,026 \end{array}$$

The maximum rent budgeted for PA case includes the PA shelter allowance for the household of five of \$501 plus the rent supplement of \$525 (\$1,026 - \$501).

Household must pass the 185-percent gross income test and remain eligible for PA in order to receive the HSP supplement.

Note: Income earned or received by members of the PA household does not reduce the HSP rent supplement but may reduce the shelter allowance under normal PA budgeting. This would result in the need for the family to make an out-of-pocket contribution toward the rent.

Reductions in Rent Supplement over Five Years

For the first year, the family will receive the maximum rent amount (shelter allowance plus rent supplement) based on the PA case size and income in the household. For the second and subsequent years through year five, the rent supplement will decrease by a set amount, which is equal to 20 percent of the supplement in the first year.

HSP participants will receive a budget reduction notice when the reduction occurs. The supplement reduction will occur once each year until the fifth year in the program when the remaining supplement amount will be removed.

Loss of Family Status
Child turns 18

During the five-year period, if a family loses its family status (e.g., the youngest child turns 18) the family will no longer be eligible for the rent supplement. However, eligibility may continue if the 18-year-old individual is enrolled full time in an educational program that satisfies PA eligibility requirements.

* Families with children who leave or age out may continue receiving the HSP supplement up to the fifth year as a single adult or adult couple at the appropriate supplement level (with the required reductions). These cases must be transferred to the demonstration project. After the first two years of the demonstration project, continued conversions will need to be reviewed by with New York State.

Change in Household Composition or Income

If the participant's household size increases or decreases, the rent supplement must be adjusted to reflect the amount for that household size. Additionally, if the participant's income increases or decreases, the PA grant (shelter allowance plus supplement) must be adjusted. The adjustment may require the household to increase its out-of-pocket expense.

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**Return to Housing
Stability Plus**

The household is ineligible for the rent supplement when any adult on the PA case is sanctioned or the case is closed for any reason. If the PA case is subsequently reopened or the sanctioned individual is activated within six months, the participant may return to the HSP program. To be eligible for return to the program, the family must have an active PA case. The JOS/Worker must check NYCWAY for the identifying HSP action code. If a prior code exists, the case may be eligible for HSP again as long as separation from HSP does not exceed six months. ✕

✕ Arrears may not be paid for any period the family was in sanction status. ✕

**Participant Moves to
Another Apartment****DHS/HPD cases**

If the participant desires to move to another apartment, s/he must contact DHS Quality Assurance by calling 1-212-361-6617/8 where good cause for the move will be determined. If good cause is granted, DHS must register and inspect the new apartment. If the participant notifies HRA of the move, HRA will notify DHS of the participant's intent to move and obtain approval of the move in writing from DHS.

DHS will pay the broker's fee, security deposit and first month's rent on a case-by-case basis. The shelter allowance and rent supplement will be paid by HRA. The family must notify HRA of any address change, change in income or family composition, and the rent will be adjusted accordingly. Three months rent in advance is not paid in this instance.

ACS cases

When an ACS family in the HSP program wishes to move to another apartment within six months of becoming eligible for HSP, s/he must contact the ACS liaison who will determine whether good cause will be granted. If the participant desires to move after being eligible for HSP for six months or more, HRA HSP staff will determine whether good cause will be granted to authorize the move.

If the client contacts DHS regarding his/her intent to move, DHS must signify approval in writing or contact Riverview HSP.

**REQUIRED
ACTION****OCP Staff**

Upon receipt of the packet from DHS, ACS or ODVEIS, OCP will review the packet for completeness and take the following case actions:

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Day 1 actions

- If the packet is incomplete, the OCP Project Manager or unit supervisor must contact DHS, ACS or ODVEIS by e-mail or fax for the documents needed to complete the packet;
- Review the packet and WMS to ensure that the case status is active and the household composition is the same;
 - If the case is closed or sanctioned, enter Action Code **163T** (HSP Terminated – Inactive Case) in NYCWAY.
- Change the address of the household on the Turn-Around Document (TAD) and transfer the case in WMS to Riverview HSP or the appropriate WeCARE Hub as follows:
 - Enter the participant's new address in elements **041, 042, 043, 045, 046** and **047** of the TAD.
 - If applicable, delete the previous mailing address from elements **051, 052, 055, 056** and **057**.
 - Review WMS to determine the date of the next scheduled recertification interview.
 - Enter the new Center number (037) in element **020** and the new caseload (0200) in element **021** of the TAD to transfer the case to Riverview HSP Unit.

Note: If the recertification interview is scheduled for the prior, current or following month the case must not be transferred until the recertification interview is complete.

NYCWAY action codes

- Enter the appropriate action code in NYCWAY with a future action date (FAD) not to exceed 120 days.
 - **163O** – HSP Enrollment OCP: Need Rebudgeting
 - **163S** – HSP Enrollment Special Assessment: Need Rebudgeting
- Cases will automatically be placed on the appropriate worklist.
 - Cases with Action Code **163O** will appear on the HSP Need Budget (**HSPNB**) worklist
 - Cases with Action Code **163S** will appear on the HSP Need Budget – SP ASSESS (**HSPDV**) worklist

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Day 2 actions

- Calculate and save a new budget for eligible cases in AC status as follows:
 - Change shelter type to **01** (unfurnished apartment).
 - Enter the actual monthly rent amount in the **FS Shelter Amount** field based on the number of household members active for PA.
 - Remove all shelter-related benefits (i.e., restaurant allowance, apartment search carfare, etc.) and transmit to the Display Results screen (**NSBL80**).
 - Enter FS-only income source code **99** (Other Unearned Income) on the **NSBL06** screen for the casehead and enter the **FS Shelter Amount** in the **Amount** field.

Ineligible budgets

- If the household is determined financially ineligible as a result of the above actions, recalculate and take the following actions:
 - Place the PA portion of the case in single issue (SI) status to ensure that FS continues at the correct level.
 - Enter the actual monthly rent minus the HSP monthly supplement for the **FS Shelter Amount**.
 - Enter FS-only income source code **99** (Other Unearned Income) on the **NSBL06** screen for the casehead and enter the monthly amount of the shelter maximum (FS shelter amount) in the **Amount** field.

Day 3 actions

- Ensure all required OCP actions are complete and send the case for imaging.

After the FAD expires:

(Up to three months after Day 2 actions)

- Review the HSP Need Budget (**HSPNB**) worklist to determine cases that require rebudgeting;
- Calculate and save a budget by taking the following actions:
 - Enter on the household screen (**NSBL02**) the actual shelter amount (excluding the supplement amount) in the **Shelter** field.
 - Enter code **42** (or code **48** if the case is a single adult or childless couple) in the **Additional Needs** field and the amount of the supplement in the **Additional Needs Amount** field along with the other required information.
 - Enter the landlord information in the restriction field (Restriction Indicator **1** for Additional Needs Code **42** and Restriction Indicator **3** for Additional Needs Code **48**) and transmit to go to the Individual Screen (**NSBL06**).

Additional Needs Code
42/48 – Shelter
Allowance Supplement

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- Remove income source code **99** from the **NSBL06** screen of the casehead, if applicable.
- Transmit and save the data to the budget in accordance with current procedure.
- Enter Action Code **163R** (HSP Rebudgeting Completed).
 - Case will automatically be placed on the HSP Rebudgeting Completed (**HSPBC**) worklist.

Cases Ineligible for HSP and No HSP Packet

For cases ineligible for HSP (e.g., case is in sanction status, financially ineligible or closed) and the HSP packet was not received by OCP, OCP staff will:

Day 1 action

Day 2 action

Day 3 actions

- Change status of ineligible case to single issue (SI).
- Hold the SI case for review.
- Review the SI case for eligibility. If the case is eligible, proceed as described on pages 10–12. If ineligible:
 - Do not place the supplement on the budget.
 - Enter Action Code **163T** (HSP Terminated: Inactive Case) in NYCWAY.
 - Attach a memo to the ineligible case indicating that the case was not processed and send to the director of the Riverview HSP Unit.

LOSU/DV Liaison

Upon receipt of the DV HSP packet, the LOSU/DV Liaison stationed in LOSU will review the packet for completeness, scan all documents into the HRA Image Viewer and take the following actions:

Day 1 actions

- Change the address of the household on the TAD and transfer the case to Riverview HSP, the appropriate WeCARE Hub (if the participant is coded WeCARE) or ADVENT location.
 - Enter the participant's new address in elements **041, 042, 043, 045, 046** and **047** of the TAD.
 - Enter the new Center Number (037) and caseload (2020) in elements **020** and **021** of the TAD.

Day 2 actions

- Calculate and save a new budget as follows:
 - Enter \$0 for the monthly shelter amount.
 - Remove all shelter-related benefits (i.e., restaurant allowance, apartment search carfare, etc.) and transmit to the Display Results screen (**NSBL80**).

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Ineligible Budgets

- If the household is determined financially ineligible as a result of the above actions, recalculate and take the following actions:
 - Enter the actual monthly rent minus the HSP monthly supplement for the FS shelter amount.
 - Enter FS-only income source code **99** (Other Unearned Income) on the **NSBL06** screen for the casehead and enter the monthly amount of the shelter maximum in the **Amount** field.
- Enter Action Code **163S** (HSP Enrollment Special Assessment: Need Rebudgeting) in NYCWAY with a FAD not to exceed 120 days. The case will appear on the HSP Need Budget – SP ASSESS (**HSPDV**) worklist.

Day 3 actions

Forward the case to the Riverview Job Center HSP Unit or to an alternative ADVENT site if Riverview Job Center is not an unsafe environment for the DV victim for ongoing processing.

Notices

The CNS notice informing the participant of the changes in his/her grants will be generated automatically.

Riverview HSP Unit,
WeCARE and
ADVENT Staff
ODVEIS cases

After the FAD expires:

- Review the HSP Need Budget (**HSPNB**) worklist to determine cases that require rebudgeting;
- Calculate and save a budget by taking the following actions:
 - Enter on the household screen (**NSBL02**) the actual shelter amount (excluding the supplement amount) in the **Shelter** field.
 - Enter code **42** (or code **48** if the case is a single adult or childless couple) in the **Additional Needs** field and the amount of the supplement in the **Additional Needs Amount** field along with the other required information.
 - Enter the landlord information in the restriction field (Restriction Indicator **1** for Additional Needs Code **42** and Restriction Indicator **3** for Additional Needs Code **48**) and transmit to go to the Individual Screen (**NSBL06**).
 - Remove income source code **99** from the **NSBL06** screen of the casehead, if applicable.
 - Transmit and save the data to the budget in accordance with current procedure.

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- Enter Action Code **163R** (HSP Rebudgeting Completed).
 - The case will automatically be placed on the HSP Rebudgeting Completed (**HSPBC**) worklist.
- Monitor and follow up on the case for ongoing processing.

Multisuffix Cases

For participants eligible for HSP and part of a multisuffix case, OCP and/or the LOSU/DV Liaison must change the address as described in the Required Actions for OCP staff on page 11 and use bottom-line budgeting to process the budgets for the case.

Job Center Staff

In instances where the HSP participant reports having found a new apartment after receiving HSP advance benefits, the JOS/Worker at the Job Center must:

Refer to PB #05-24-ELI before taking any action.

- Take appropriate action to change the address and landlord information.
 - Perform a **Change Case Data** activity using the Paperless Office System (POS).
 - Go to the **Address Information** window and enter the new address in the **Present Address** field.

PROGRAM IMPLICATIONS

Paperless Office System (POS)
Implications

JOS/Workers at POS Centers must:

- Enter/Update the address in the **Address Information** window.
- Update shelter costs and landlord information in the **Shelter (Housing) Expenses** window.
- Initiate all required TAD actions for the POS TAD by updating the window that affects that element.
- Use the **Other Income** window to enter FS-only code **99**.
- Access WMS to calculate and save a budget using the WMS icon.
- Scan all non-POS-generated forms and notices, especially those that are signed by the participant, except domestic violence-related documents, into the electronic case record.

Model Center Implications

Participants reporting to a Model Center to report finding a new apartment after receiving HSP advance benefits will receive a lavender numbered ticket from the Front Door Receptionist and be routed to the Customer Service Information Center (CSIC) to provide information and documentation regarding the new address and shelter amount.

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The JOS/Worker in CSIC will gather the necessary information/documents and forward them to the Processing Unit. Staff in the Processing Unit must take appropriate action to:

- Perform a **Change Case Data** activity using POS.
- Go to the **Address Information** window and enter the new address in the **Present Address** field.
- Update shelter costs and landlord information in the **Shelter (Housing) Expenses** window.
- Initiate all required TAD actions for the POS TAD by updating the window that affects that element.
- Access WMS to calculate and save a budget by using the WMS icon.
- Scan all non-POS-generated forms and notices, especially those that are signed by the participant, except domestic violence-related documents, into the electronic case record.

**Food Stamp
Implications**

The rent supplement (in contrast to the shelter allowance) is exempt for Food Stamp purposes and will not impact the amount of food stamps the household receives.

**Medicaid
Implications**

Receipt of this rent supplement has no impact on Medicaid eligibility.

**LIMITED ENGLISH
SPEAKING
ABILITY (LESA)
IMPLICATIONS**

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with Policy Directive #05-37-OPE.

**FAIR HEARING
IMPLICATIONS**

**Avoidance/
Resolution**

Supplement eligibility, reduction and termination decisions are issues for requesting a Fair Hearing. Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Riverview Job Center or WeCARE Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

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The FH&C AJOS/Supervisor I will listen to and evaluate the applicant/participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor, s/he will determine if the action taken was correct. If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the applicant/participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the action taken was incorrect or correct but lacking the supporting documentation, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the **Pending (08)** screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**) if the case has been granted aid continuing (ATC) to change the **02** to **01**, or a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The **M-186a** must also be prepared.

Evidence Packets

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing which has already been requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

All Evidence Packets must contain a detailed history, HSP-related forms/documents from DHS, ACS and/or ODVEIS, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY **Case Notes** screens.

REFERENCES03-ADM-07

RELATED ITEMPD #03-07-ELI

ATTACHMENTS

☐ Please use Print on Demand to obtain copies of forms.

DHS forms

- Attachment 1** Housing Stability Plus (HSP) Maximum Rent Amounts
- Attachment 2** Department of Homeless Services Client Notice of Eligibility
- Attachment 3** Department of Homeless Services Housing Stability Plus Application
- Attachment 4** DHS Housing Stability Plus Rent Supplement Program (PLUS Program) Participant Statement of Understanding
- Attachment 5** Housing Stability Plus Program Rider to Apartment Lease
- Attachment 6** DHS Housing Stability Plus Verification of Repair Agreement/HSP Inspection Result Form
- Attachment 7** NYC Department of Homeless Services Housing Stability Plus Monthly Household Income Contribution Worksheet

ACS forms

- Attachment 8** Administration for Children Services Housing Stability Plus Application
- Attachment 9** ACS Housing Stability Plus Certification Letter
- Attachment 10** ACS Housing Stability Plus Rider to Apartment Lease
- Attachment 11** ACS Housing Stability Plus Landlord's Statement/Declaration
- Attachment 12** ACS Landlord Certification of Housing Conditions
- Attachment 13** ACS Housing Stability Plus Tenant Reminder of Important Payments
- Attachment 14** ACS Housing Subsidy Program Certification Letter for HRA-HSP
- Attachment 15** ACS Housing Stability Plus Reunification Verification

ODVEIS forms

- Attachment 16** Human Resources Administration Housing Stability Plus Application
- Attachment 17** Human Resources Administration Housing Stability Plus Participant Statement of Commitment
- Attachment 18** Housing Stability Plus Acceptance Letter
- Attachment 19** Housing Stability Plus (HSP) Rider to Lease
- Attachment 20** Landlord's Statement
- Attachment 21** HSP Apartment Inspection Referral Form
- Attachment 22** Housing Stability Plus (HSP) Apartment Acceptance Form
- Attachment 23** ODVEIS/HSP Application Checkpoint List – DV/HSP Transmittal