

Navigator Tips for the New Start Voucher Program

Please bookmark the link for the RENTCafé Portal: <https://housing.ahfc.us>. For questions regarding RENTCafé login issues or assistance with creating an account, please call the Help Desk at 1-877-330-8415.

Referral Entries:

Accurate data entry of applicant information is important and will alleviate delays in application processing. Please ensure the following data points are accurately entered for each applicant family:

- Legal Name
- Social Security Number
- Date of Birth
- Client's Personal Email Address –if client does not have an email address, please assist them in creating one as it will be used to initiate the intake certification when the family reaches the top of the waitlist.

Applicants will be required to provide the following documents when they reach the top of the waitlist. Please assist the applicant in obtaining these documents before they reach the top of the waitlist.

- ✓ Social Security Cards for all family members
- ✓ Picture Identification for all adults
- ✓ Birth Certificates for all minors
- ✓ Current Proof of Custody Documentation
- ✓ Proof of Eligible Noncitizen Status such as I-94 documents or Alien Registration Card
- ✓ Income Verifications current within 60 days for all income received in the household. AHFC cannot accept bank deposits or screenshots of bank deposits to verify income. Verifications may include:
 - Employment: 4-6 current and consecutive paystubs or a letter of employment from current employer stating rate of pay, average hours worked pay period, and frequency of pay, i.e., weekly, bi-weekly, semi-monthly, or monthly
 - Benefit letters for federal income. These can be requested online:
 - Social Security and Supplemental Security Income <https://secure.ssa.gov/RIL/SiView.action?URL=%2Fmyssa%2Fibeve-ui>
 - Veteran's Affairs Income <https://www.va.gov/records/download-va-letters/?next=loginModal>
- ✓ Verification of Alaska Native Claims Dividend distributions for a full year for each member in the household.

Documents are best uploaded to the RentCafé Portal in PDF format. Please refrain from uploading pictures.