

CityFHEPS Voucher Process Guide

A step-by-step reference for
caseworkers and tenants

STEP 1

Confirm CityFHEPS Eligibility

Household must meet at least one of the following conditions:



Monthly income under
\$2,660.00



Age 60 or older



Working 10+ hours per
week



Classified as "street
homeless"



Receiving SSI



Meets another qualifying
category

Note: Existing voucher holders may need a rebudget / income recalculation; this can be seen by comparing income on the voucher to the paystubs/employment letter.

Documents Needed to Move to Step 2



Birth certificate



Photo ID



Social Security card



Proof of income
(paystubs, award letter, or employment letter)

STEP 2

Housing Search & Viewings

- Housing Specialist works with the client to review listings/units through Found Your Place.
- Request showings and submit essential client documents as needed.
- Client tours units and selects one.

STEP 3

Housing Preparation & Shopping Letter

Note: A Single Issuance / One Shot Deal is required if the client has federal benefits or earns too much to qualify for ongoing Cash Assistance.

- If needed, Housing Specialist helps the client obtain or update a CityFHEPS Shopping Letter (valid ~1 year) via Linked Inquiry in HOMES. Found Your Place can provide an intent to rent to help expedite this. (This is for rebudgets as well —rebudgets are required if the shopping letter income is more than \$100 off from their proof of income.)
- Check WMS for an active Cash Assistance case.
- Then choose the applicable path below:

If Cash Assistance case is...	Do this
OPEN	Skip to Step 4.
NOT OPEN	Create/update ACCESS HRA account (if no PA case exists) → Complete a CA (Cash Assistance) or SI (Single Issuance/One Shot Deal) application → Submit documents and complete phone interview with client → Submit Linked Inquiry in HOMES to expedite.

STEP 4

Submission & Review (Full Housing Packet)

- Once the case is active, all documents are received, and the voucher is budgeted correctly, Found Your Place sends the caseworker the CityFHEPS Landlord Package plus supporting documents.
- Housing Specialist/Caseworker uploads the complete Housing Packet (landlord + tenant documents) into CurRent for HRA/DSS review.

STEP 5

Approval & Move-In

- Once HRA/DSS reviews and clears the packet, DSS issues:
 - Approval Letter
 - Check Request form
 - Security Voucher (W-147N, for damages/unpaid rent)
- HRA prepares the initial rent + security payments and emails when ready for pickup.
- Housing Specialist and Found Your Place arrange the key/check exchange.

