



**BSS+ ESG CARES (CV)
Community Housing Referral Checklist**

___ BSS+ ESG CARES (CV) CHS Referral Form-Please be sure this form is completed in full.

___ Copy of ID or Texas Driver's License

___ AmRent Summary or BSS+ ESG CARES (CV)AmRent Referral Form

___ BSS+ ESG CARES (CV) AmRent Release of Information (ROI) Form

___ Letter of explanation for any Criminal history (may utilize Explanation of Criminal History template)

___ Letter of Support/Recommendation



Steps for Referral and Key Process Points

The following is a quick guide to help you with the ESG CV Housing process. It is not meant to be all inclusive but rather an easy-to-access tool. For full details on program policies and requirements, please review the Standard Operating Procedure on the BSS+ website.

The key to the success of this program is ongoing communication between the Community Housing Specialist and the Case Manager.

Referral

- Send all referral documents listed on checklist, with checklist as cover page to esgreferrals@caritasofaustin.org.
- Your referral documents will be reviewed and if all are in place will be forwarded to a Community Housing Specialist (CHS) to begin the search.
- Referrals will not be sent to a CHS until all key documents are in place.

Housing Search Process

- CHS will review the referral, contact the Case Manager and begin the housing search based on the client's preferences
- CHS will run AmRent if requested
- CHS will email 3 housing options to Case Manager- sometimes this will be fewer depending on the market and extenuating circumstances
- Case Manager works with client to get them to the housing sites for tours of the property

Application Process

- If the client is interested in a property, the application process may begin. The CHS can assist or answer questions if needed.



- You will need to obtain from your client- Copies of Income verification, Check stubs, Job letter, Self-Declaration Form SSI Letter, Gift Contribution Form, Child Support etc.
- The Case Manager is responsible for completing the check request process for payment of application fees and security deposit.
- Case Manager additionally gets the Landlord Verification form signed by the property to accompany the check request.
- CHS and Case Manager should maintain good communication during this time re: the progress of the application. Notify CHS immediately of housing approval.

Housing Approval and Final Steps

- Once the application is approved, the following documents will need to be completed by those noted below
 - Rent reasonableness- CHS; emailed to Case Manager for the file
 - Rental assistance agreement- CHS; emailed to Case Manager for the file
 - Incentive addendum- if applicable; CHS; emailed to Case Manager for the file
 - Check request for security deposit, first month's rent and any signing bonuses- Case Manager
- Case Manager accompanies the client to lease signing and delivers payment
- Case Manager assists with utilities
- Case Manager processes ongoing monthly check requests for rent and utilities and makes regular contact with property to ensure an ongoing productive relationship

Notes:

- CHS can assist with communications with the property management as requested as well as intervene in issues that arise