



Housing Assistance Fund

Frequently Asked Questions & Answers

Q: I work at a behavioral health treatment provider and use other ABH programs often. Can I submit HAF requests?

A: No, not all Husky treatment providers are allowed to request HAF services. Only select DMHAS grant-funded agencies may request HAF services on behalf of their clients. If your agency is not able to submit requests we would recommend you refer them to a local participating provider.

Q: How do I get a login to submit requests online?

A: Please complete the [HAF Provider Login Request Form](#) and fax it to (860) 471-8124. ABH staff will set up all access and send login information to the email address given on the form. Please note that account setup includes creating a Duo Security account for multi-factor authentication and may take several days.

Q: Once I receive my login and activate Duo, how do I put in a request?

A: You will need to log in to the [HAF online portal](#) to register your client and add service request(s). Please review the User Manual and Application Packet on the [Forms & Resources](#) page for more information.

Q: My client does not yet have an apartment secured – how should I fill out the forms? Can we submit for a pre-approval to better his/her odds of being accepted to the apartment?

A: No. HAF assistance is reviewed for a specific apartment; the forms are completed with information related to the actual property that will be rented. ABH cannot issue a pre-approval.

Q: I got an email that says my registration was complete but I never heard whether the request was approved or not. How will I find out?

A: Please note that HAF applications are a two-step process. After you register a client, you will need to go back and add the service request. Once a complete service request has been received, a DMHAS review team will make a determination and you will be notified by email.

Q: Which forms do I have to submit? Can I email them?

A: No application documents are accepted via email. All information must be faxed to (860) 471-8124. For housing services, please see the checklist on page 2 of the HAF Application Packet and note that pages 4-7 should **not** be printed and faxed. For utility services, please see the checklist on page 2 of the HAF Utilities Packet.

Q: My client has been approved but s/he needs a promissory note or letter of guarantee in order to move in. How can I get one?

A: ABH cannot provide promissory notes or guarantees of payment. Providers may share the determination sheet they received via email with clients, who can then provide the property owner with a copy to verify payment will be issued.

Q: My client was approved for a set term of assistance (3 months, 12 months, etc.) – what happens when that period is over?

A: After the initial approval has concluded, providers will need to reapply for additional funding. ABH recommends beginning the recertification process in advance of approval expiration to ensure that all documents are in place for review in a timely fashion.

Q: My client was approved for a security deposit. Who should this be returned to when they move out?

A: All Security Deposits should be returned to the tenant pursuant to the terms of the lease. Checks may be returned to ABH only in the event that tenants did not move in as anticipated.