## OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Social Services

### **POLICY BULLETIN #20-21-SYS**

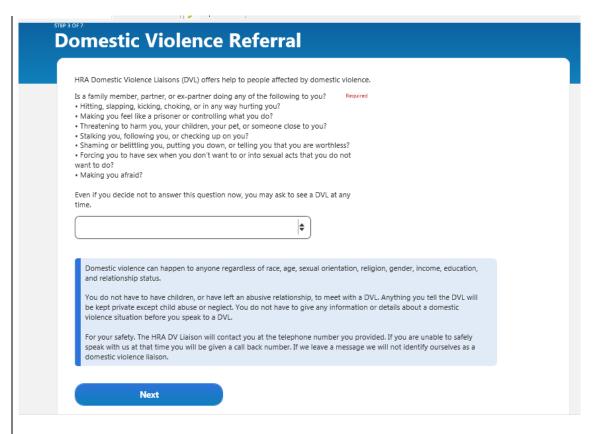
# ACCESS HRA CHANGES TO THE ONLINE CASH ASSISTANCE APPLICATION DURING COVID-19

<b>Date:</b> April 24, 2020	Subtopic(s): Cash Assistance, Domestic Violence Screening, Substance Use Screening, ACCESS HRA
Refer to PD #19-08-ELI	The purpose of this policy bulletin is to announce ACCESS HRA (AHRA) changes made to the online Cash Assistance Application. This policy bulletin is intended for Job Center and HASA Center staff. It is informational for all other staff.
	Applicant Screenings
	To help ensure applicant survivors of domestic violence (DV) and/or those with potential substance use (SU) disorders are properly identified, AHRA has integrated both a domestic violence screening as well as a substance use screening. Applicants will be presented with questions to self-identify either or both of these issues.
	The domestic violence screening will auto-populate the domestic violence screening questions in the Paperless Office System (POS). When an affirmative response is provided by the applicant, ITS generates a report which is emailed to the Office of Domestic Violence (ODV). The ODV distributes cases to Domestic Violence Liaisons (DVLs) who call applicants to conduct a more thorough telephonic assessment. Assessment results will be recorded by DVLs in the New York City Work Accountability and You (NYCWAY) system.

HAVE QUESTIONS ABOUT THIS PROCEDURE? Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Distribution: X

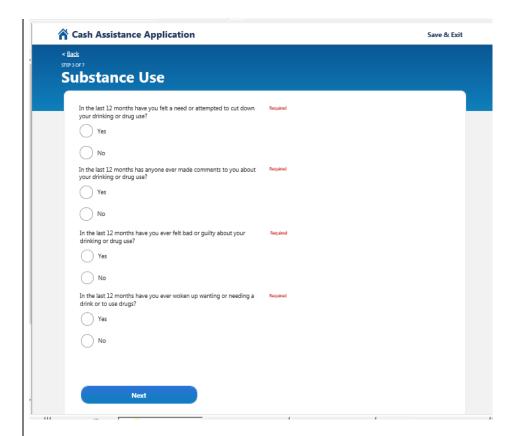
#### Domestic Violence Screening in AHRA



### Refer to PD #12-14-EMP

The substance use screening will similarly auto-populate the substance use questions in POS. Based on the number of affirmative applicant responses, ITS generates a report which is emailed to Customized Assistance Services (CAS). CAS staff refers individuals to Credentialed Alcohol Substance Abuse Counselors, based on the applicant's zip code, to conduct telephonic assessments. Assessment outcomes will be recorded in NYCWAY and may include referrals for treatment.

Substance Use Screening on AHRA



Eligibility Interview

When Job Center (or other staff designated to assist Job Center staff) conduct CA eligibility interviews, they must review the responses provided in POS with the applicant and make any updates, if necessary. If based on the screenings, it is determined that an individual is in need of either a DV assessment or a SU assessment, the interviewer must alert the applicant that they will be contacted for further assessment.

### Repayment Agreements

Refer to PD #17-24-ELI for Utility Arrears

Refer to PD #15-21-ELI

As a condition of eligibility for a shelter arrears grant or a utility arrears grant, applicants may be required to sign a repayment agreement. To ensure the signature is captured without requiring an in-person Job Center visit, or potential delays in mailing, the language of both repayment agreements has been incorporated into the online CA application (both ongoing and one-shot deals). Applicants will be able to electronically sign these agreements along with the application itself. The applicant's electronic signature is recorded on the online application summary available in the HRA OneViewer. Staff must not defer applications, or the issuance of utility arrears or shelter arrears grants, as long as the electronic signature is on the online application summary and the repayment agreement if required.

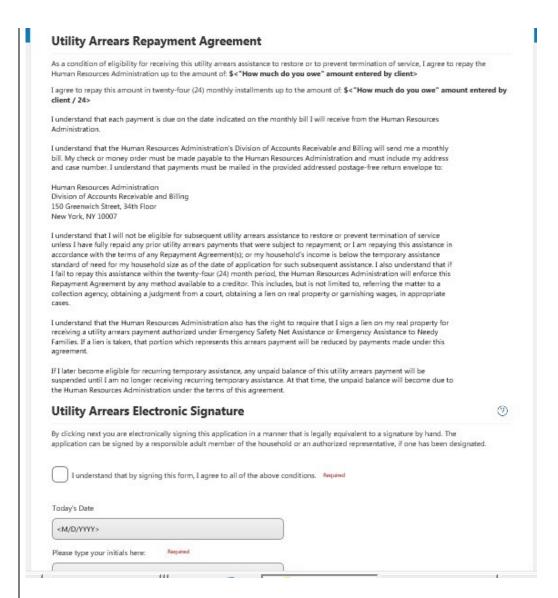
**Note**: The repayment agreement language will only appear if the applicant indicates that they have either shelter arrears or utility arrears.

Rent Arrears Question on AHRA

## Behind in Payments Do you owe back rent or are you behind in payments? Required No How much do you owe? Required \$ When was your first missed or partial payment? Required M/D/YYYY Due date on the last unpaid bill? Required M/D/YYYY Have you been served papers or are you in court for this bill? Required Have you received Housing Court papers requesting your appearance or response to the arrears claim? If so, please select "yes." Yes

No

## Utility Arrears Repayment Agreement



Effective April 27, 2020

#### References:

GIS 20 TA/DC028 GIS 20 TA/DC016 98-ADM-03

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02-ADM-02

06-INF-25

18 NYCRR § 351.2 (k)

18 NYCRR § 351.2 (i)

18 NYCRR §352.5(e) and (f)

18 NYCRR § 352.7(g)(3) and (4);370.3;372;397.5(l)(3)

## **Related Items:**

PD #19-08-ELI PD #17-24-ELI PD #15-21-ELI PD #12-14-ELI