Disaster Housing Assistance Program
Frequently Asked Questions
September 28, 2009

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			DHAP IKE ELIGIBLITY
1-1	Eligibility	Who is Eligible for DHAP-Ike?	Families that have been displaced by Hurricanes Ike or Gustav are eligible for DHAP-Ike. These families include: 1. Previously HUD-assisted families that cannot return to their HUD-assisted unit by November 1, 2008. a. Resided in a HUD-assisted dwelling unit b. Received rental or facility based assistance through Special Needs Housing program (Supportive Housing Program (SHP-PH), Shelter Plus Care (S+C), or Housing Opportunities for Persons with AIDS (HOPWA). 2. DHAP families displaced from their units 3. Previously unassisted families and individuals referred to DHAP-Ike by FEMA.
1-2	Eligibility	Who determines if a family is eligible for DHAP- Ike assistance?	FEMA is solely responsible for determining if the family is initially eligible to receive assistance under DHAP-Ike.
1-3	Eligibility	Are there income requirements for DHAP-Ike assistance?	Initially there are no income eligibility requirements for DHAP-Ike assistance. However, only families with housing costs that exceed 30 percent of the family's monthly income are eligible for continued DHAP-Ike rental assistance and case management services after the earlier of July 31, 2009, or six months following the effective date of the initial DRSC executed on behalf of the family.
1-4	Eligibility	If a family is listed in DIS, and is not assigned to a PHA, who can assign the family to a PHA?	Only HUD and HUD contractors may assign or re-assign a family to the PHA.

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1-5	Eligibility	Is the PHA responsible for providing housing search assistance to the family?	Yes. The PHA is responsible for such assistance. Once a unit is located, the PHA may help facilitate the execution of the lease.
1-6	Eligibility	Can a DHAP-Ike eligible family live in a unit owned by a relative?	If the owner of the property is a parent, child, grandparent, grandchild, sister, or a brother of any member of the family, then the DHAP-Ike eligible family may not reside in the unit and receive DHAP-Ike assistance. However, it is permitted if the PHA determines that approving the unit, notwithstanding such relations, would provide reasonable accommodation for a family member who is a person with disabilities.
1-7	Eligibility	Are there exemptions to the Incremental Rent Transition (IRT) for DHAP-Ike families?	Families can be determined exempt from the IRT on the basis of economic hardship as defined by HUD.
1-8	Eligibility	Unless the family qualifies for continued assistance, when does the rental assistance end?	Rental assistance and case management services will end for participating families on the earlier of: 1) Six months following the effective date of the initial DRSC executed on behalf of the family, or 2) July 31, 2009.
1-9	Eligibility	How does a family become eligible for continued assistance under DHAP-Ike?	In order to be eligible for continued DHAP-Ike assistance after the applicable date, the family must demonstrate that the family's current housing costs exceed 30 percent of the family's current monthly income as required by FEMA.
			CASE MANAGEMENT REQUIRMENTS
2-1	Case Management	Will HUD issue guidance regarding the DHAP-Ike case management requirement?	HUD issued case management guidelines in December 2008. Please reference HUD notice (PIH Notice 2008-45 (HA).
2-2	Case Management	Under DHAP-Ike, what is the	The overall PHA ratio of case managers to participants shall not

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		ratio of case managers to participants?	exceed 1:50.
2-3	Case Management	HUD requires that the maximum average caseload ratio of case managers to households not exceed 1:50. What recommendations can HUD provide to DHAP grantees in managing these large caseloads?	In situations where large households create large caseloads of individuals for case managers to assist, HUD recommends that DHAP grantees do the following: 1) implement a service connector model, and 2) strategically assign cases through the caseload triage. Under a service connector model, DHAP case managers would work closely with service partners to provide case management and other services to clients. The role of the DHAP case manager in the service connector model is to connect and coordinate services for clients across case management partners, with most of the actual case management and services provided by outside parties. This is especially important across the hardest to serve cases that require more attention, and would also likely involve specialized case management for substance abuse, mental illness, domestic violence or other issues, which the DHAP case manager may not be qualified to provide. The goal of the service connector model is to reduce the workload for a case manager for any one client, in order to increase the amount of time available across all clients. While the service connector model spreads case management and service provision across a network of partners managed by the case manager, the caseload triage strategically assigns cases to a case manager based on the level of need. Under this framework, individuals with the greatest level of need and highest frequency of contact are evenly spread across case managers. In this way, no one

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			case manager gets too high a percentage of hard to serve individuals, allowing them to better manage larger caseloads.
2-4	Case Management	Should we make service referrals for clients?	Case managers should make referrals based on the crisis and secondary needs identified from the needs assessment of the client. The referral process does not end after the initial referral. Follow- up contact should be conducted to determine if the client implemented this portion of their IDP. The case manager should update the referral status via the view and update progress on the referral screen located on the front page of the Case Management screen. Updates include: referred, client refuses follow up, program declined service, enrolled in program, actually receiving service, and completed program. The completion or update of the referral status should be noted in ETO.
2-5	Case Management	As a small agency, we have no one in-house that can perform the case management work and the funds are not sufficient to hire a case manager. How does HUD suggest we manage this program?	Most PHAs will have very small DHAP caseloads, and given this scale, the amount of funding provided for case management may not be sufficient to support a contractor or PHA staff dedicated to the provision of these services. In these situations, the PHA can meet the case management requirement by partnering with organizations already serving the families. The case management funding attached to the family under DHAP, even if the amount is small, should cover the extra costs associated with data entry in the DHAP Case Management Reporting System for services that are provided through

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			existing case management programs.
2-6	Case Management	When should initial Needs Assessments be completed?	Needs Assessments for all heads of household must be conducted to determine service needs. All elements of the Needs Assessments should be completed for each head of household. Needs Assessments must be completed no later than 30 days after the DRSC has been executed. After establishment of the baseline Needs Assessment, the Assessment must be updated every quarter while the head of household is active in the DHAP-Ike program.
2-7	Case Management	Do we have to do more than one Needs Assessment?	The initial quarterly reassessment should be completed within three months of the DRSC executed date. Subsequent reassessments should be completed on a quarterly basis from the DRSC execution date i.e. 6 months, 9 months, 12 months, and 15 months etc. When interviewing the families, please focus updates on three primary areas: **income, employment, and employment readiness.**
2-8	Case Management	What if a head of household is 18 years old or under, are they required to have a separate Needs Assessment and IDP?	Yes. HUD requires that an assessment and IDP are completed for all heads of households.
2-9	Case Management	When do I complete the IDP?	Best practices suggest that the IDP be completed in conjunction with the Needs Assessment. IDPs must be established for each head of household based on the information gained during the Needs Assessment. Goals in the IDP must have completion dates set no

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			later than March 13, 2010. The IDP must be reviewed with the head of household and updated not less than once every quarter for the duration of the program.
2-10	Case Management	Under case management, what must be included in the long term goals of the Individual Development Plan (IDP)?	Attaining Permanent Housing must be included in the goals. IDPs should **always and only** be established after completion of the Needs Assessment.
2-11	Case Management	When is an IDP considered completed?	An IDP should be considered completed only when the family achieves the goal of permanent housing.
2-12	Case Management	Does a copy of the ROI need to be kept in a hard file?	Yes. Case Managers should click the box indicating that a Release of Information form has been signed by the client and is in the PHA's hard copy file. The form may be uploaded into ETO, but is required to be located in the hard file. The Release of Information click box is located in the Needs Assessment module in ETO.
2-13	Case Management	If a family refuses to participate in case management services, are they still eligible for DHAP-Ike assistance?	No. If the family refuses case management services, the PHA must inform the family that they will not be able to participate in DHAP-Ike. Additionally, the PHA must request a signed and dated statement from the family acknowledging that the family understands that as a result of their refusal to comply with these requirements, the family may not participate in DHAP-Ike or any other FEMA housing program.
2-14	Case Management	What action should the PHA take if households do not cooperate with case management services? For	Compliance with the case management requirement applies only to the DHAP head of household. The PHA must have each DHAP head of household sign a certification of their family obligations that includes participation in case management services. The head of

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		example, several households have not returned multiple phone calls from our PHA. What does HUD/FEMA consider reasonable attempts at outreach before we start the termination process?	household must also sign the IDP and be given a copy of this document. The IDP must contain language stipulating that failure to comply with the objectives of the IDP could result in termination from the DHAP program. An IDP is required because it is the foundation for providing services to families. It itemizes goals that participants have set for themselves with their case manager and guides case managers in identifying specific services that will assist individuals to achieve these goals. Non-compliance with the case management requirement by the head of household is determined by the PHA and defined generally by HUD as: *Failure to establish and actively comply with the IDP based on documentation from an authorized case manager.* Under this definition, HUD requires PHAs to adopt the following minimum standards for non-compliance: *A head of household has missed three (3) consecutive contact attempts (e.g., scheduled meetings, home visits, phone calls and letters) by the case manager regarding case management services. This includes attempts to conduct a needs assessment, sign an ROI, establish an IDP or provide services to a family across an IDP. Attempts to contact the family must include at least one (1) home visit, and at least one (1) certified mailing. However, meetings*

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			missed because of a legitimate family emergency should not be counted. The term "minimum standard for non-compliance" means that a client may not be terminated for non-compliance less severe than described in this notice; it does <u>not</u> mean that a client must be terminated if non-compliance as described above occurs. The decision must be made on a case-by-case basis. After the IDP is established, active compliance should be determined by the case manager on the basis of a head of household's effort to make progress across goals in the IDP. For example, a head of household might fail at meeting all goals in their IDP, but could be defined as actively complying with the IDP so long as a case manager determines that they made sufficient effort, given their household circumstances, to achieve these goals. Under no circumstances should a household be terminated for non-compliance on the basis of missing one interim goal in their IDP. Failure to comply with the IDP should be based on a pattern of behavior. Case managers should explain the consequences of non-compliance to each head of household, and make every effort to bring the head of household into compliance. Case managers should be given the authority to renegotiate the IDP with a head of household to bring them into active compliance with the case management requirement if they feel that it is warranted given household circumstances. During this process, the head of household should be provided with

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			notification that their case is being reviewed for non-compliance by their case manager. This notification should detail the reasons the case is being reviewed for non-compliance, and request that the head of household contact the case manager to discuss the matter and work with them to take corrective actions. If the head of household continues to be non-compliant, case managers should inform the PHA that the head of household is non-compliant and provide supporting documentation. Case managers can only make recommendations to the PHA on cases that should be considered for non-compliance with the case management requirement. PHAs must establish local policies for non-compliance with the case management requirement that include HUD's definition and minimum standards for non-compliance. PHAs may set a higher threshold for non-compliance based on local and family circumstances. These policies must be shared with participating DHAP heads of household and available for review by HUD. The PHA will make all final decisions on head of household non-compliance with the case management requirement and provide the head of household with the following: • Written notice containing a clear statement of the reasons for termination; • A review of the decision in which the head of

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			household is given an opportunity to present written or oral objections before a person other than the case manager that referred them for non-compliance. This hearing process should be consistent with the procedures and regulations provided in Notice PIH-2007-26 on the DHAP program. • Provide prompt written notice of the final decision to the head of household.
2-15	Case Management	If the head of household is elderly, disabled or already employed, are they exempt from participating in case management services?	No. All heads of household receiving DHAP assistance are required to participate in case management services. Case managers should work with each head of household to establish an Individual Development Plan (IDP) tailored to their individual needs. The final goal for all families is to secure permanent housing that is appropriate for their household circumstances.
			SOFTWARE QUESTIONS
3-1	Software	What is the Case Management Reporting System that will be used for DHAP-Ike?	PHAs are required to report case management outputs and outcomes through ETO (Efforts to Outcomes) case management software which is the DHAP-Ike Case Management Reporting System for the duration of the program. The system is accessed at www.DHAP-Ike.com.
3-2	Software	How do we gain access to the new Case Management Reporting System?	To gain access to ETO, a Primary Point of Contact (POC) must register for each PHA at www.DHAP-Ike.com. A TA provider will verify the userid request with the PHA. The POC request will be verified within 24 hours. Once registration has been completed, the

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			case manager user requests can be processed. When a case manager userid request is made, the POC at their agency will validate and approve access. This verification of case manager requests is maintained at the PHA level to secure access to the client's protected information. To gain access to the ETO system and receive a userid: 1) Go to www.DHAP-Ike.com 2) Select DHAP-Ike User Registration for Point of Contact or Case Manger/other 3) Fill out requested information and submit
3-3	Software	How can I quickly see the family composition?	Use your quick-search to find a family member or the head of a household for any family. Select the new Dashboard feature. This will show you the full family composition and allow you to switch between different family member profiles.
3-4	Software	How do I change the client's tier level?	The tier level can change only if you complete a new DHAP-Ike Needs Assessment. The assessment will look at the client's needs and determine if the tier should stay the same or be changed based on a reduction in needs or an improvement in self-sufficiency.
3-5	Software	How do I use the filters on the Billing Report by Contractor?	If you are trying to see clients active in August [from August 1 through August 31st] for your Contractor, select the name of the contractor from the Program Drop-down. For program start date, select "less than September 1, 2009" [less than one day after the end of the date range you want]. For term date for active, select "greater

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			than July 30th" [greater than one day prior to the date range you want].
3-6	Software	Some of the reports in the ETO system don't seem to work…? The report opens, but I don't see anything…?	You may need to download a software application called "Crystal Reports Viewer". You can find a download link by selecting "Support" in the bottom right hand corner of the system, then "View Help Downloading Crystal Reports".
3-7	Software	What do blanks mean in the reports that appear in a grid format?	Blanks in report rows generally mean that a client does not have a current record of the item in that column. For example, if the column says "Date of Assessment", a blank means that the family has not had an assessment. If the column says "Active Program", a blank means that the family in that row is not currently active in any part of the PHA. These clients have been EOP'd.
3-8	Software	What do the assessment numbers on the Special Report represent?	The second page of the Special Report where you see "(N=)" compares the initial assessments of families to their most recent reassessment. These numbers include information from assessments completed on the heads of household. The "N=" refers to the number of heads of household that have had at least one assessment completed in your PHA (including currently active and EOP'd families).
3-9	Software	How do I find the "Needs" that are identified from the Needs Assessment?	After you submit the DHAP-Ike Needs Assessment and see it listed on the client assessment screen, click on "Custom Report" from the "Take Action" box. The report will display the client tier and the crisis and secondary needs.

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3-10	Software	How do I print the Needs Assessment?	After you submit the assessment, select “Response Report” from the “Take Action” box. The print icon will send the report to your printer.
3-11	Software	Sometimes I see a case that is closed on my caseload, and other times I don’t?	Some reports in the system will show you only active cases, while others will show you both active and closed cases. We recommend taking one of the Case Management webinars to get an explanation of what each report will show you.
3-12	Software	When should I note in ETO that the client has achieved permanent housing?	The IDP screen has an option to say that your client has achieved permanent housing. You should only select this when your client is leaving the program (i.e. they should have an EOP processed in the DIS system). Achieving permanent housing means they should be at a level of self-sufficiency such that they no longer need the program’s assistance.
3-13	Software	Why do I see two people with the same name and date of birth or social security number in the system?	There are some duplicate families in the system. This issue is being addressed and duplicate families will be cleaned up. Don’t let this prevent you from completing your needs assessments and beginning your IDPs. If you’re unsure of which client to select, contact one of the technical assistants using the contact information at the bottom of your HOME screen.
3-14	Software	Why do I see the same Case Manager listed twice when running some reports?	You may have some case managers with two user accounts – they may have registered twice. You can attend one of the upcoming Point of Contact or Supervisor webinars where they can explain how to disable the duplicate so it will not appear in your reports.

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3-15	Software	When I go to use the quick search, I can't find a client, but I see that client on some reports…?	The quick search is used to find active clients in whatever part of the system you are in. If you are a point of contact, you can use the "Find Participant" feature on your home page, which will search your entire system, whether the client is active or EOP'd.
3-16	Software	I know I completed an assessment or IDP for someone but I can't find it on my client?	You can use the "Review Efforts" or "Review My Efforts" links on the home page to find all of the assessments, efforts, and referrals you've entered into the system. When you run these reports, you have to be certain that you select a wide date range, since the system will only show efforts within the date range that you select.
3-17	Software	How do I print the IDP?	Go to the "Review IDP Efforts" screen for the client. At the bottom of the screen, click the toggle buttons to drill into the details of the IDP. This will open up a signature line at the bottom. Then click the print icon at the top of the page.
3-18	Software	Why don't my referrals show up on the needs report "Custom Report"?	Referrals will only appear on the needs report if you select a reason for referral that matches the need. It is recommended that you at least make referrals for needs identified in the needs report ("Custom Report"), but you can also make referrals for other needs. They will be saved in the system and count as a referral.
			DHAP IKE TECHNICAL SUPPORT
4-1	Technical Support	If a family enters a PHA seeking DHAP-Ike assistance, and is not in DIS, where should the PHA refer the	The family should be referred to FEMA. FEMA can be contacted at 1-800-621-FEMA (3362)

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		family to begin the assistance process?	
4-2	Technical Support	Will HUD provide technical assistance on this system over the life of the DHAP?	Yes. A technical assistance (TA) provider from Information PathWaves, HUD contractor, is assigned to each DHAP grantee. TA providers will assist DHAP grantees with software questions and reporting issues. TA providers will also review data quality and may follow-up with DHAP grantees regarding their case management program, irregularities in DHAP reports, or implementation challenges. DHAP grantees are assigned to one of three TA providers by state. TA provider assignments for DHAP grantees across the following housing agencies and states are: (1) Louisiana and Tennessee(LA & TN): Vanessa Patterson (239-242-0665 / vpatterson@informationpathwaves.com) (2) Texas Housing Authorities (TX): Sherrie Simmons (713-655-0332 / ssimmons@informationpathwaves.com) (3) All other states: Natasha Emery (713-655-0332 / Nemery@informationpathwaves.com)
4-3	Technical Support	Who does a DHAP grantee contact if they have questions about case management guidelines or the case management reporting system?	DHAP grantees should contact their assigned TA provider with questions related to the DHAP guidelines or DHAP Case Management Reporting System. In addition, you can also contact Iyabo Morrison, HUD's point of contact for DHAP Case Management Service, via email Iyabo.Morrison@hud.gov or call (202) 320-3958.

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