

# Emergency Housing Voucher (EHV) Process Guide

Updated: 06/27/2023

**STEP 1.** Client and case manager completes Emergency Housing Voucher Program application forms found on Community Alliance for the Homeless (CAFTH) [website](#).

- The required forms are separated by population on the website. **Please pay special attention to which population your client belongs to when downloading the necessary forms.**

**STEP 2.** Case manager submits completed forms to CAFTH at [andrea@cafth.org](mailto:andrea@cafth.org).

**STEP 3.** CAFTH reviews and submits completed forms to Memphis Housing Authority (MHA).

**STEP 4.** Once referral forms are received and processed for eligibility, MHA reaches out to the client to review the program and gather any additional documents.

**STEP 5.** MHA issues the client's voucher and Request for Tenancy Approval (RTA) via DocuSign or mail. DocuSign is preferred by MHA.

- Once the initial voucher is issued, the client has **60 days** to find housing. If the client does not find housing within that time frame, they may request an extension from MHA by emailing [smolette@memphsha.org](mailto:smolette@memphsha.org)

**STEP 6.** With assistance from the referring agency, the client begins shopping for available units within the shopping range that is listed on the RTA. The voucher shopping range is also listed on the Tenant Rent Burden worksheet found in the voucher packet.

- **CAFTH's Affordable Low-Barrier Housing Landlord List** is available to all case managers assisting EHV clients. CoC Housing Navigators will also assist the referring case manager with finding landlords, if needed.
- CAFTH will work with the landlord (in coordination with the client, MHA, and case manager) to ensure the application, RTA, and other documentation is completed and submitted successfully, as well as facilitate application fee, security deposit, and admin fee payment.

**PLEASE NOTE:** CAFTH does not pay fees directly. They will invoice MHA for the fees and pay the landlord only once MHA remits the appropriate funds to them.

**Step 7.** Once the client finds housing, the referring case manager will send all fee information (application, security deposit, admin fee) and landlord contact information to CAFTH.

- CAFTH will submit an invoice to MHA for the needed funds. Upon receipt of funds from MHA, CAFTH will distribute funds to the landlord. The timeline of payment will depend on MHA, but processing time is typically 5-7 days.

**Step 8.** The landlord submits the completed RTA to MHA.

- Once the landlord has submitted an RTA, the voucher time stops. For example, if an RTA is submitted to MHA within 30 days of the client's voucher issuance, they will still have 30 days left on their voucher, so an extension will not be needed as the client waits on inspections, etc.

**Step 9.** Once MHA receives and processes the RTA, MHA will schedule an inspection with the landlord.

- **The client is not involved in the inspection.** If the client needs an update on the inspection, please contact the landlord directly.

**Step 9.** Once the unit passes inspection, the landlord submits an executed lease (signed by the tenant) and a Housing Assistance Payment (HAP) contract to MHA. CAFTH will need a copy of the lease agreement as well.

- Once the lease and HAP contract is received, the landlord will receive a \$1,000 incentive via MHA through CAFTH.

**STEP 10.** Landlord and client decide on move-in date.

**STEP 11.** Once the HAP contract is processed, MHA begins paying rental assistance and the client pays their portion of rent (if any).

- The contract might take some time to be processed, so it is recommended that the client begins paying their ***estimated*** tenant rent portion that is found on their Rent Burden worksheet in their voucher packet to ensure rent is paid on time. Once the contract is successfully processed, the lease with the ***confirmed*** tenant rent portion will be mailed to the client for their record.

**Note:** *With the EHV Program ONLY, MHA will assess individuals and families who may require financial assistance with application fees, security deposits, and administrative fees. CAFTH facilitates the payment for these fees to the landlord. Referring case managers must send over all fee and landlord information to CAFTH in order for their clients to receive this assistance.. CAFTH does not work directly with the client.*