

## DESK GUIDE OF HOUSING RESOURCES FOR FAMILIES IN SHELTER

SERVICE	DESCRIPTION	WHAT TO DO	CONTACT INFO
<b>CityFEPS</b>	Helps families at risk of entry into shelter and those already in shelter to secure permanent housing. Eligible families are connected with CityFEPS providers to assist with completing an application and locating housing. To be considered, the family (including at least one child under 18 years of age) must be eligible for public assistance in the community, have an active or single issue public assistance case, have been evicted within the 12 months prior to shelter stay, or reside in a DHS shelter identified by DHS for imminent closure. Eligible clients may also be survivors of domestic violence or may have left a residence due to a vacate order. The program remains available so long the family remains eligible. Commercial hotel population will get a letter from DHS.	<ul style="list-style-type: none"> <li>Assists families with locating a broker or landlord to obtain an apartment.</li> <li>For families residing in a DHS shelter identified for imminent closure, or a DV survivor, submit a CityFEPS package to OCR.</li> <li>All other families, contact OCR for referral to a CityFEPS provider.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) 212-232-0561 <a href="mailto:FEPS@dhs.nyc.gov">FEPS@dhs.nyc.gov</a></p>
<b>Enhanced One-Shot Deal (EOSD)</b>	Employed clients may be eligible for 4 months' rent, broker's fee, furniture allowance, security voucher, storage fees and moving expenses.	<ul style="list-style-type: none"> <li>Assist your client in finding an apartment at or below program rent levels.</li> <li>Work with your client to gather the right documents.</li> <li>Submit packages to the Office of Client Resources (OCR): <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a> or fax to 646-500-6742.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) 212-607-5320 or <a href="mailto:Fam.Inquiries@dhs.nyc.gov">Fam.Inquiries@dhs.nyc.gov</a></p>
<b>Homebase</b>	Homebase can help households develop a personalized plan to overcome an immediate housing crisis and achieve long-term housing stability. With locations throughout NYC, homelessness prevention experts offer a range of services, which may include: services to prevent an eviction; assistance obtaining public benefits; job placement assistance; financial counseling and money management; help relocating; and short-term financial assistance. To be eligible for Homebase, a household must be at imminent risk of entering shelter, low income, and willing to make a positive change for future.	<ul style="list-style-type: none"> <li>For clients preparing to exit shelter, shelter staff should ensure a referral to Homebase is made for proper aftercare services.</li> <li>Call 311 to find the Homebase closest to your client.</li> </ul>	<p><u>For all inquiries contact:</u> Homebase provider: 311</p>
<b>HPD Set Asides</b>	Provides affordable housing via the NYC Department of Housing Preservation and Development (HPD) and its housing developers. Units are set aside within newly constructed buildings for DHS clients who meet income requirements.	<ul style="list-style-type: none"> <li>Complete the HPD Homeless Housing Application (HHA) &amp; Documentation Checklist.</li> <li>Submit the completed package to <a href="mailto:Fam.HPD@dhs.nyc.gov">Fam.HPD@dhs.nyc.gov</a> for review and submission to HPD for unit match.</li> <li>Once a unit becomes available, client is scheduled for a housing interview. If accepted, shelter staff must assist with compiling documentation. If rejected, the application is resubmitted to other sponsors.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR): <a href="mailto:Fam.HPD@dhs.nyc.gov">Fam.HPD@dhs.nyc.gov</a></p>
<b>HRA HOME TBRA Program (Tenant-Based Rental Assistance)</b>	Helps eligible families in shelter and chronically street homeless people afford the cost of rent. Households generally pay 30% of adjusted income toward rent and HOME TBRA covers the rest. To be eligible, household must either 1) include at least 2 people or a pregnant person who has lived in shelter for 120+ days <u>or</u> 2) be chronically homeless. At least 1 household member must receive Federal SS disability, old-age benefits, survivor insurance benefits or Supplemental Security Income. The program is now closed to new applications.	<ul style="list-style-type: none"> <li>Assist family with connecting with a landlord or broker to locate an apartment.</li> <li>Gather necessary documentation and submit Landlord Packet to HRA Rental Assistance Programs Unit to: <a href="mailto:homerental@hra.nyc.gov">homerental@hra.nyc.gov</a>.</li> <li>Once apartment passes inspection, OCR will schedule lease signing.</li> </ul>	<p><u>For all inquiries contact:</u> HRA Home Program: 929-221-0043</p>

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<b>Living in Communities (LINC) I, II, III</b>	<p>Helps move families from shelter to permanent housing. LINC makes monthly rental assistance payments directly to landlords. Rent amounts are based on family size and may require a client contribution towards the rent.</p> <ul style="list-style-type: none"> <li>LINC I assists families who are working full-time but unable to afford stable housing.</li> <li>LINC II assists families who are episodically homeless.</li> <li>LINC III assists families affected by domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>Assist your client in determining basic eligibility.</li> <li>To request a certification letter or modification letter of a certificate, complete an Inquiry Form and submit it to <a href="mailto:Fam.Inquiries@dhs.nyc.gov">Fam.Inquiries@dhs.nyc.gov</a>.</li> <li>Submit completed rental packages to <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a>.</li> <li>Contact your Program Administrator to discuss this option further.</li> </ul>	<p>Rental packet available at <a href="http://nyc.gov/linc123">http://nyc.gov/linc123</a></p>
<b>Living in Communities (LINC) VI - Friends and Family</b>	<p>Helps families move out of shelter through reunification with friends or relatives. The program pays the LINC family's portion of the rent to the "host" family, in addition to a security deposit. Families may also be able to move into a sub-sidized apartment if they meet the eligibility requirements for another LINC program, CityFEPS, or SEPS.</p>	<ul style="list-style-type: none"> <li>Assist your client in identifying a host family.</li> <li>Assist your client in completing an application page, and submit to <a href="mailto:OCRHOUSING@dhs.nyc.gov">OCRHOUSING@dhs.nyc.gov</a>.</li> <li>Contact your Program Administrator to discuss this option further.</li> </ul>	<p>Application packet available at <a href="http://nyc.gov/linc6">http://nyc.gov/linc6</a></p>
<b>Move-Out Transport: A&amp;A and DHS Fleet</b>	<p>A&amp;A Moving and DHS Fleet provide moving services from shelter or storage to the permanent dwelling. While DHS Fleet transports clients, A&amp;A does not. DHS Fleet will provide emergency bedding (Air Mattress). Other services by A&amp;A and DHS Fleet include a confirmation call to clients prior to arriving. All moving arrangements are determined and completed by DHS program staff and shelter staff. Decisions upon which moving service to utilize are made by DHS program staff and shelter staff.</p>	<ul style="list-style-type: none"> <li>Request form must be completed in its entirety and have the client's signature on the form.</li> <li>Submit requests for moving services to <a href="mailto:moves@dhs.nyc.gov">moves@dhs.nyc.gov</a> or fax to 646-500-6666.</li> <li>Moves occur Monday-Saturday, 8 AM until completion.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) 212-232-0561</p>
<b>Project Reconnect</b>	<p>Families who have housing options outside of NYC might be eligible for one-way travel assistance by train, bus or domestic/international airline. Families may be eligible if they have a strong connection to a location outside of NYC, a viable identified place to live, and a means of support through employment, a family member or individual.</p>	<ul style="list-style-type: none"> <li>Discuss the housing option with your client.</li> <li>To start the application process, notify Elizabeth Solozano (<a href="mailto:esolozan@dhs.nyc.gov">esolozan@dhs.nyc.gov</a>, 718-716-6507), or Kevin Thurn (<a href="mailto:kthurn@dhs.nyc.gov">kthurn@dhs.nyc.gov</a>, 718-716-6519).</li> </ul>	<p><u>For all inquiries contact:</u> Resource Room: 718-716-7600 or Elizabeth Solozano 718-716-6507</p>
<b>Supportive Housing</b>	<p>Provides affordable apartments to vulnerable individuals and families coping with mental illness, trauma/abuse, addiction, and chronic illness, in addition to supporting youth aging out of foster care and grandparents raising grandchildren. Supporting housing provides clients with services such as mental health counseling, life skills training, parenting skills training, linkages to care, family reunification services, crisis management, education services, and job search assistance, as well as help with medical appointments and day-to-day routines.</p>	<ul style="list-style-type: none"> <li>Complete a Pre-HRA 2010e Assessment for Supportive Housing form to determine eligibility.</li> <li>Submit the Pre-HRA 2010e by email to <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a>.</li> </ul>	<p><u>For all inquiries contact:</u> DHS Office of Client Resources (OCR) 212-607-6085 or <a href="mailto:Sub.Housing@dhs.nyc.gov">Sub.Housing@dhs.nyc.gov</a>.</p>
<b>Pathway Home</b>	<p>Families who have a veteran in the household may be eligible for HUD/VASH Section 8 or services through Veterans Affairs (VA) and/or the Supportive Services for Veteran Families (SSVF) Program.</p>	<ul style="list-style-type: none"> <li>Ask adult family members if they are veterans. If so, update CARES with the information.</li> <li>Please contact your Program Administrator for next steps.</li> </ul>	<p><u>For all inquiries contact:</u> Your Program Administrator.</p>