

*Philadelphia Housing Authority /
City of Philadelphia*
Emergency Housing Vouchers:
Provider Briefing

September 29, 2021

Corrections made post-briefing, see **red text**:
9/30/21 - Slide 12

Introduction

This Provider Briefing is being recorded. If you do not want to participate further, please hop off.

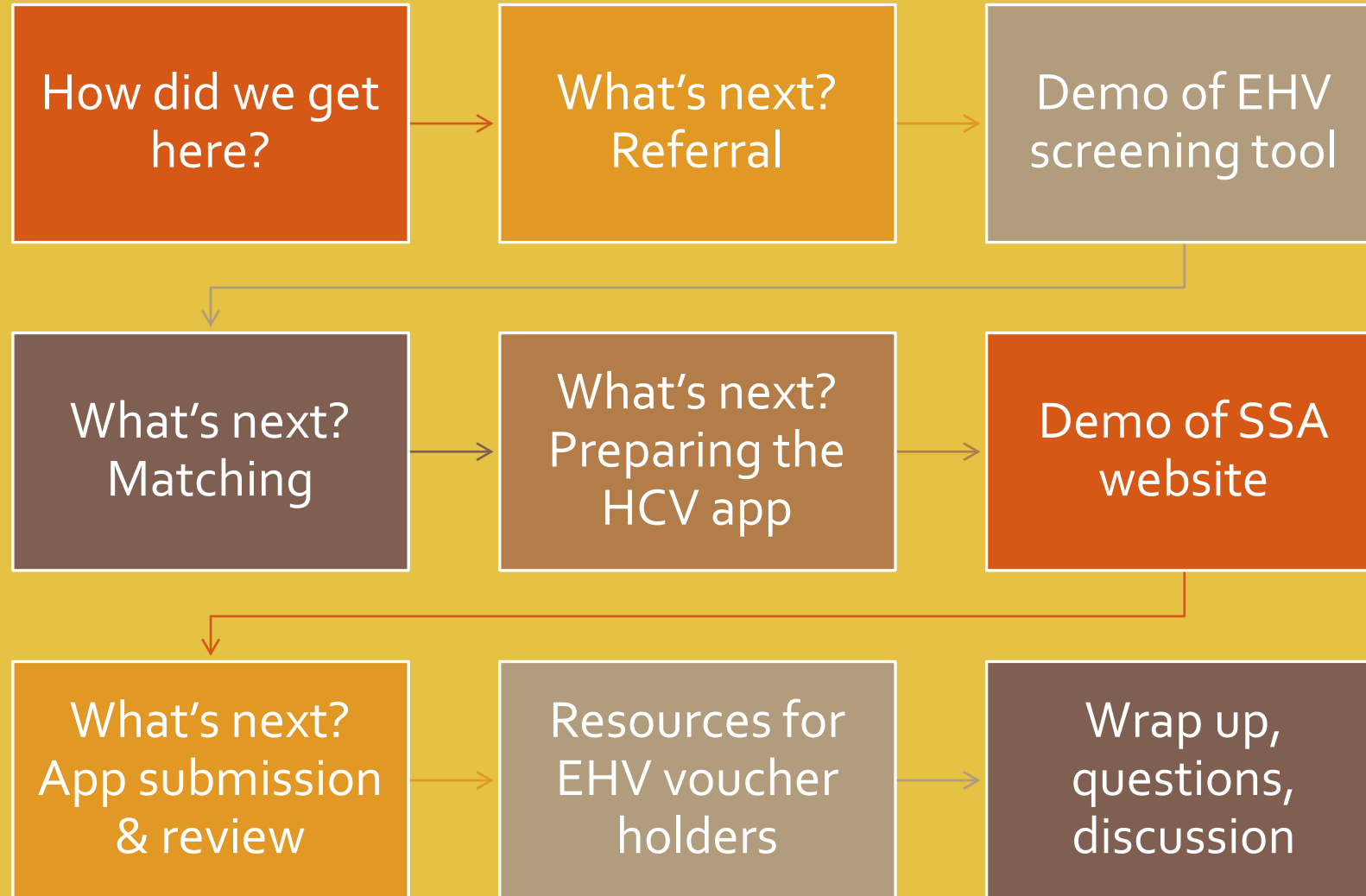
This is a nuts and bolts briefing for homeless services providers who already participate in HMIS.

- We are holding a separate, additional briefing for anti-DV and anti- trafficking providers in two weeks.
- If you are not a provider who participates in HMIS but know of households in need of homeless assistance, they can contact the Office of Homeless Services, Prevention, Diversion and Intake staff directly to discuss available homeless assistance programs. There are three ways to contact PD&I staff:
 1. Complete an online form: https://phila.formstack.com/forms/contact_the_prevention_diversion_intake_unit6
 2. Call the Homelessness Prevention Hotline at (215) 686-7177 and follow the instructions. Due to high call volume, it may take 72 hours to receive a callback.
 3. Visit a City-funded intake center: <https://www.phila.gov/services/property-lots-housing/buy-sell-or-rent-a-property/find-housing/find-emergency-housing/>

Everyone will be muted except our speakers.

If you have questions please put them in the chat, we will answer all – either today, or in an FAQ after.

AGENDA



How did we get here?

What are EHV's – and what aren't they?

HUD's 2021 award of EHV's to communities as part of ARPA

PHA and OHS' planning

CoC Board's prioritization decisions

OHS implementation of prioritization decisions

What's next? Referrals

From the perspective of households in need:

- Currently homeless: discuss with case manager
- Fleeing DV/trafficking: connect with specialized providers
- Recently homeless: discuss with case manager

From the perspective of providers making referrals:

- Currently homeless (street, EH, TH): complete Housing Assessment and EHV screening tool
- Fleeing DV/trafficking: paper referral process (creates anonymous HMIS record)
- Recently homeless (RRH, PSH): complete Housing Assessment and EHV screening tool

EHV screening tool questions

- It's not live in HMIS yet. How do I submit it?
- When will it be live in HMIS?
- When it's live, where will it show up?
- What if my participant already has a submitted Housing Assessment?

EHV screening tool

1. Temporary Online Form Process
 - Begins next Wednesday 10/6
 - It will be available on Global News section in PhilaHMIS
 - If Housing Assessment has already been submitted, this form can still be used to screen for EHV.
2. PhilaHMIS Process
 - Begins mid-November (sync date TBD)
 - It will be a part of the Housing Assessment, if Yes is answered to the question: *Are you (the case manager) requesting EHV consideration for this household?*
 - If Housing Assessment has already been completed, case can be updated in PhilaHMIS

What's next? Matching

"Match" = household is selected to apply

- Matches will be made weekly using ClientTrack/HMIS
- Notice will go out via automated email:
 - "Auto Notifier about Client Vacancy Status – Client (*HMIS ID*)"
- Confirmation within 5 business days: interested/not interested
- Application within 15 business days (aka three weeks)

What's next?

Preparing the HCV application

- Referral source assists household with completing Housing Choice Voucher (HCV) application & supporting documentation
- Resources available to help:
 - Password-protected webpage with guidance, blank forms, FAQs
 - Clearinghouse@Phila.gov for questions & submission of apps
 - YouTube video which describes, line-by-line, how to fill out application
 - This session is also being recorded, will be posted on webpage

VERIFICATION OF HOUSEHOLD INFORMATION

Obtain the following **permanent documents** for each household member (except where noted):

| Required Verification | Description of Requirements/Acceptable Documents |
|---|--|
| 1. Proof of Age | <ul style="list-style-type: none"> • Birth certificate • Passport • Driver's license • Social Security letter |
| 2. Photo ID (adults only) | <ul style="list-style-type: none"> • Clear, valid government-issued photo ID (i.e., driver's license, passport) |
| 3. Social Security Number | <ul style="list-style-type: none"> • An original Social Security card issued by the Social Security Administration • Any of the following, provided they show the full Social Security number: <ul style="list-style-type: none"> ○ Social Security benefit letter, ○ Welfare agency documents, ○ Military papers, ○ Unemployment insurance documents. |
| 4. DECLARATION OF CITIZENSHIP STATUS FORM | <ul style="list-style-type: none"> • Each adult must complete, sign and date the form • For minors, their parent/guardian must complete, sign and date the form on their behalf • For any family member who claims status as an eligible non-citizen who is under the age of 62: <ul style="list-style-type: none"> ○ Obtain a copy of their Permanent Resident card or other allowable verification of their eligible non-citizen status, ○ For any family member claiming status as an eligible non-citizen who is 62 or older, obtain verification of their age |
| 5. APPLICATION PAGES 7 & 8: AUTHORIZATION FOR THE RELEASE OF INFORMATION | <ul style="list-style-type: none"> • Each adult must complete, sign and date the form |

Birth certificate required for minor children. For all adults, valid driver's / non driver's license is sufficient to document age.

Demonstration of using Social Security Administration's website to obtain documentation of benefits



What's next?

HCV application submission & review

- When complete, email the EHV checklist, HCV app, and supporting documentation to Clearinghouse@phila.gov
- OHS reviews, communicates if any corrections needed
- OHS submits to PHA once app & docs are acceptable
- PHA reviews: PHA debt, **credit check**, criminal background check
 - "On hold" = screening won't continue until issue addressed
 - "Denied" = rejected by PHA but opportunity to appeal
 - "Accepted" = voucher will be issued

EHV Application Process: things to keep in mind

- Adjust **scanner settings** so documents are legible (will be rejected if cut off, blurry, too dark, too light).
- **Copies of IDs, Social Security cards, birth certificates:** all photos, images, and numbers must be clear.
- Please do not highlight, write "N/A" or unknown or none, anywhere in the application. **Leave a space blank if not applicable.**
- **Names on ID and Social Security card must match**, for example: John Doe on ID, John Kevin Doe on Social Security card is not a match. *If middle initial is on the ID (John K. Doe) then they DO match!* Questions around this? Ask Clearinghouse@phila.gov
- Please date, print name, and sign name (**actual signature required – not electronic**) where needed.
- Please **include all pages of the application and supporting documents** for all forms. For example if a form has two pages, send back both pages, not just the signature page.
- **Check the scan before you send:** any pages missing? All pages legible?
- Please send the **2-page EHV checklist as one doc**, and **everything else together as a second document** (application, forms, identifying documents, income, etc).
- Please send all messages as responses to the initial "match is made" email (aka the auto-notifier email) so we can keep track of people – **don't start a new thread!**
- Use Clearinghouse@phila.gov for all correspondence and submissions, please.

Details will be posted
on the password-
protected OHS EHV
webpage

Resources for EHV voucher holders...

What we don't have:

funds to pay application fees, unit "holding fees", or moving costs

Indirect housing search assistance

Affordablehousing.com (formerly
GoSection8.com)

Security deposit paid directly to landlord by
PHA (1 month)

Utility arrears payments – contact UESF

Furniture via partnership with Philadelphia
Furniture Bank



wrap-up, questions, discussion

Password-protected webpage will go live Friday October 1st – details will be sent to providers by email. Stay tuned!