



# Emergency Housing Vouchers: FAQs

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

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

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

Then check to see if the client is eligible under one of the six subpopulations, using the [Subpopulation Eligibility Matrix](#). The [EHV Prioritized Subpopulations](#) document also lists the full definitions for each category.

- Chronically homeless
- Literally homeless
- At Risk Seniors (62+ years old)
- Survivors
- PSH Move On
- Rapid Rehousing Bridge

Complete the EHV Assessment in HMIS (video tutorial [here](#)). If you do not have HMIS access, please contact an agency with HMIS access to complete the process. For a list of HMIS participating agencies, click [here](#).

Last, verify the households eligibility and have the head of household sign the [EHV Eligibility Verification and Referral Form](#). Once signed, upload it into the client's 'files' tab in HMIS.

\*Note: If your client qualifies under the Survivor pathway, please do not enter anything into HMIS. Instead, refer your client to any of these agencies: [add main contacts]

*CASH  
International Rescue Committee  
My Sister's House  
Opening Doors  
WEAVE*



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**2. What if my client is eligible under more than one subpopulation pathway?**

In the EHV assessment, mark all that apply. The client will be referred under a subpopulation pathway that is available and most appropriate. Some pathways may require additional documentation.

**3. 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 daily report. Sacramento Steps Forward 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 SHRA.

**4. 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 six 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 amount of remaining vouchers and prioritized subpopulation referral goals.

**5. 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?**

SSF will be processing 100 referrals per week. The referring party main contact will be emailed when a referral is made, typically within 1-2 weeks from the time of a completed assessment and uploaded signed documentation.

Once a client has been referred to SHRA 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.

Completed applications submitted with all required documentation included will be processed first.

**6. 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.



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**7. 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. See EHV eligibility verification and referral form [here](#).

Additionally, referring agencies are *strongly encouraged* to upload the household's identification documents in HMIS. Identification documents are required to complete the SHRA EHV application. The referring agency will work with SHRA to complete the EHV application after the initial referral has been completed. See process document [here](#) and the document checklist [here](#).

**8. 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.

**9. How long will the housing search take?**

SHRA's goal is to have as many vouchers leased up as possible by November 2021. The exact time it takes to find and secure housing will vary client by client, however dedicated housing locators will be working with all clients to assist with the housing search. Inspections and all steps of the process will be prioritized by SHRA.

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

SHRA 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.



### **11. 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.

### **12. Can the vouchers be used outside of Sacramento 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.

### **13. 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?**

No. If someone is in the process of applying for a HCV, they should continue with that process. If someone already has a HCV, they should continue to search for housing using the HCV.

### **14. What type of on-going services will my client be receiving with this program?**

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 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 will not be referred.

### **15. 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 SHRA to retain the voucher. In addition, anytime there is a change in income, or the household composition changes - a household member joins or leaves - SHRA should be notified immediately.