



## **Housing Stabilization Services Program**

### **Frequently Asked Questions & Answers**

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

**A:** No, not all Husky treatment providers are allowed to request HSS services. Only DMHAS-funded agencies may request services on behalf of their clients experiencing homelessness or housing instability. 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 [HSS 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 opening a Duo Security account for all users 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 HSS Web-based system at <https://www.abhct.com/> by clicking on Program Log In to register your client and add service request(s). Please review the User Manual and service applications on the [Forms & Resources](#) page for more information.

**Q:** What is the maximum amount my client can be approved for?

**A:** HSS has a lifetime client maximum of \$5,000 for all requests combined per person. Please note that per Connecticut General Statutes, security deposits will be limited to two months' worth of rent and for tenants sixty-two years of age or older limited to one month of rent.

**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. HSS security deposits are 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 HSS 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 **not** accepted via email. All information must be faxed to (860) 471-8124. Please see the checklist on page 2 of each application packet for documents that must be printed and faxed.

**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 within 30 days.

**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 should be returned to ABH only if a tenant did not move in as anticipated.