

**Emergency Housing Vouchers
Frequently Asked Questions (FAQs) v.2**

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Eligibility

1. Who qualifies for the Emergency Housing Voucher Program?

Emergency Housing Vouchers (EHVs) are specifically designed for households who are:

- 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 the family's homelessness or having high risk of housing instability.

Detailed information on household eligibility can be found in Section 8 of PIH Notice [2021-15](#).

2. Are participants in Rapid Rehousing programs eligible for EHV?

Yes. Continuums of Care (CoCs) have the discretion to refer households in Rapid Rehousing programs to receive Emergency Housing Vouchers administered by PHAs.

3. How is HUD defining “recently homeless” in PIH Notice 2021-15? (new)

PIH Notice 2021-15, Section 8, defines recently homeless as individuals and families who have previously been classified by a member agency of the Continuum of Care (CoC) as homeless but are not currently homeless as a result of homeless assistance (financial assistance or services), temporary rental assistance or some type of other assistance, and where the CoC or its designee determines that the loss of such assistance would result in a return to homelessness. Examples of households that may be defined as recently homeless by the CoC include, but are not limited to, participants in rapid rehousing or permanent supportive housing.

Individuals and families classified as recently homeless must be referred by the CoC or its designee.

4. Regarding the McKinney-Vento Act definitions, the following provision about not having a support network appears in several places: “Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.” Does this have to be demonstrated, and if so, how must this be demonstrated?

Organizations certifying whether applicants lack the resources or support networks to obtain other permanent housing must establish procedures of documentation of the evidence relied upon to establish and verify status at intake. The procedures must establish the order of priority for obtaining evidence in the following order:

- Third-party documentation first;
- Intake worker observations second; and
- Certification from the person seeking assistance third.

Regarding proof that there is a lack of resources or support networks, the following are acceptable forms of documentation:

- Certification by the individual or head of household that no residence has been identified; and
- Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

5. Is there an appeals process required for Coordinated Entry (CE) determinations?

CoCs are required to have written policies and procedures that include a process by which individuals and families may appeal coordinated entry decisions.

6. Does the PHA pull households from its current waitlist for EHV?

No, PHAs must only accept referrals for EHV directly from the CoC's Coordinated Entry System or other partner referral agencies. However, PHAs must inform families on the HCV waiting list of the availability of EHV at a minimum. PHAs can post the information to their website or provide public notice in their respective communities. The PHA public notice must describe the targeted populations to which the EHV are limited and explain that the availability of these EHV is managed through a direct referral process through the CoC. The PHA notice must also advise the household to contact the CoC (and any other PHA referral partner) if they believe they might be eligible for EHV assistance.

HUD has waived 24 CFR 982.204(f), which provides that a PHA must use a single waitlist for admission to its HCV program. An alternative requirement has been established for the EHV program under which the PHA maintains a separate waiting list for EHV referrals/applicants.

7. Are the vouchers available for individuals or just families?

EHVs are available to both individuals and families meeting the eligibility criteria.

8. What if an individual or family is over income?

As in the regular Housing Choice Voucher program, the PHA must determine whether a family is income eligible prior to the provision of EHV assistance. If the family is over income based on the most recently published income limits for the family size, the family is ineligible for HCV and therefore EHV assistance.

9. What type of documentation is acceptable when determining that a family falls under the four categories? Should the PHA receive formal documentation or information from the local CoC or local Victims Service Provider (VSP)?

CoCs and Victim Service Providers are responsible for determining eligibility for EHV and referring eligible families to the PHA. An example certification of homelessness and human trafficking is provided in PIH Notice 2020-15 and may be utilized by communities to certify eligibility. PHAs may utilize HUD Form 5382 to certify survivors of domestic violence, dating violence, sexual assault, and stalking.

10. Are unaccompanied youth eligible for EHV? (new)

A family that does not include a person 18 years or older is ineligible for an EHV.

11. Can households without eligible immigrant status be eligible for EHV? (new)

No. As tenant-based assistance under section 8(o) of the United States Housing Act of 1937, EHV requirements for citizenship are the same as the regular Housing Choice Voucher program. 24 CFR § 5.506 requires at least one member of the household to be a U.S. citizen or noncitizens with eligible immigration status to receive assistance under section 8(o).

Partnerships and Collaborations

12. What is a Continuum of Care (CoC)?

The Continuum of Care is a local planning body that coordinates housing and services funding for homeless individuals and families. The CoC Program is designed to:

- promote communitywide commitment to the goal of ending homelessness;
- provide funding for efforts by nonprofit providers and State and local governments to quickly rehouse homeless individuals and families and minimize the trauma and dislocation that homelessness causes for individuals, families, and communities;
- promote access to and effect utilization of mainstream programs by homeless individuals and families; and
- optimize self-sufficiency among individuals and families experiencing homelessness.

Section 9.b of PIH Notice 2021-15 provides a more thorough description of CoCs and their role in the EHV program. Additional information on CoCs can be found at https://www.hud.gov/program_offices/comm_planning/coc.

13. What is a Victims Service Provider (VSP)?

HUD defines a Victim Service Provider to mean a private nonprofit organization whose primary mission is to provide direct services to victims of domestic violence. This term includes permanent housing providers, rapid rehousing, domestic violence programs (shelters and non-residential), domestic violence transitional housing programs, dual domestic violence and sexual assault programs, and related advocacy and supportive services programs.

14. What is a Coordinated Entry (CE) system?

Provisions in the Program Interim Rule at 24 CFR§578.7(a)(8) require that CoCs establish a Coordinated Entry system. The CE process helps coordinate and manage a crisis response system's resources that allows users to make consistent decisions based on available information to connect people to housing and service interventions efficiently and effectively.

15. Is HUD requiring a signed Memorandum of Understanding (MOU) with the CoC and Victim Service Providers for the administration of EHV's?

HUD has established an alternative requirement for the EHV program under which the PHA must enter into an MOU with all referring agencies to establish a partnership for the administration of EHV's. Communities may have a single MOU or multiple MOUs with referring agencies.

See Section 9.b of PIH Notice 2021-15 for more information regarding the MOU requirement and Attachment 2 for a sample MOU template. Partners can update MOUs as the program progresses.

16. What are the roles and responsibilities of CoCs, VSPs, and PHAs?

CoCs and VSPs are responsible for the following:

- Assessing eligible households for EHV and services, if needed.
- Referring eligible households to the PHA for EHV.
- CoCs may also assist referred households in completing and obtaining necessary documentation for the EHV application process.

PHAs are responsible for all the PHA administrative responsibilities for the EHV program in accordance with the EHV Operating Requirements Notice and the applicable HCV program regulations, including but not limited to:

- Reviewing applications for EHV, certify program eligibility, and conducting annual recertifications for continued eligibility.
- Determining that the unit meets Housing Quality Standards and approving units for leasing and contracts.
- Determining amounts and paying Housing Assistance Payments landlords on behalf of the participants.
- Explaining and providing information about program policies and procedures to current and prospective landlords and participants.
- Monitoring program performance and compliance of participants and owners.

17. Are PHAs required to partner with more than one CoC?

PHAs are required to partner with at least one CoC in the administration of EHV. HUD strongly encourages PHAs to partner with as many CoCs as possible to effectively administer EHV.

18. How should MOUs be structured if (a) a PHA's jurisdiction includes more than one CoC or (b) a CoC catchment area requires work with multiple PHAs?

The intent of the Notice is to provide communities with the flexibilities needed to respond to the target population. HUD expects these vouchers to be deployed in a community-wide manner. PHAs are required to partner with at least one CoC in the administration of EHV. In instances where there are multiple CoCs within the PHA's jurisdiction, HUD strongly encourages PHAs to collaborate with as many CoCs as possible to effectively administer EHV. Regardless of how many CoCs a PHA is working with, they can enter into a single MOU or multiple MOUs as needed. The intent of these MOUs is to ensure that all parties are aware of the policies governing referrals and defining the roles and responsibilities of each involved entity. MOUs may additionally address local protocols and procedures that are consistent and equitable in designating clear EHV distribution criteria.

19. When does HUD expect PHAs to have executed MOUs with partnering agencies?

HUD's expectation is that PHAs will enter into an MOU as soon as possible, ideally by July 1, 2021. By this date, PHAs will have received their July EHV Housing Assistance Payment (HAP) amount, and the timeline for placement fees begins. HUD is providing \$500 for each EHV family placed under contract no later than 4 months from the effective date of July 1, 2021, of the

ACC funding increment, which is November 1, 2021. PHAs are required to enter into a MOU within 30 days of the effective date of the ACC funding increment; therefore, the MOU must be established no later than July 31, 2021.

A sample MOU has been included in the Notice to help communities start.

20. How do service providers outside of the CoC scope (e.g. victims of domestic violence, sexual assault, stalking, dating violence, and human trafficking) facilitate referrals to the PHA? With whom does the PHA enter into an MOU for this purpose?

In some communities, Victim Service Providers may be embedded into the community's Coordinated Entry system. In such instances, VSPs will work with the CoC to refer qualified households to PHAs.

In communities where VSPs are not a part of the CoC's Coordinated Entry process, PHAs must enter into a MOU with respective partners outlining each entity's roles and responsibilities while developing consistent and equitable protocols and procedures governing referrals to the PHA. HUD recognizes that each community is unique, and PIH Notice 2021-15 provides communities the flexibility to develop procedures that work best on a local level.

21. What happens if the PHA and CoC(s) cannot agree on the terms of an MOU?

If you are having difficulties entering into a MOU, please email EHV@hud.gov. The HUD EHV team regularly monitors this mailbox. HUD will be able to provide technical assistance to you and your community.

22. Can you clarify if or how the agencies partnering with PHAs on EHV are paid? If the CoC or VSP refers a family, or assists the family, does the PHA pay them by way of the services fee, or out of the admin fee? And if so, at what rate? Or are the partnering agencies paid some other way?

Paying a fee to a CoC, Victim Service Provider, or other partnering agency for a referral is not an eligible use of the EHV funding. Section 6 of PIH Notice 2021-15 defines the administrative fees and funding for other eligible expenses a PHA administering EHV may receive. The use of this funding is limited to the activities defined in the notice.

A PHA may enter into an agreement, through the MOU for the EHV program, to reimburse the CoC or other partnering service agencies for eligible expenses. For example, housing search assistance is required to be made available to EHV families during their initial housing search. Housing search assistance may be provided directly by the PHA or through the CoC or another agency or entity. Where housing search assistance is being provided by the CoC or another agency or entity, the PHA may reimburse that entity for the eligible activities as defined in the agreement.

As a reminder, CoC funds may be used to cover many of the costs associated with the EHV Program. For example, Coordinated Entry (CE) grants can be used to cover the CE costs, and Rapid Rehousing (RRH) funds can be used to assist with housing location etc. In addition,

Homeless Emergency Solutions Grants (ESG)-CV funds may be used for referrals, housing location, and other costs, including outreach, essential services in emergency shelter, RRH, and homeless prevention.

23. Can the CoC Governance Board Chair sign the MOU or should we use our Collaborative Applicant? (new)

HUD is not requiring a specific entity from the CoC to sign the MOU for EHV. The signatory must be a person or entity that has the authority of the CoC to sign documents on behalf of the CoC.

24. Are PHAs allowed to accept referrals outside the Coordinated Entry system if the CE system does not have anyone on the list from multiple eligible categories? (new)

Per Section 9.c of PIH Notice 2021-15, if the CE system does not have a sufficient number of eligible households, the PHA must enter into a formal partnership with another entity, such as another homeless service provider and/or victim services provider, to receive referrals.

25. We are in the Balance of State CoC¹, but we have a local homeless coalition. Can we work with the local organization, or do we have to use a HUD recognized CoC? (new)

No, the PHA's partnership must be with the CoC. HUD established an alternative requirement for the EHV Program under which the PHA must enter into an MOU with the CoC to establish a partnership for the administration of EHV. The specific services that the CoC will provide to individuals/families referred to the EHV program must be outlined in the PHA's MOU with the CoC. PHAs that agree to accept an allocation must enter into an MOU with a partnering CoC within 30 days of the effective date of the ACC funding increment. See Section 9.b of PIH Notice 2021-15 for more information regarding the MOU requirement. Additionally, a sample MOU template is included as Attachment 2 of Notice 2021-15.

HUD strongly encourages communities to involve as many stakeholders as possible during the planning and implementation process to ensure the EHV Initiative is successful. The MOU can be amended over time to reflect changes in how the program is implemented.

26. What should we do if our CoC does not have a functioning Coordinated Entry system? (new)

Section 9.c of PIH Notice 2021-15, states that “[t]he PHA must also take direct referrals from outside the CoC CES if: (1) the CE system does not have a sufficient number of eligible families to refer to the PHA, or (2) the CES does not identify families that may be eligible for EHV assistance because they are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking.”

¹ Balance of State CoC is defined as a CoC that covers all jurisdictions within a given state.

If there is no active CE system in the community or the PHA could not receive adequate referrals from a CES the CoC should work with the PHA to come up with an alternative referral system. This system should continue to allow for prioritization according to the standards set out in the MOU between the referring organization and the PHA and should be easy to transition to the CoC's CE system when it comes online.

If you are having difficulties, please email EHV@hud.gov.

Voucher Administration

27. Does acceptance of EHV require PHA Board approval? (new)

No, not initially. PIH Notice 2021-15 includes waiver HCV-1 that allows PHAs to establish an alternative requirement that policies may be adopted without board approval until September 30, 2021. The waiver is referenced in the notice, including alternative requirement for PHAs adopting the waiver notice.

28. Can I request an increase for PUC? If so, to whom should it be submitted?

Yes. PIH Notice 2021-15, Section 7a states:

“The initial funding increment for the EHV allocation will be based on the PHA's per unit cost (PUC) for the PHA's HCV program, adjusted for inflation and taking into consideration that the initial term is longer than 12 months. However, if during the initial term a PHA can demonstrate based on actual leasing and costs that the HAP funding will be insufficient to cover its actual HAP costs for the EHV's for the initial term, the PHA may request that HUD adjust the initial funding increment amount for the EHV's during the initial funding term. If the PHA has demonstrated the need to do so, HUD will adjust the initial funding amount based on the actual costs incurred upon request by the PHA to ensure the PHA has sufficient funding during the initial funding term to lease all of its EHV's and pay its EHV HAP costs through December 31, 2022. If the PHA believes that it needs an adjustment, it should contact its financial analyst in HUD's Office of Housing Voucher Programs Financial Management Center (FMC).”

29. If a PHA has unleased vouchers after September 30, 2023, can they still be issued? Can we over-issue in recognition of our success rate? (For example, if we have 10 yet unleased vouchers and we have to issue 16 to house 10, can we issue 16?)

No. A PHA may not over-issue EHV's beyond what was allocated to the PHA.

30. What is a waiver and alternative requirement?

Per PIH Notice 2021-15, EHV's are tenant-based vouchers under Section 8(o) of the United States Housing Act of 1937. Therefore, all regulatory requirements and HUD directives regarding the HCV program are applicable to EHV's, including the use of all HUD-required contracts and other forms.

Waivers and alternative requirements have been determined by the HUD Secretary to be needed to expedite and facilitate the use of the EHV funding. In the context of EHV, a “waiver” is where

HUD is intentionally eliminating a normally applicable HCV program statutory or regulatory requirement. An “alternative requirement” is where HUD is creating a specific requirement that is not an existing HCV program requirement, such as an alternative requirement to an existing requirement that HUD has waived for the EHV program.

31. If, after September 30, 2023, a PHA cannot re-issue vouchers when a family leaves the EHV program, but can issue vouchers that were never leased, how should PHAs be tracking the vouchers?

The PHA must track the number of vouchers that have been leased and are not permitted to be re-issued. One way to do that is to number/identify EHV vouchers, but HUD is not requiring that specific approach to tracking.

32. Can we allow EHV holders to keep the security deposit we paid on behalf of the family when it is returned by the owner?

PHAs are encouraged to consult with their counsel to determine whether local and State statutes regarding unclaimed property may apply and take precedence over the Notice. The Notice states that the PHA, “...may place conditions on the security deposit assistance, such as requiring the owner or family to return the security deposit assistance to the PHA at the end of the family’s tenancy (less any amounts retained by the owner in accordance with the lease.”, or it may choose to not place those restrictions).

33. Can EHV be utilized for individuals and families identified for the “Moving-On” Strategy? (updated)

Yes. Individuals and families identified for a Moving On strategy who currently reside in Permanent Supportive Housing (PSH) and were homeless at the time of admission to that program are eligible under Category 4 of the eligible populations for EHV as individuals or families who are recently homeless. PSH participants must also be referred for EHV through the CoC and all applicants must meet the statutory requirements under the ARP. HUD has made available resources to help communities with their Moving On strategies at the following webpage: <https://www.hudexchange.info/programs/coc/moving-on/>

34. Do Emergency Housing Vouchers come with supportive services? (updated)

EHVs do not come with ongoing supportive services. Communities are encouraged to work with local stakeholders that have a vested interest in supporting services for vulnerable populations. HUD will be providing technical assistance to communities to aide in the design and implementation of EHVs including service delivery resources that may be paired with EHVs to ensure housing stability.

As HUD-VASH has shown, some people are more successful with wrap-around services. While EHVs do not come with the “automatic” services that HUD-VASH provides, HUD encourages communities to partner with health and behavioral health agencies like community health centers, state and county behavioral health agencies, and state Medicaid agencies and managed care to explore funding opportunities and provide housing search/navigation and also ongoing tenancy

and wrap-around supportive services for those that may benefit from such services to maintain housing stability.

35. Who is responsible for helping EHV recipients locate housing?

PHAs are required to ensure housing search assistance is made available to EHV families during their initial housing search. The PHA may use the services fee funding to provide this required housing search assistance to eligible EHV households. Housing search assistance can be provided by the PHA, the CoC or other entities, with these responsibilities outlined in the MOU. PHAs are encouraged to leverage housing location services offered by the CoC and VSPs. Housing Locators affiliated with CoCs and VSPs are often skilled negotiators and have existing relationships with landlords, which can provide opportunities for households with higher barriers to housing.

36. Can EHV be utilized for project-based voucher (PBV) units?

No. PHAs may not project-base EHV but must administer these vouchers exclusively as tenant-based assistance. Section 4102(b)(1) of the American Rescue Plan Act provides that the EHV's "shall be tenant-based assistance under Section 8(o) of the United States Housing Act of 1937." In addition to the requirement that EHV's must be tenant-based voucher assistance, several provisions of Section 4102 are not compatible with project-based voucher assistance. In particular, the requirement with respect to the termination of vouchers upon turnover discussed below in Section 13 is clearly compatible with tenant-based voucher assistance, but it is not compatible with multi-year PBV contracts where assistance is tied to the project.

37. If a PHA has not obtained eligibility documentation from the CoC, can the PHA issue a voucher?

Yes. If the CoC determines that a family qualifies for an EHV, then the PHA may accept self-certifications in accordance with the waiver described in Sections 9.h, 9.i of PIH Notice 2021-15.

38. Can a PHA contract with another PHA to administer their EHV allocation?

In general, yes. PHAs can contract with a third party to carry out PHA administrative functions on behalf of the PHA in administrating of their HCV program. A PHA may enter into an arrangement with another entity (including another PHA) to perform specific PHA administrative responsibilities with respect the EHV's on behalf of the PHA. However, in such a circumstance the entity is acting on behalf of the PHA, not as another independent PHA. The PHA to which HUD allocated the EHV's and executed the ACC remains the PHA and is ultimately responsible for ensuring that its EHV program complies with all EHV and HCV requirements and all applicable PHA discretionary policies in accordance with its PHA administrative plan, regardless of whether some of the PHA functions are conducted on behalf of the PHA by a third party. If the third-party entity to which the PHA contracted some of its EHV administrative responsibilities is a PHA that also administers its own EHV allocation, that entity must maintain a clear separation between the administration of its own EHV allocation and any administrative functions it is performing on behalf of another PHA.

39. Are EHV's time-limited for the family?

No. However, EHV's cannot be reissued after September 23, 2023. After this date, PHAs cannot reissue vouchers that have turned over. This provision does not impact existing families and their continued assistance. The funds appropriated for the EHV program are available for obligation by HUD until September 30, 2030.

40. Are the waivers HUD has made available for EHV automatically applied or does each PHA need to request the specific ones they want to utilize?

PIH Notice 2021-15 provides waiver authority and alternative requirements to administer EHV's to all participating PHAs and communities. PHAs do not need to request HUD approval for these waivers. However, while some waivers and alternative requirements are at the discretion of the PHA, others are mandatory and required for EHV administration. With respect to those waivers that are discretionary, PHAs are highly encouraged to work with partners to select from a menu of waivers to aide eligible households to eliminate barriers to housing and ensure expedited leasing.

41. Are there any restrictions on families who may owe debts to a PHA?

No. As outlined in PIH Notice 2021-15, Section 9g., unlike regular HCV admissions, PHAs may not deny an EHV applicant admission regardless of whether:

- Any member of the family has been evicted from federally assisted housing in the last five years or a PHA has ever terminated assistance under the program for any member of the family.
- The family currently owes rent or other amounts to the PHA or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act.
- The family has not reimbursed any PHA for amounts paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the lease.
- The family breached an agreement with the PHA to pay amounts owed to a PHA or amounts paid to an owner by a PHA.

EHV funding may not be used for the repayment of debts or any amounts owed to HUD by HUD program participants including, but not limited to, those resulting from Office of Inspector General (OIG), Quality Assurance Division (QAD) or other monitoring review findings.

42. What is the difference in end dates: September 30, 2030 vs September 30, 2035 under item 16 of the PIH notice?

The ARP provides that the \$5 billion appropriated for the EHV program remains available until September 30, 2030. This means HUD must obligate the funding by September 30, 2030. With respect to the September 30, 2035 date by which any remaining unexpended EHV obligations must then be cancelled as a matter of law, 31 U.S.C 1552 provides that on September 30th of the 5th fiscal year after the period of availability for obligation of a fixed appropriation account ends, the account shall be closed and any remaining balance (whether obligated or unobligated) in the account shall be canceled and thereafter shall not be available for obligation or expenditure for any purpose.

43. Can Emergency Solutions Grants (including ESG-CV) or CoC funding be used to pair support services/case management with EHV? (new)

In general, yes. A community could braid ESG or CoC funding with EHV. Recipients must ensure an individual is eligible and prioritized for both EHV and the program providing services. Additionally, recipients must ensure that all program requirements are met and that the services or case management are eligible under the ESG or CoC program rules. If a community can meet those requirements, it may provide supportive services from either ESG or CoC with the voucher from EHV.

44. Will funding for EHV's be available on a continuous basis? (new)

The initial funding term expires on December 31, 2022, and HUD will provide renewal funding for EHV's on a calendar basis moving forward after that, beginning in calendar year 2023. As stated in PIH Notice 2021-15, Section 16, the \$5 billion in funds appropriated for EHV are available until September 30, 2030.

45. Will EHV clients be able to sign a 6-month lease, or will it follow the HAP contract of 12 months? (new)

Per PIH Notice 2021-15, Section 9n, HUD is waiving Section 8(o)(7)(A) of the United States Housing Act of 1937 and § 982.309(a)(2)(ii) so that the initial lease term for an EHV family may be less than 12 months regardless of whether the shorter term is a prevailing market practice.

Administrative & Service Fees

46. What additional fees will PHAs qualify for under EHV's?

PHAs that accept an allocation of EHV's will receive fees in addition to ongoing administrative fees to assist in the facilitation and leasing of EHV's. Additional fees include:

- Preliminary Fees – \$400 will be awarded per allocated EHV.
- Issuing Fees – Participating PHAs will earn \$100 once the voucher is initially leased, provided the PHA reported the issuance of the EHV in the Public Housing Information (PIC-NG) system within 14 days of the later of the effective date of the family's voucher or when the system becomes available for reporting.
- Placement Fees – PHAs will be awarded \$500 for each EHV family placed under a HAP contract no later than 4 months of effective date of the ACC funding increment. For each EHV family placed under a HAP no later than 6 months after the effective date of the ACC funding increment, PHAs will receive \$250.
- Ongoing Admin Fees – PHAs will receive the full column A admin fee amount.
- Service Fee – For each allocated EHV, PHAs will receive \$3,500 that must initially be used for the services fee. Eligible uses are defined in PIH Notice 2021-15. The services fee can be used for:
 - Housing search assistance
 - Tenant fees including security and utility deposit assistance, rental application fees, and holding fees

- Owner recruitment and outreach as well as incentive and retention payments, and
- Other eligible uses to help families successfully lease up, including moving expenses, tenant readiness services, essential household items, and renter's insurance if required by the family's lease.

47. In terms of expensing Administrative expenses to EHV, if our PHA has a Central Office Cost Center (COCC), do we charge the same fees to EHV that we do to HCV?

Yes, the COCC may charge the same fees to EHV as HCV.

48. Can CoC staff do the HQS inspection and be paid from our PHA administrative fees?

Yes, the PHA may contract with other qualified entities to perform HQS inspections, which may include the CoC. However, HQS inspections are ultimately the responsibility of the PHA, and the PHA is responsible for ensuring that the HQS is performed accurately regardless of whether the HA conducts the inspection or contracts the administrative function out to a third party.

49. Can PHAs use EHV Service Fees to hire staff? (new)

Yes, PHAs may use the EHV service fees to hire staff to carry out required housing search assistance as described in Section 9d of PIH Notice 2021-15. PHAs utilizing staff to conduct these activities must ensure that financial records are maintained in such a way as to fully support the time that staff have spent on required housing search assistance. This would include position descriptions, allocations, and actual timecards in cases where staff are allocated less than 100% to the required housing search assistance.

PHAs are also reminded that EHV funds may not be used for any other program, including the regular HCV or Mainstream programs. As such, HUD recommends that PHAs create a separate subledger to record all transactions for this program.

50. Are we required to spend \$3,500 services administrative fee for each voucher tenant or is it a pool of funds and we can spend more or less on each voucher tenant, depending on the need? (new)

The \$3,500 service fee is a one-time amount provided per EHV. The use of the funds will depend on the supportive services identified for participants, including consideration of services to be provided by partners. Because this is a one-time fee, communities will want to ensure that they are able to assist additional families with EHV should the voucher turn over within the allowed window.

51. Would an FMR rent study be categorized as an eligible expense under Section 6.d.iii.A. of PIH Notice 2021-15? (new)

As in the HCV program, an FMR rent study would be an eligible EHV administrative expense if that FMR rent study is going to be used for EHV purposes (such as determining an appropriate EHV payment standard, for example). However, an FMR rent study obviously has applicability beyond the EHV program to the PHA's regular HCV program. Since EHV funds may not be used for regular HCV administrative expenses, a PHA could not use EHV administrative fees to pay the entire cost of the FMR rent study. In such an instance, the PHA would need to allocate the cost of the FMR study proportionally between the EHV program and the regular HCV

program. For example, if the PHA has 180 HCV authorized units and 20 EHV's, the PHA could not use EHV administrative funds to pay for more than 10 percent of the cost of the FMR rent study, since the EHV's represent 10 percent of the PHA's combined HCV and EHV units. (20 EHV units divided by 200 (180+20) total HCV and EHV units = 10 percent.)

52. Can service fees be used for landlord incentives? (new)

Yes.

53. Is there a cap on the amount that can be given as security deposit? For example, could a PHA do triple deposits as the landlord incentive? Or will it be up to each community? (new)

Per Section 6 of PIH Notice 2021-15, "The amount of the security deposit assistance may not exceed the lesser of two months' rent to owner, the maximum security deposit allowed under applicable state and/or local law, or the actual security deposit required by the owner."

54. Is there an upper limit on the amount of incentive/retention payments or restrictions on the number or frequency of such payments? (new)

The Notice gives latitude to the PHA to design an Owner Incentive/Retention Payment structure in order to meet the needs of the housing supply challenges in their jurisdiction. The overall Service Fee is a one-time payment of \$3,500 per voucher allocated. As such, the PHA will want to weigh the Owner Incentive/Retention Payment amount among the other menu of services to be offered to EHV families to facilitate successful leasing. In terms of limitations on the number or frequency of the owner incentive/retention fee, while PIH Notice 2021-15 (Section 6.d.iii.B, page 13) states that HUD anticipates the owner incentive/retention payments would typically be made as a single payment at the beginning of the assisted lease term (or lease renewal if a retention payment), PHAs may structure the incentive/retention payment in a manner in which the owner receives more than one payment. However, the incentive/retention payments cannot be made in a way that violates (or clearly circumvents) applicable statutory or regulatory requirements, so making owner "incentive payments" on an ongoing monthly basis would not be permissible.

Additionally, the PHA's Administrative Plan must clearly define the terms of the Owner Incentive/Retention Payments for the EHV program.

Portability

55. Will individuals and families be able to use vouchers outside the jurisdiction of the PHA that issued the voucher (port the voucher)?

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, as outlined in PIH Notice 2021-15, Section 9o. Under HCV program rules, if neither the household head nor spouse of an assisted family already had a 'domicile' (legal residence) in the jurisdiction of the PHA at the time the family first submitted an application for participation in the HCV program, the family

does not have any right to portability during the 12-month period from when the family is first admitted to the program, as the family is considered a “non-resident applicant” This means that the PHA has the discretion to restrict portability during this 12-month period in the HCV program. 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.

56. On portability, will a receiving non-EHV PHA have to submit the new EHV-related 50058s?

Yes, the non-EHV receiving PHA will submit on an EHV-compliant 50058. More guidance will be issued on this topic. As stated in the Notice, “HUD expects to issue a streamlined Form 50058 in the near future that will allow HUD to pay monthly HAP and Administrative Fee disbursements based on that information”.

Reporting Requirements

57. Is there any guidance regarding to PIC-NG?

The EHV Operating Notice references that HUD will utilize the new Public Information Center – Next Generation (PIC-NG) system for EHV. This is a similar technology solution that HUD is currently piloting through the MTW Expansion. HUD will work closely with participating PHAs and PHA software providers to ensure a seamless transition. In the event that the new PIC-NG platform is not operational by July 2021, PHAs will continue to utilize the current PIC system and transition to PIC-NG at a later date. In the interim, HUD is updating VMS with new fields to allow PHAs to report on their administration of the EHV program and the associated fees. A separate notice will follow to aide PHAs in understanding the reporting requirements associated with EHV. Additionally, a webinar will be offered to talk through the reporting requirements and discuss any questions or concerns PHAs may have. HUD will offer technical assistance to participating PHAs.

EHV Voucher Allocation

58. Why was my PHA not selected to receive EHV?

HUD’s allocation formula is designed to direct emergency vouchers to the PHA operating in areas where the EHV eligible population have the greatest need while also considering PHA capacity and the requirement to ensure geographic diversity, including rural areas. The EHV Operating Notice includes a detailed description of the formula HUD used to determine whether and how much EHV a PHA was allocated.

If a PHA did not receive EHV funding, it is because of the minimum allocation amounts that are explained in the Notice. Note, because of the process for allocations to high need rural areas, it is possible smaller PHAs received an allocation in a state while a larger PHA does not.

EHV Voucher Acceptance/Rejection Process

59. Can I request fewer vouchers than the amount allocated to my PHA?

Yes. While PHAs are encouraged to accept the entire EHV allocation, the PHA may choose to accept a lower number of vouchers than the number offered by HUD in the notification but not fewer than the minimum allocation of 25 or 15, as applicable.

60. Can I request more EHV's than the amount outlined in my award?

Yes, the initial award letter provides an option where the PHA can select "Accept Full Allocation, Plus More." When a PHA selects this option, they will also be requested to respond to the question of how many additional EHV's the PHA would accept.

If PHAs fail to lease their authorized EHV's within a reasonable period of time, HUD may revoke (recapture) and redistribute any unleased vouchers and associated funds to other PHAs. See Section 14 of the EHV Operating Notice for additional information about EHV acceptance.

61. Upon a declining PHA's request, may HUD instead allocate the PHA's EHV allocation to a neighboring PHA or a PHA with an overlapping jurisdiction?

No. HUD must follow the EHV allocation formula outlined in PIH Notice 2021-15.

62. If PHA does not accept the rewarded vouchers, will there be any penalties? (new)

No. There are no penalties for not accepting an award or accepting less than the amount identified. PHAs are encouraged to reach out to their HUD Field Office to discuss their concerns. There may be technical assistance available to address concerns.

MTW

63. My PHA is an MTW agency. How do we request approval to use MTW flexibilities as part of our EHV administration? (new)

Section 10 of PIH Notice 2021-15 states that, "MTW agencies may request approval from HUD's Office of Housing Voucher Programs to administer EHV's in accordance with the HCV programmatic flexibilities approved under PHA's Annual MTW Plan or MTW Supplement to the PHA Plan, as permitted by its MTW Agreement or the MTW Operations Notice. The Office of Housing Voucher Programs may approve the MTW PHA's request provided it determines the requested MTW flexibility is not in direct conflict with an EHV waiver or alternative requirement, and its application would not have a detrimental impact on EHV families. MTW PHAs must submit such requests with supporting justification through their local Field Office.

To request approval:

- The MTW PHA should initiate the request with supporting justification to its local Field Office. The request must identify the specific MTW activities the PHA wants to apply to EHV's.
- The Field Office will submit the request with their recommendation to the Housing Voucher Management and Operations Division (HVMOD).
- The HVMOD recommends final determination and approvals are signed by the Office of Public and Indian Housing (PIH) Assistant Secretary.