



Lake County Emergency Housing Vouchers Frequently Asked Questions (FAQ)

Question	Answer	Reference
Where do I apply for the voucher?	There are access points around the lake. See the bottom of this document for more information.	
Do I walk in or make an appointment?	For the Peer Support Centers, you can walk in based on the days and times they are accepting applications. Other Access Points require an appointment.	
Can I get assistance to an access point and help with the application process?	All Access Points will help you with the application process, however, Access Points are not required to assist on getting applicants to the Access Point. Call each Access Point for more information on if they provide transportation.	
Once I fill out the application will I get a voucher?	If you fill out the application, it does not grantee voucher. Your name will be placed on a list of applicants.	
How long until I hear back after I have filled out an application?	After the initial intake application has been filled out with required documentation, a case manager will contact you for follow up within 1 week of receiving complete application with 2 forms of identification.	



<p>How is the decision made on who gets a voucher?</p>	<p>A committee will go over each application and determine who gets a voucher based on a greatest need and ability to maintain housing.</p>	
<p>Can these vouchers be used for shared housing?</p>	<p>Yes. Shared housing is an important component to ending homelessness. Payment standards and other HUD regulations apply.</p>	<p>HUD webinar on EHV's, August 3, 2021 This link will take you to all available HUD EHV webinars and Office Hours https://www.hud.gov/program_offices/public_indian_housing/ehv/archives</p>
<p>Do the vouchers cover the security deposit?</p>	<p>\$3500 that is available for each voucher can be used to cover: 1) housing search assistance; 2) security deposit/utility deposit/rental application/holding fee uses; 3) owner-related uses; 4) Other (moving expenses, tenant-readiness services, essential household items, renter's insurance if required by lease).</p> <p>Note: This HUD funding is the payor of last resort for all services and can only be used when the service is not being paid for by another community partner.</p>	<p>Notice PIH 2021-15 (HA), pgs. 10-14</p>
<p>Will the \$3,500 be reimbursed?</p>	<p>The funding provided by HUD for service fees can be used to reimburse a service provider if the delivered service is an allowable service per the HUD regulations and it is directly tied to an EHV program participant.</p>	<p>Notice PIH 2021-15 (HA), pgs. 10-14</p>
<p>How can we get these vouchers in or where can we get them from for our clients?</p>	<p>Agencies can become an access point for the EHV referrals or can contact an access point agency to begin the referral process. The current access points are Elijah House and the Peer Support Centers</p>	<p>To become an access point, please contact Melissa Kopf at Melissa.kopf@lakecountycga.gov</p> <p>For a full list of Access Points, see below.</p>

	<p>Note: will need to be fully certified in Housing Problem Solving and the Security and Privacy Training for all aspects of the EHV referral process.</p>	
<p>Is there a maximum time frame for this assistance?</p>	<p>The initial term for an EHV must be at least 120 days. If a client is successful in finding a qualifying unit within this timeframe, the assistance is ongoing as long as terms of the program continue to be met and HUD continues funding the program. The funds appropriated for the EHV program are available for obligation by HUD only until September 30, 2030 and will be cancelled as a matter of law on September 30, 2035.</p>	<p>Notice PIH 2021-15 (HA), pg. 33, 46</p>
<p>Is there a link for the formula for us to pre-qualify clients?</p>	<p>See link</p>	<p>Notice PIH 2021-15 (HA), pgs. 16-21</p>
<p>Will workforce development be a part of the supportive services?</p>	<p>There are no funds in the EHV program to pay for workforce development.</p>	
<p>Will there be a link to the recording available for review?</p>	<p>Yes. The link is available on the LCCoC website under Training Videos.</p>	<p>Training Videos Lccoc (lakecoc.org)</p>
<p>Can payment standards be adjusted with Reasonable Accommodations?</p>	<p>A reasonable accommodation may be requested when it is specific to a tenant need. Approval will be determined on a case by case basis.</p>	
<p>Can we offer a tax right off half rent to the owners that will accept, first and deposit?</p>	<p>Although incentives can be used to entice property owners/landlords to participate, tax deductions are not offered. Per HUD, rental assistance paid to a property owner for a unit must be reported as rental income for the property owner on IRS Form 1099. HUD funding used for security deposits must be returned to the PHA by the property owner when the tenancy ends.</p>	<p>Notice PIH 2021-15 (HA), pg. 13</p>



<p>Are all sex offenders disallowed or just P290s?</p>	<p>Any member of the household who is subject to a lifetime registration requirement under any State sex offender registration program is prohibited admission to the program.</p>	<p>24 CFR § 982.553(a)(2)(i)</p>
<p>What is the budget service for HMIS for these programs?</p>	<p>The EHV program offers no funding for HMIS, however, referrals are received through the Coordinated Entry System, which does utilize HMIS and for that reason all Access Points will follow the HMIS procedures</p>	<p>Notice PIH 2021-15 (HA), pgs. 2, 23-26</p>
<p>Would that process include DV persons?</p>	<p>In general, EHV families are issued EHV as the result of either: (1) the direct referral process from the CoC CE System and/or other partnering organizations, or (2) a situation where the PHA makes an EHV available in order to facilitate an emergency transfer in accordance with the Violence Against Women Act (VAWA) as outlined in the PHA's Emergency Transfer Plan. (PHAs are strongly encouraged to utilize EHV as a resource to effectuate emergency transfers for a victim of domestic violence, dating violence, sexual assault, or stalking, as part of their Violence Against Women Act (VAWA) Emergency Transfer Plan.)</p>	<p>Notice PIH 2021-15 (HA), pg. 25</p>
<p>My IT security does not allow access to google drive how can I get and receive information on this program.</p>	<p>Some of the information will be on the LCCoC website under More> EHV Information. For sharing private information you can send an encrypted email to Axel Zijderveld, Melissa Kopf or Patricia Russell.</p> <p>For Further questions contact Axel Zijderveld.</p>	<p>EHV Information Lccoc (lakecoc.org) Axel.Zijderveld@lakecountyca.gov Melissa.Kopf@lakecountyca.gov Patricia.Russell@lakecountyca.gov</p>
<p>Who is required to fill out a ROI?</p>	<p>All Households being referred will be required to sign a ROI</p>	



	to be eligible for the EHV referral.	
Where can I find the ROI?	There is an English and Spanish version of the ROI located on the LCCoC website under More> Administrative	Administrative Lccoc (lakecoc.org)
If someone has section 8 but lost housing due to landlord not taking care of property (red tag) now homeless can they switch to EVH? Current voucher is not adequate for current rental market for needed bedrooms?	Both HCV and EHV use the same payment standards. If a person is currently assisted through a HUD program like HCV, they may not receive duplicate assistance. If a person is no longer a participant in the HCV program, they may apply for the EHV program through the normal process.	
Who do we contact for Landlord Engagement?	Natalie Baker Housing Coordinator for Project Restoration is running the campaign.	Baker, Natalie BakerN01@ah.org
When does the Housing Navigator meeting meet?	Housing Navigator Meeting Fridays from 1:00 pm to 2:00 pm	Join Zoom Meeting https://zoom.us/j/92072508127?pwd=WWozK21PM3o5cGRNRUxMaDVMcmRpQT09 Meeting ID: 920 7250 8127 Passcode: 966369 One tap mobile +16699006833
When is HMIS Office Hours?	HMIS and EHV Office Hours. Tuesday's from 10:00 am to 11:00 am	Join Zoom Meeting https://zoom.us/j/93888123697?pwd=MIVpc3lsRHdHd0tzbFN6NU1kVmZlQT09 Meeting ID: 938 8812 3697 Passcode: 817601 One tap mobile +16699006833
Will there be more training?	Yes. If there is a need for it, the HMIS/CES committee will hold another training-OR- you can attend the HMIS and EHV Office Hours.	Join Zoom Meeting https://zoom.us/j/93888123697?pwd=MIVpc3lsRHdHd0tzbFN6NU1kVmZlQT09 Meeting ID: 938 8812 3697 Passcode: 817601 One tap mobile +16699006833
Could add work services to the job training to those who have been approved for the housing projects, that owner could assist to program support in	Although not mentioned specifically, that appears to be something that could be negotiated in and utilize owner incentives to assist.	Notice PIH 2021-15 (HA) , pg. 13

<p>property up keep, job training to renter?</p>		
<p>Is there a vaccine preparation to the voucher?</p>	<p>Tenant-readiness services: The PHA may use the services fee funding to help create customized plans to address or mitigate barriers that individual families may face in renting a unit with an EHV, such as negative credit, lack of credit, negative rental or utility history, or to connect the family to other community resources (including COVID-related resources) that can assist with rental arrears.</p>	<p>Notice PIH 2021-15 (HA), pg. 14</p>
<p>What will be process to assign a Housing Navigator if that referring agency or Peer Support does not have one of their own?</p>	<p>Contact Axel Zijderveld, Melissa Kopf or Patricia Russell.</p>	<p>Axel.Zijderveld@lakecountyca.gov Melissa.Kopf@lakecountyca.gov Patricia.Russell@lakecountyca.gov</p>
<p>What is the roommate matching system that is being used?</p>	<p>The Housing Navigator sub-committee has developed a questionnaire for clients to strategize whom would be a good match for a roommate. This information is still being developed and will eventually be sent out to the community.</p>	<p>Join Zoom Meeting https://zoom.us/j/92072508127?pwd=WWozK21PM3o5cGRNRUxMaDVMcmRpQT09 Meeting ID: 920 7250 8127 Passcode: 966369 One tap mobile +16699006833</p>
<p>Would you mark literally homeless for someone in an emergency shelter during the EHV referral to CES?</p>	<p>Yes. See the HUD definition of Literally Homeless at the link provided.</p>	<p>1: Literally Homeless - HUD Exchange</p>
<p>"EHV has criminal history" what level of crime must be reported as yes?</p>	<p>1) The PHA must apply the standards it established under 24 CFR § 982.553(a)(1)(ii)(C) that prohibit admission if any household member has ever been convicted of drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing to EHV applicants. (2) The PHA must apply the standards it established under 24 CFR § 982.553(a)(2)(i) that</p>	



	prohibit admission to the program if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program to EHV applicants.	
Is there a maximum time frame the voucher will pay their rent/utilities?	Vouchers do not cover utilities unless they are included in the rent. The funds appropriated for the EHV program are available for obligation by HUD only until September 30, 2030 and will be cancelled as a matter of law on September 30, 2035.	
Will habitability checks be conducted by the PHA and will it follow HUD's habitability standards? Will FMR and rent reasonableness also apply?	HQS inspections will be conducted by the PHA prior to lease up. All HUD regulations apply regarding HQS inspections, payment standards based on HUD calculated FMRs, and rent reasonableness.	
Other Resources		<p>HUD https://www.hud.gov/ehv</p> <p>PHA- http://www.lakecountycg.gov/Government/Directory/Social_Services/Food_Financial/Housing.htm</p> <p>LCCoC https://www.lakecoc.org/ehv-information</p>

Acronym Guide

CES-Coordinated entry system

DV-Domestic Violence

EHV-Emergency Housing Voucher

FMR-Fair Market Rents

HCV-Housing Choice Voucher

HMIS-Homeless Management Information System

HQS-Housing Quality Standards

HUD-Housing and Urban Development

IT-Information Technology

LCBHS-Lake County Behavioral Health Services

LCCoC-Lake County Continuum of Care

PHA-Public Housing Authority

PIH-Public and Indian Housing

ROI-Release of Information



Access Point	Address	Phone Number
Big Oak Peer Support Center	13300 E. HWY 20, Suite 0 Clearlake Oaks	707-998-0310
La Voz de la Esperanza Centro Latino	14092 Lakeshore Drive, Clearlake	707-994-4261
Family Support Center	21389 Stewart Street, Suite E, Middletown	707-987-9601
The Harbor on Main	150 S. Main St Lakeport	707-994-5486
Circle of Native Minds	845 Bevins St, Lakeport	707-263-4880
Hope Center	3400 Emerson ST, Clearlake	707-998-8488
Lake County Office of Education	635 First St Upper Lake	707-275-2358
Elijah House	1111 Whalen Way, Lakeport	707-263-3716