

Roadmap to Securing One Shot Deals

1. **Confirm appointment.** Call your client a day or two before the clinic to introduce yourself and confirm an exact time to complete the application.
2. **Watch Legal Services NYC (“LSNYC”) training and review materials.**
 - Watch the recorded training.
 - Review the templates and other documents, including the training PowerPoint.
 - To access these go to our resources page [here](#)

Password: demandjustice

3. **Review launch email + documents.** You will receive a launch email with information about your client, cc’ing your LSNYC mentors on the case, and reminding you what to do during the clinic. That email may include documents that are relevant to the one shot deal (“OSD”). Go through the document checklist to confirm that you have everything you need. If you don’t have any supporting documents, you will need to get them directly from the client.
4. **Contact client.** Contact the client between noon and 4PM on the date of the clinic. If the client does not pick up, leave a message and try at least 2 more times during the day.
5. **Introduction.** Before you begin the application, reintroduce yourself and explain your role.
6. **Advise the client of any information you will need during the call.**

The application will require the client to provide their (1) date of birth; (2) SSN; (3) school or work information; and (4) bank account information for them and other members of their household. It will also ask for their landlord’s name and contact information. If the client is already receiving any benefits, ask them to have their benefit card available because you will need their CIN#. Review the document checklist with the client and make a plan for them to send you any missing documents.
7. **Fill out the online [application](#):**
 - **If you are creating a username and password with the client, please record it and share it with LSNYC in your email summarizing your work after the application is submitted on AHRA**
 - i. The client is not required to have an email address. You can create a username (ex. FirstinitialLastnameLSNYC2026).
 - ii. If the client creates an account for the first time using their email address as their username, a link will be sent to their email address to authenticate the account before you can log back into Access HRA. Note: if the client does not get the email to authenticate after two attempts (check spam folder), then create a new account using a username instead of an email.
 - iii. Identify a security question with client and record it.

- **Note:** the application times out after a period of inactivity. Save and exit the application if you believe there will be a long pause during the process
8. **Documents.** LSNYC may have provided you with some of the documents that you will need to submit after completing the application. If documents are missing, you must work with the client to get them. The documents can be uploaded to the AccessHRA app or fax them to the Benefits Access Center (BAC).
- If the client can email them to you, you can fax them to the BAC processing the application. The fax numbers to the BACs can be found here.
 - If client has a smartphone and would like to send documents to HRA on their own. The client can download the AccessHRA app and upload the documents to the app.
 - If the client cannot send the documents electronically, send the client a prepaid envelope.
9. **After you submit the application.**
- **You will be asked whether you have been appointed as a representative to complete the application. Answer NO.** Volunteers are completing the application with consent of the client, not as authorized representatives.
 - **Confirmation.** Give the client the confirmation number, record confirmation number and take a screenshot of the confirmation page to send to LSNYC.
10. **After submitting initial application.** After you are done with your client meeting, respond to your launch email cc'ing everyone from LSNYC, including the client's case file [casenumber@lsnyc.legalserver.org]. Be sure to include the following:
- Summary of the case and what you did with the client
 - Client's log in information
 - Screenshot of confirmation page
 - Copies of any letters and attachments you sent
 - Any documents you received from the client
 - If there is anything urgent, please include "URGENT" in the subject line
11. **Interview.** Prepare client to call HRA within 3-5 business days of submitting their application to complete the verification interview. The application cannot move ahead without this interview. Have client report back to you after the call, and you can then update LSNYC.
12. **Letter.** Draft a persuasive letter on behalf of the client laying out why they are eligible for an OSD, and the impact that it would have on them. Confirm the landlord's name and address for checks and include in email. Review templates on the LSNYC webpage referenced above. The letter can be put directly into the body of the email to RAU.
- **Be sure to run your draft advocacy letter past LSNYC before sending to RAU!**
13. **RAU.** Three business days after submitting the application, email RAU Advocates (RAUadvocatescases@hra.nyc.gov) the supporting documents and advocacy letter, noting that it has already been submitted through AHRA. Be sure to cc your LSNYC mentor and the LSNYC case file when contacting RAU. If you have not gotten a response from RAU after 3-4 days, send a brief follow up email to RAU Inquiries (RAUinquiries@hra.nyc.gov). Continue to follow up once per week to **both** RAU Advocates and RAU Inquiries if you have not gotten a decision.

14. **Outcome.** You should hear back from RAU within about two weeks of the initial submission. Be sure to share their response with your LSNYC mentor and the case file.
- **Approval.** If the case is approved, congratulations
 - Immediately respond to approval email and request checks be mailed to the landlord and not held for pickup.
 - About ten days after the approval, send an email to CRPU (crpuinquiries@hra.nyc.gov and rentcheck@dss.nyc.gov) and RAUinquiries@hra.nyc.gov to confirm that the checks were sent and cashed.
 - **Simple follow up need.** If RAU wants a minor piece of additional information or document, confer with your mentor and the client about supplying it.
 - **Denial.** If the case is denied and requires substantial additional work, LSNYC will take the case back to resolve.
15. **Troubleshooting.** If you have questions during your call, please reach out to the LSNYC mentor(s) who were included on your launch email.
16. **Help for clients after the clinic.** If the client has follow-up questions beyond the scope of the clinic they should contact their LSNYC housing attorney.

