



Madera County
Department of Social Services

Eligibility Services
CalWORKs (CW) 10
Homeless Assistance Program

Date: February 10, 2017

References: Assembly Bill (AB) 1603 (Chapter 25, Statutes of 2016)
MANUAL OF POLICIES AND PROCEDURES (MPP) § [44-211.5](#)
ALL COUNTY LETTERS (ACLs): [95-62](#), [96-30](#), [06-25](#), [06-58](#), [16-98](#), [16-98E](#)

Forms: [CW42 \(SP\)](#) Statement of Facts-Homeless Assistance
[HM1 \(SP\)](#) General Delivery Form
[CW74 \(SP\)](#) Permanent Housing Search Document
[MAD42c \(SP\)](#) Permanent Housing Verification
[MAD326 \(SP\)](#) Important Information for Landlords/Owners
[W-9](#) Request for Taxpayer Identification Number and Certification
[ACL 16-98](#) CalWORKs Homeless Assistance Program (Use the language from Page 7-8 approval NOA & Page 10-12 denial NOA until the necessary automation changes are complete)

Attachments: [Homeless Assistance - Process and Issuance Benefits](#)

Background

The Temporary Homeless Assistance (THA) and Permanent Homeless Assistance Programs (PHA) were developed to assist eligible and/or potentially-eligible CalWORKs families, who are homeless or at-risk of homelessness, to secure permanent housing, prevent eviction by payment of arrearages, or provide temporary shelter while the Assistance Unit (AU) seeks permanent housing. Homeless Assistance (HA) payments can be made for THA and/or PHA for AU members only. HA will not be paid for the following AU members: Noncitizens without verification of non-citizenship status, Refugee Cash Assistance (RCA) recipients, CW sanctioned or penalized persons, or Timed-Out adults. Eligible CalWORKs applicants meeting the criteria for being homeless are eligible for THA payments for up to 16 consecutive days. PHA can be issued regardless of THA issuance.

For recipients facing eviction HA may provide up to two months of rent arrearages. Rent and rent arrearages may not exceed 80 percent of the

AU's total monthly household income (TMHI).

PHA may consist of payments for security deposits, which may include the last month's rent, as long as the total does not exceed twice the amount of the monthly rent. The recipient may also receive assistance with the utility deposit, if required. PHA payments are not available to assist recipients to return to their most recent former residence unless there are unusual circumstances beyond the recipient's control (MPP § [44-211.539](#)).

Definition of Homeless

An AU is considered homeless when:

- The AU lacks a fixed and regular nighttime residence; or
- The AU has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary accommodations; or
- The AU is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for people; or
- The AU receives a Pay Rent or Quit notice to vacate current residence.

Although an AU may be considered homeless in accordance with the definitions above, a HA payment shall not be issued to an AU if it is established that the AU has shelter at no cost.

Eligibility

To be eligible for THA and/or PHA, an AU must:

- Be apparently eligible to or receiving CalWORKs,
- Have \$100 or less in nonexempt liquid resources,
- Meet definition of homeless, and
- Have not received HA in the past 12 months, unless an exception is met.

12-month Eligibility

Effective 01/01/2017, THA and/or PHA payments will be limited to once every 12 months except in certain circumstances.

During the transition from once-in-a-lifetime to every 12 months, the Eligibility Worker (EW) will determine the 12-month limit period based on the last issuance date of either THA or PHA payment made to the customer or temporary shelter establishment/landlord/owner/property manager.

Example 1: An AU began receiving THA on 9/9/16 and becomes

homeless again on 1/1/17. Unless the AU meets a 12-month limit exception, the AU would not be eligible for additional THA until 9/9/17.

Example 2: An AU began receiving PHA on 10/1/15, and becomes homeless again on 1/2/17. The AU is potentially eligible to receive THA and/or PHA on 1/1/17, because more than 12 months have passed since the last issuance of HA.

Informing Requirements

THA and PHA payments are each limited to once every twelve months with the following exceptions:

- A state or federally declared natural disaster is the direct and primary cause of homelessness.
- Limited to a maximum of one period of up to 16 consecutive calendar days of Temp HA and one payment of Perm HA when homelessness is the result of any of the following exceptions:
 - AU member(s) are victims of domestic violence by a spouse, partner, or roommate. Domestic violence circumstances may be verified by sworn statement of the victim. See MPP §§ [44-211.543-545](#) for complete list of Domestic Violence exceptions and verifications.
 - Uninhabitable conditions of the former residence caused by sudden and unusual circumstances beyond the applicant/recipient's control; which includes, but is not limited to: fire, natural catastrophe or condemnation. This should be verified through a third party governmental or private health and human services agency. See MPP § [44-211.542\(b\)](#).
 - A medically verified physical or mental illness, excluding alcoholism, drug addiction, or psychological stress. See MPP § [44-211.542\(b\)](#).

The twelve month period begins on first day of the month in which the first payment of either THA/PHA (whichever comes first) was issued and ends 12 months later. The issuance of a HA payment based on an exception does not restart the "standard" HA 12-month period. The period of homelessness ends when the AU is:

- Issued a payment for permanent housing, or
- Permanently housed after receipt of THA, including
 - Shared housing
 - Staying with friends/family, and:
 - Changes their address, and/or
 - Are not lacking a fixed and regular nighttime residence.

THA

Eligibility Workers shall follow the following policies when processing
THA:

- THA payment shall be either issued or denied within the same working day of the application.
- AU should be given a copy of the NOA approving or denying the HA application.
- If eligible, an initial THA payment shall be issued for up to three working days plus any non-work days that are connected by the working days. Benefits should be issued on a weekly basis, up to seven days per issuance, for a maximum of 16 consecutive calendar days.
- The 16 consecutive day period begins on the first day for which a THA payment is made.
- Extension of benefits beyond the initial payment may be considered if the AU continues to need temporary shelter benefits.
- The AU must document search for permanent housing for each day THA was received utilizing the Permanent Housing Search Log [CW74 \(SP\)](#)
- The AU must request all THA before the end of the 16-day limit. If the AU does not request a payment, no THA will be issued.
- The unused days in the 16-day period cannot be saved up and used later.
- THA can only be issued after PHA when:
 - THA has not been issued, and
 - The AU must wait for the permanent housing to become available.
- Total maximum daily rate of THA is \$65 per day for families of four or fewer, and \$15 per day for each additional family member, up to a maximum of \$125 daily.
- *Currently Madera County issues HA payment via vendor or two party payments.*

ICT THA can be paid to temporary shelter in another county; however, customer must follow all THA rules to remain eligible. EW must determine if the case will be ICT to the county of residence or if the customer will be returning to Madera County after THA payment is made.

Process to set up and issue THA

AU requests Homeless Assistance.

- a) Refer the customer to the Housing Support Program (HSP). **If the**

benefits

HSP referral is denied, then proceed with the HA application.

- b) Ask the customer to complete the Statement of Facts for Homeless Assistance- [CW42 \(SP\)](#) and [HM1 \(SP\)](#).
- c) Screen the application for eligibility.
- d) Review MEDS and C-IV and confirm any previous issuances of homeless assistance and exception criteria.

Adding THA to Case

1. For cases that have never received HA, place cursor over to **Case Info** in the **Global** navigation bar. Click **New Program** in the **Case Summary** navigation bar.
2. Select **Homeless- Temp** click **GO**
 - a) View date will be today's date. Enter date of application in the **Application Date** box and beginning date of aid in the **Beginning Date of Aid** box. Select the source from the **Source** drop-down box.
 - b) Select AU members who are requesting HA. Click **Save and Return**.
 - c) Click the **Add** button in the **Administrative Role** section and select **Primary Applicant** from drop-down box, select **Name of Primary Applicant** from **Name** drop-down box. Enter **Begin Month** then click **Save and Return** button.
 - d) To select **Payee**, click **Add** button in the **Administrative Role** section and select **Payee** from drop-down box, select **Name of the Payee** from **Name** drop-down box. Enter **Begin Month** then click **Save and Return** button.
3. Verify information is correct. If correct, click on **Save and Return** button.
4. Return to **Homeless Temp Details** page by clicking on **View Details**. Click on **Issuance Method** on **Homeless-Temp**, click **Edit** button and select **Warrant** from **Issuance Method** drop-down box. Click **Save and Return**. Click **Close** button from **Homeless Temp Detail** page.

Re-applying for THA

1. For cases that have received THA before, place cursor over the **Case Info** in the **Global navigation bar** and click on **Case Summary**.
2. Click on **Homeless- Temp** carrot to open program and click on **View Detail**.
3. On **Homeless- Temp Detail** page click **Edit** button and change **View date** to THA application date and click **View** button.
4. Update **Administrative Roles** by clicking **Add** button and follow step 2b and 2c on Adding THA to case.
5. On **Program Persons** click on **Reapply** button.
 - a) View date will be date of THA application. Enter date of application in the **Application Date** box and beginning date of aid

in the **Beginning Date of Aid** box. Select the source from the **Source** drop-down box.

- b) Select AU members who are requesting THA. Click **Save and Return**.
6. Verify information is correct then click **Save and Return** button.

Assign EW to THA case

1. Assign case to a worker by placing cursor over **Case Info** in the **Global navigation bar** and clicking **Worker Assignment**.
 - a) Click the **Homeless-Temp** check box.
 - b) Click the **Manual Assignment** button and click **select**.
 - c) Type in workers name or Worker ID and click **search**. Confirm or select appropriate worker and click on **Select** button.
 - d) Verify information is correct and click **Assign**.

Update Address and Living arrangements

1. Update AU address to Homeless Address.
2. Update AU living arrangement by placing cursor over **Eligibility** in the **Global navigation bar**. Click on **Non-Financial** from **Customer Information** navigation bar and select **Living Arrangements**.
 - a) Click **Add** button, select Name from drop-down box. From **Living Arrangement Type** drop-box select **Homeless**. Enter date on **Arrival Date** box. Verify information is correct then click **Save and Return**. (Repeat for all household members requesting HA).

Steps to Approve

THA

1. Place cursor over **Eligibility** in the **Global navigation bar** and select **Customer Information**.
2. Click on **Manual EDBC** from the Customer Information task bar.
3. On the **Create Manual EDBC** page, select **Benefit Month** (month HA will be issued), click the **Homeless-Temp** check box, select **Manual EDBC Program** from the **Manual EDBC Reason** drop-down box.
4. Verify information is correct then click on **Create Manual EDBC** button.
4. On **EDBC List page**, click on **Homeless-Temp** hyperlink.
5. Click on **Set Program Configuration** button.
 - a) Select the **Aid Code** from **Aid Code** drop-down box.
 - b) Select **Active** from **Program Status** drop-down box.
6. Click **Edit** button in the **Program Configuration** section for each HH member.
 - a) Confirm MEM is selected from the **Role** drop-down box.
 - b) Confirm Active is selected from the **Status** drop-down box.
 - c) Select funding source from **Claiming Code** drop-down box.
 - d) Select option from the **Adult Child Code** drop-down box.
7. Verify information is correct then click **Save and Return** button.

8. Verify information on **Homeless-Temp EDBC (Manual)** is correct then click **Accept Button**.
9. Click **Save and Continue** from EDBC list.

Creating THA Needs

1. Click **Needs** in the Task navigation bar
2. Click the **Add Need** button.
3. On the **Need detail page** select the **Primary Applicant** of the HA Program from name drop-down box.
4. Select **Homeless Assistance** from the **category** drop-down box
5. Select **Temporary** from **Type** drop-down box.
6. Enter begin date and end date (16 days)
7. Select **Indicated** from **Status** drop-down box
8. Select **Documented** from **Status Reason** drop-down box.
9. Select **Service Arrangements** from **Save & Add New** drop-down box and click **Go** or click the **Save and Return** button if not adding the service arrangement at this time.

Service Arrangements and issuing THA

1. On **Service Arrangement Detail** page confirm or select button for the **Temporary Homeless** need.
2. **Arrangement Period** will be date from beginning date of Homeless period to end of homeless period.
3. Select **Homeless Temp** from **Program Type** drop-down box.
4. Select correct aid code from **Aid code** drop-down box.
5. Select **NO** from **Voucher** drop-down box
6. Select **Same as Provider** from **Payee** drop down-box
7. Click **Select** button under **Provider**.
 - a) From **Select Service provider** enter Hotel/Motel name on **Resource Name** then click **Search**.
 - b) Click on the appropriate provider then click **Select**.
8. Back to **Service Arrangements Detail** page; enter number of people in the AU receiving THA.
9. Confirm **number of days** and **total issuance amount** is correct.
10. Enter amount Hotel/Motel is being paid on **Nightly Motel Rate**.
11. Select **Approved** from Status drop-down box.
12. Select **Eligible for Service** from the **Status Reason** drop-down box.
13. Enter date in the **Status Date** text box.
14. Verify information is correct then click **Save and Return**.
15. NOA will come up. Review NOA and fill out THA portion with THA amount, date they must find PH and/or date they need to come back if they need more THA, and max rent amount to receive PHA (80% if TMHI). Save and Print Locally and give to AU.
16. On the **Service Arrangement List** page click on **Temporary** hyperlink.

17. Click on the **Create Payment Request**.
18. Verify **Payee** name is correct.
19. Enter the payment amount in the **Requested Amount** box
20. Select **Service Month**; month HA is being issued.
21. **Issuance Method** will be pre filled to warrant.
22. Select **Pickup** from **Delivery Method** drop-down box.
23. Select **Rush** from **Immediacy** drop-down box.
24. Verify information is correct then click **Save**.
25. Email DSS-BI when payment is ready to be processed. Be sure to include in the email: case number, customer's name, amount to be paid, method of payment (mail out, pick up by customer, pick up by worker, pick up by vendor) and the payee.
26. Journal
27. To issue more THA days go to **Needs List**, click **edit** on **Temporary type** from **Needs** list. Change status to **Indicated** from drop-down box and select **Documented** from **Status Reason** drop-down box. Change to **Service Arrangement** from **Save & Add New** drop-down box then click **Go**. Follow Service Arrangements and issuing THA steps. (Arrangement Period dates will be next days of THA)
28. Journal more days were issued.

PHA

Eligibility Workers shall follow the following policies when processing PHA:

- The county has one working day to issue or deny a PHA payment, from the time the recipient provides a written rental agreement demonstrating the landlord's intent to rent to the AU, at a cost not exceeding 80% of the AU's TMHI.
- PHA will pay security deposit as long as amount does not exceed two months of an AU's rent and when the deposit is a condition of securing a permanent residence.
 - Security deposits include last month's rent and any legal payment, fee, deposits or charge that is required by a landlord as a condition of assuming occupancy.
 - The portion of security deposit payment, available for last month's rent shall not exceed 80% of the AU's TMHI, without special needs, for an AU of that size.
- PHA must be paid to a commercial establishment or a person in the business of renting properties with a history of renting properties.
- PHA could pay for utility deposits to begin utility service for gas, electricity, and/or water, when the utilities are not included in the rent
 - PHA will not pay for past due or current utility bills

- If the utility company bills the customer for a deposit, a voucher for the deposit will be issued when the customer is billed.
- Income counted toward the TMHI includes earned and unearned income, including CW grant, after and Overpayment (OP) adjustment is applied, and CW special needs payment. EWs must count the income of the homeless family including:
 - All AU members,
 - Any other persons whose income is currently used in calculating the AU's grant included but not limited to: Sanctioned household members, penalized household members, and persons who are excluded by law due to undocumented noncitizen, fleeing felon, or timed out status.
 - Non-AU members. This includes, but not limited to: unaided spouses of aided children, and unaided half-sibling excluded for no deprivation.
 - Non-persons. This includes but is not limited to: siblings of an aided child who are not aided due to age requirements, Non-needy caretaker relatives, Foster Care children, and unrelated adults who do not have mutual child with the parent of aide child (ren).
 - Persons receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP)
- Within 30 calendar days of having received the PHA payment, the recipient shall provide verification of the payment.
 - If AU fails to provide verifications, the county shall make a determination as to whether the payment was used appropriately for PHA.

ICT The county where the AU resides is responsible for the PHA eligibility determination and issuance of the PHA payment from the date of request. This is the county where the AU is physically located and intends to reside.

PHA Arrearage Payments

PHA is available to pay for up to two consecutive months, including the current month, of rent arrearages to prevent eviction for CalWORKs recipients.

In order for an AU to be entitled to receive PHA arrearage payments, the monthly rent must be 80% of less than the household's (TMHI) and payment of the arrearages must be reasonable condition of preventing eviction.

- Paying arrearages cannot prevent eviction; AU is not eligible for PHA

arrearage payments.

- Eviction notice must demonstrate the eviction is the result of verified financial hardship that resulted from “extraordinary circumstance beyond their control”, and not due to other lease or rental violations.

Examples of expenses that might place an AU in a financial hardship situation include, but are not limited to:

- High hospital bills not covered by Medi-Cal.
- Car repairs.
- Funeral expenses.
- Cost required traveling to visit an ill or dying relative or to attend a funeral.
- Repair of household appliances not otherwise covered by CalWORKs non-recurring special needs.
- High utility bills resulting from unforeseen circumstances, such as weather extremes.
- Loss of wages due to illness of self or family members

Situations that might not be considered resulting from extraordinary circumstances beyond the AU’s control includes, but is not limited to the following:

- Loss of income due to purchase of non-essential household goods, gambling debts, parties, or vacations.
- Failure to budget appropriately including but not limited to:
 - Paying for licensed child care instead of family/friend child care or,
 - Purchasing a vehicle with a high monthly payment.
- Paying off regular credit card debts.

Steps to set up and issue PHA benefits

1. AU requests PHA, new [CW42 \(SP\)](#) must be completed by customer.
2. Screen application for eligibility.
3. The recipient should be given a **Permanent Housing Verification form-[MAD42C \(SP\)](#), Important Information for Landlords/Owners form-[MAD326 \(SP\)](#), Request for Taxpayer Identification Number and Certification form-[W-9](#)** and EW will request the recipient complete a **release of information**. The recipient will complete their portion and the landlord/owner will complete their portion of the forms. The forms will be returned to the EW.
4. EW will review [MAD42C \(SP\)](#), [MAD326 \(SP\)](#), and [W-9](#) for completeness and accuracy. EW will make telephone call to landlord to confirm the information on the form.
5. EW will forward original [W-9](#) to BI and BI will update Resource Data Bank (RBD). Once BI has updated RBD EW can processed to issue

PHA payment.

Adding PHA to Case

1. For cases that have never received HA, place cursor over **Case Info** in the **Global navigation bar**. Click **New Program** in the **Case Summary** navigation bar.
2. Select **Homeless- Perm** click **GO**.
 - a) View date will display today's date. Enter date of application in the **Application Date** box and beginning date of aid in the **Beginning Date of Aid** box. Select the source from the **Source** drop-down box.
 - b) Select AU members who are requesting HA. Click **Save and Return**.
 - c) Click the **Add** button in the **Administrative Role** section and select **Primary Applicant** from drop-down box, select Name of **Primary Applicant** from **Name** drop-down box. Enter **Begin Month** then click **Save and Return** button.
 - d) To select **Payee**, click **Add** button in the **Administrative Role** section and select **Payee** from drop-down box, select Name of the Payee from **Name** drop-down box. Enter begin Month then click **Save and Return** button.
3. Verify information is correct. If correct, click on **Save and Return** button.
4. Return to **Homeless Perm Details** page by clicking on **View Detail**. Click on **Issuance Method** on Homeless-Perm, click on **Edit** button and select **Warrant** from **Issuance Method** drop-down box. Click **Save and Return**. Click on **Close** button from Homeless Temp Detail page.

Re-applying for PHA

1. For cases that have received PHA before, place cursor over the **Case Info** in the **Global navigation bar** and click on **Case Summary**.
2. Click on **Homeless- Perm** carrot to open program and click on **View Detail**.
3. On Homeless- Perm Detail page click **Edit** button and change **View date** to PHA application date and click **View** button.
4. Update **Administrative Roles** by clicking **Add** button and follow step 2b and 2c on Adding PHA to case.
5. On **Program Persons** click on **Reapply** button.
 - c) View date will be date of PHA application. Enter date of application in the **Application Date** box and beginning date of aid in the beginning **Date of Aid** box. Select the source from the **Source** drop-down box.
 - d) Select AU members who are requesting HA. Click **Save and Return**.

6. Verify information is correct then click **Save and Return** button.

Assigning EW to PHA case

1. Assign case to EW by placing cursor over **Case Info** in the **Global navigation bar** and clicking **Worker Assignment**.
 - a) Click the **Homeless-Perm** check box
 - b) Click the **Manual Assignment** button and click **select**
 - c) Type in EW name or EW Worker Id number and click **Search**. Confirm or select appropriate worker and click on **Select** Button.
 - d) Verify information is correct and click **Assign**.

Update Address and Living Arrangements

1. Update AU address to new residence.
2. End Homeless by editing **Living Arrangements List** page. Enter date on **Departure Date** box. Verify information is correct then click **Save and Return**. (Repeat for all household members requesting HA).

Steps to approve PHA

1. Place cursor over **Eligibility** in the **Global navigation bar** and clicking **Customer Information**. Click on **Manual EDBC**.
2. On the **Create Manual EDBC** page, select **Benefit Month** (month HA will be issued), click the **Homeless-Perm** check box, select **Manual EDBC Program** from the **Manual EDBC Reason** drop-down box. Verify information is correct then click on **Create Manual EDBC** button.
3. On **EDBC List** page, click on **Homeless-Perm** hyperlink.
4. Click on **Set Program Configuration** button.
 - a) Select the **Aid Code** from **Aid Code** drop-down box.
 - b) Select **Active** from **Program Status** drop-down box.
5. Click **Edit** button in the **Program Configuration** section for each HH member.
 - a) Confirm **MEM** is selected from the **Role** drop-down box.
 - b) Confirm **Active** is selected from the **Status** drop-down box.
 - c) Select **funding** source from **Claiming Code** drop-down box.
 - d) Select option from the **Adult Child Code** drop-down box.
6. Verify information is correct then click **Save and Return** button.
7. Verify information on **Homeless-Temp EDBC (Manual)** is correct then click **Accept Button**.
8. Click **Save and Continue** from EDBC list.

Creating PHA needs

1. Click **Needs** in the Task navigation bar
2. Click the **Add Need** button.
3. On the **Need detail** page select the **Primary Applicant** of the HA Program from name drop-down box.
4. Select **Homeless Assistance** from the **category** drop-down box
5. Select **Permanent** from **Type** drop-down box.

6. Enter begin date.
7. Select **Indicated** from **Status** drop-down box
8. Select **Documented** from **Status Reason** drop-down box.
9. Select **Service Arrangements** from **Save & Add New** drop-down box and click **Go** or click the **Save and Return button** if not adding the service arrangement at this time.

Service Arrangements and Issuing PHA

1. On **Service Arrangement Detail** page confirm or select button for the **Permanent Homeless** need.
2. Enter date on **Arrangement Period** text box.
3. Select **Homeless Perm** from **Program Type** drop-down box.
4. Select correct aid code from **Aid code** drop-down box.
5. Select **NO** from **Voucher** drop-down box
6. Select **Same as Provider** from **Payee** drop down-box
7. Click **Select** button under **Provider**.
 - a) From **Select Service** provider enter name of Landlord on **Resource Name** then click **Search**.
 - b) Click on the appropriate provider then click **Select**.
8. On the **Service Arrangement Detail** page select what the payment is for from **Service Type Description** drop-down box.
9. Enter number of people in the AU in the **AU Size** text box.
10. Enter amount of the PHA payment in the **Amount** text box. (If you have another service type to add, click **Add button**).
11. Select **Approved** from **Status** drop-down box.
12. Select **Eligible for service** from the **Status Reason** drop-down box.
13. Enter date in the **status date** text box.
14. Verify information is correct then click **Save and Return**.
15. NOA will come up. Review NOA and fill out PHA portion. Save and Print Locally and give to AU.
16. On the **Service Arrangement List** page click on **Permanent hyperlink**.
17. Click on the **Create Payment Request**.
18. Verify Payee name is correct.
19. Enter payment amount in the **Requested Amount** box
20. Select Service Month; month PHA is issued.
21. **Issuance Method** will be pre filled to **warrant**.
22. Select **Pickup** from **Delivery Method** drop-down box.
23. Select **Rush** from **Immediacy** drop-down box.
24. Verify information is correct then click **Save**.
25. Email DSS-BI when payment is ready to be processed. Be sure to include in the email: case number, customer's name, amount to be paid, method of payment (mail out, pick up by customer, pick up by worker, pick up by vendor) and the payee.

26. Journal

Closing THA and PHA programs

1. Place cursor over **Eligibility** in the **Global navigation bar**.
2. Click **Customer Information** in the Local navigation bar.
3. Click **Manual EDBC** in the **Task** navigation bar.
4. On the **Create Manual EDBC** page:
 - a) Select Month THA and PHA were issued from the **Benefit Month** drop-down box.
 - b) Click the **Homeless Temp** or **Perm** check box to select the program.
 - c) Select **Manual EDBC Program** from the **Manual EDBC Reason** drop-down box.
 - d) Click the **Create Manual EDBC** button.
5. Click the **Homeless THA** or **PHA** hyperlink On the **EDBC list** page.
6. On the **Homeless THA** or **PHA EDBC Manual** page, click **Set Program Configuration List**.
7. On **Program Configuration List** page:
 - a) Select Aid Code from the **Program Status** drop-down box
 - b) Select **Discontinued** from the **Program Status** drop-down box.
 - c) Select discontinuance reason from the **Program Status Reason** drop-down box. (Reasons could include: End of HA Episode, End of Temp Shelter, Not Homeless, Not Seeking Housing or Need Met by HA)
8. Click **Edit** button in the **Program Configuration Section** for each AU member. You will be directed to the **Program Configuration Detail** page:
 - a) Confirm **Mem** is selected from **Role** drop-down box.
 - b) Select **Discontinued** from **Status** drop-down box.
 - c) Select discontinued reasons from **Status Reason** drop-down box. (Reasons could include: End of HA Episode, End of Temp Shelter, Not Homeless, Not Seeking Housing or Need Met by HA)
 - d) Select Funding source from the **Claiming Code** drop-down box.
 - e) Select the Option from the **Adult Child Code** drop-down box.
 - f) Click the **Save and Return** button once information has been verified to be correct.
9. Verify information on **Homeless Temp** or **Perm EDBC (Manual)** is correct then click **Accept Button**.
10. Click **Save and Continue** button from **EDBC list**.
11. Journal

Benefit Issuance

- Once W9 is received, BI will update the RBD
- BI will email EW informing them C-IV has been updated and provide

EW with the resource number and money management number.

- When EW email BI to process payment request, BI will review for accuracy and process the payment by the method chosen.