**INSTRUCTIONS FOR HOUSING ON DEMAND PROGRAM** (Updated: January 3, 2022)

Bureau of Population, Refugees, and Migration (PRM) - Domestic Resettlement Team

**Summary**: Housing on Demand (HOD) is a nationwide program funded by PRM to provide a housing option of last resort for Afghan parolees who are eligible for benefits under the Afghan Placement and Assistance Program. This option should be used when all other housing possibilities have been exhausted. Resettlement Agencies (RA) and their affiliates should consult with State Refugee Coordinators and other authorities as appropriate before requesting HOD assistance. PRM cannot guarantee all request will be fulfilled until reservations are confirmed by CLC.

RAs may house parolees in HOD for a maximum of 90 days, with rare exception. PRM understands that in some locations the full 90 days will be needed given the scarcity of housing. However, we recommend requesting less than 90 days when there is a reasonable expectation that permanent housing will become available. Both hotels and executive-style accommodations (furnished with kitchenettes) are available. Executive-style accommodations are recommended for stays longer than 30 days.

**Eligible Cities**: As of January 4, 2022 Housing on Demand is available nationwide. Housing can be secured for assured cases in areas served by the requesting RA affiliate office.

**To Request Housing on Demand**: Affiliates should fill out the Housing on Demand Ordering Form to the best of their ability and submit it to their respective RAs. Forms for USCCB should be returned to Rebekah Korver ([rkorver@usccb.org](mailto:rkorver@usccb.org)), who will review and consolidate all affiliate requests. Once consolidated, requests will be sent to [prm-hod@groups.state.gov;](mailto:prm-hod@groups.state.gov) booking confirmations will be routed to affiliates through RA POCs. For urgent cases, PRM will consider expediting HOD requests on a case-by-case basis. Urgent requests should still be submitted by RAs on behalf of affiliates.

**Due Dates for Housing Requests**: PRM requests RAs submit routine HOD requests to [prm-hod@groups.state.gov](mailto:prm-hod@groups.state.gov). **Requests from affiliates are due on Tuesdays by 12pm for requests that start the following Tuesday or later.** Due dates for January and February 2022 are January 4, 2022; January 11, 2022; January 18, 2022; February 1, 2022; February 8, 2022; February 15, 2022; February 22, 2022.In most cases, we hope to confirm housing reservations by the Friday after orders are received, provided they meet PRM’s deadline.

**Questions**: As we roll out the program, questions may be directed to [prm-hod@groups.state.gov](mailto:prm-hod@groups.state.gov). PRM has included some FAQs with this instruction page to assist you with making reservations. A few important notes:

* RAs may request HOD accommodations (hotels, extended-stay facilities) at or near specific locations, although no guarantee is made until the reservations are finalized.
* When requesting PRM takeover an existing hotel reservation please include hotel name, hotel address, and room number.
* Report HOD no shows or substitutions as soon as possible, to ensure your affiliate may continue to benefit from HOD funding.
* Please include a phone number, after hours phone number, and email for at least one affiliate point of contact with each order.

**Frequently Asked Questions (FAQs) for Resettlement Agencies and Affiliates on the PRM-GSA Housing on Demand Program** *(Updated: January 5, 2022)*

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**Q**: *What is the Housing on Demand (HOD) Program? I have refugees and parolees that need housing so how can I access this program?*

**A**: The Housing on Demand program is a one-time program to support rapid resettlement of approximately 70,000 Afghan parolees under Operation Allies Welcome. As such, program funds can only be used for the short-term housing of Afghans eligible for benefits under the Afghan Placement and Assistance (APA) Program. Housing on Demand is a program of last resort and should be used only when affiliates have exhausted all other housing options.

**Q**: *Where is HOD available? I heard it is limited to only certain cities.*

**A**: As of January 4, 2022 HOD is available nationwide. RA affiliates may request HOD for APA-eligible cases assured to its office.

**Q**: *What kind of housing is available through the Housing on Demand?*

**A**: The HOD contractor, CLC, offers hotels, extended-stay hotels, and executive-style furnished apartments. CLC is aware of the importance of placing Afghan parolees near public transportation lines and full-service grocery stores when at all possible. In many cases, CLC can accommodate people with specific needs, such as persons with mobility issues who may require a first-floor apartment. However, please note that request when submitting your ordering spreadsheet.

**Q**: *How long can I use this program for a resettlement case?*

**A**: Our preference is that you use the program for the shortest time needed to find permanent housing for an APA beneficiary. Except in the rarest of cases, the maximum stay allowed under the HOD program is 90 days. If a beneficiary has stay in different accommodations not paid for by PRM’s HOD program, that stay does not count against the 90-days eligibility for HOD.

**Q**: *Where can I find the order form for the Housing on Demand Program, and what information do I need to provide?*

**A**: PRM provided all Resettlement Agencies with a copy of the Housing on Demand request form and instructions. A new form was released January 5, 2022 so make sure you have the right form. If you need a copy but cannot find one, please email prm-hod@groups.state.gov and we can provide you with the right materials.

**Q**: *When should I submit my request? How long before I have a booking confirmation?*

**A**: Affiliates should provide HOD requests to their respective RAs **no later than 12pm on the Tuesday prior to the week a booking begins** to allow time for RAs to review requests. (Example: For a booking for January 27, affiliates should submit the request no later than January18.) RAs can request HOD bookings on a weekly basis by emailing prm-hod@groups.state.gov.

**Q**: *Can affiliates directly request bookings?*

**A**: Unfortunately, due to staffing limitations and the need to streamline management of the HOD program, affiliates must request HOD bookings through their national RA office POC.

**Q:** *Can PRM takeover existing hotel reservations for an Afghan already stay somewhere?*

**A:** Yes. PRM can normally take over reservations and extend them for up to 90 days. Please clearly note that you are requesting PRM take over an existing reservation in the notes section of the request form. Please also include the hotel name, address, and guest room number.

**Q**: *What about urgent or emergency cases?*

**A**: HOD cannot be used when housing is required immediately. However, PRM will make every effort to expediate a HOD request for occasional urgent requests and assist in locating housing within 48-72 hours. These requests must follow the same approval process as the normal HOD process. RAs may submit these requests to prm-hod@groups.state.gov.

**Q**: *What if I have a problem with HOD housing or with an Afghan assigned to HOD housing?*

**A**: CLC will address problems with the quality or location of housing. For immediate assistance for urgent issues, please call CLC’s hotline at 1-800-321-0455. It is the affiliate’s responsibility to manage problematic guests in coordination with the property owner. Financial concerns need to be routed through PRM.

**Q**: *I found permanent housing for a family sooner than expected. Can I put a different family into the HOD lodging?*

**A**: Yes. An affiliate may move a different family in for the remainder of the reservation. No authorization from PRM is required, but the affiliate must report the HB-number of both the old and new cases to PRM and CLC via email or on the HOD changes tab. Affiliates also must update the names of the people residing in the housing with hotel/property managers.

**Q**: *One of my Afghan parolee cases charged movies to his room. What should I do?*

**A**: Not all hotels are willing to turn off incidental expenses. If you client charges incidental expenses to the hotel room, PRM has determined per capita APA funds may be debited to cover these expenses. Affiliates may need to provide a credit card at check-in to cover incidental expenses.

**Q**: *I still have questions about so many things! What should I do?*

**A**: Please check in with your RA to first determine if they have a good answer to your question. POC for USCCB is Rebekah Korver (rkorver@usccb.org). However, if you are not getting the answers you need, email prm-hod@groups.state.gov and we will do the best we can to answer your question.

Important Points of Contact:

* PRM: [prm-hod@groups.state.gov](mailto:prm-hod@groups.state.gov)
* CLC: [rapidresponse@clclodging.com](mailto:rapidresponse@clclodging.com)
* CLC 24/7 Response Number: 1 (800) 321-0455