

Homeless Preference Housing Choice Voucher Program- HCV

Client Information Sheet

Q: Can a consumer be re-added to the HCV list after he/she is removed by MSHDA?

A: Consumers are advised if they have fallen off the HCV waitlist due to missing his recertification date. We are not able to place him back on the list, but a new application may be filled out for the consumer if the individual is still participating in shelter. Please place the consumer on the tracking log for an HCV pre-application to be completed and Southwest Solutions shall notify the CAM SPDAT team of this as well.

Q: Does MSHDA schedule appointments for staff at Southwest Solution for HCV re-certifications or any other housing issues?

A: No, appointments are not scheduled for the recertification process. The recertification process is outlined on the Client Information Sheet.

Q: What happens to consumers whom time out of shelters or have exhausted all Rapid Re-housing resources on HCV Waitlist?

A: If they are no longer Category 1 homeless, they are ineligible for recertification. If they are still Category 1 homeless, they will need a homeless verification from their current situation. For RRH clients, if they no longer receive financial assistance for rent but remain in the program they are considered ineligible.

Q: Can a case manager or an appointed individual complete the HCV Re-certification process on behalf of a consumer?

A: No, this is an in person process and staff is very accommodating to meet the needs/schedules of consumers.

Q: What is the appeal process for someone removed from the HCV Waitlist?

A: There is no appeal process in place for this with the HARA/CAM. The recertification process is important to stress with consumers since SWCS will not be accepting appeals.

Q: Can a consumer request HCV pre-application if they scored on the Full SPDAT in the PSH category? Why?

A: No, HCV is prioritized by the CoC as a resource for consumers that score for RRH. Those who score for PSH are deemed to be in need of significant supports to be successful in housing and are allocated to PSH voucher programs through the match meetings. The CAM may process some clients who score PSH but have no disabling condition and would not be able to be matched to a PSH resource. This is done in collaboration with a service program that could lend supports to the client.

Q: Can an agency that is not a CoC shelter/ RRH program provide verification of homeless? For example, a local church or a substance abuse treatment facility?

A: No, these are considered third party verifications.

Q: If a consumer is no longer in a shelter program/RRH program can facilities provide homeless verification?

A: Shelter/RRH program cannot provide shelter verification if the consumer is no longer staying in their facility. Aftercare being provided to consumers who are no longer in shelter does not qualify the person a Category 1 homeless.

Q: If a shelter program/RRH program does not have entry/exit In HMIS can the program verify homelessness?

A: No, the consumer must be active in your shelter in order to be verified as Category 1 homeless.

Q: What is the consequence for a consumer of agency program whom has utilized false pretense to attempt to assist with HCV re-certification?

A: No, the consumer can access the MSHDA Portal to verify that they are on the list but that is as far as it goes.