COVID-19 Housing Assistance Online Application

MINNESOTA HOUSING

Program Administrators Training

HousingLink

At the end of this training, you will:

1. Understand how the application process works for those seeking assistance.
2. How to create/manage team of program administrators at your organization.
3. How to review/verify applicant data and handle an applicant payment vs. payment denial
4. How to input application for applicant without internet access.

OVERVIEW
Application Process

Applicant
Point of View

How applicants submit information

Applicant Point of View

Find Information
- 211
- MN Housing

→ Pre-Application → Confirm Account → Complete/ Submit Application

More detail to follow on each of these application stages

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Pre-Application

Confirms Eligibility

Applicant Point of View

Housing Assistance Pre-application

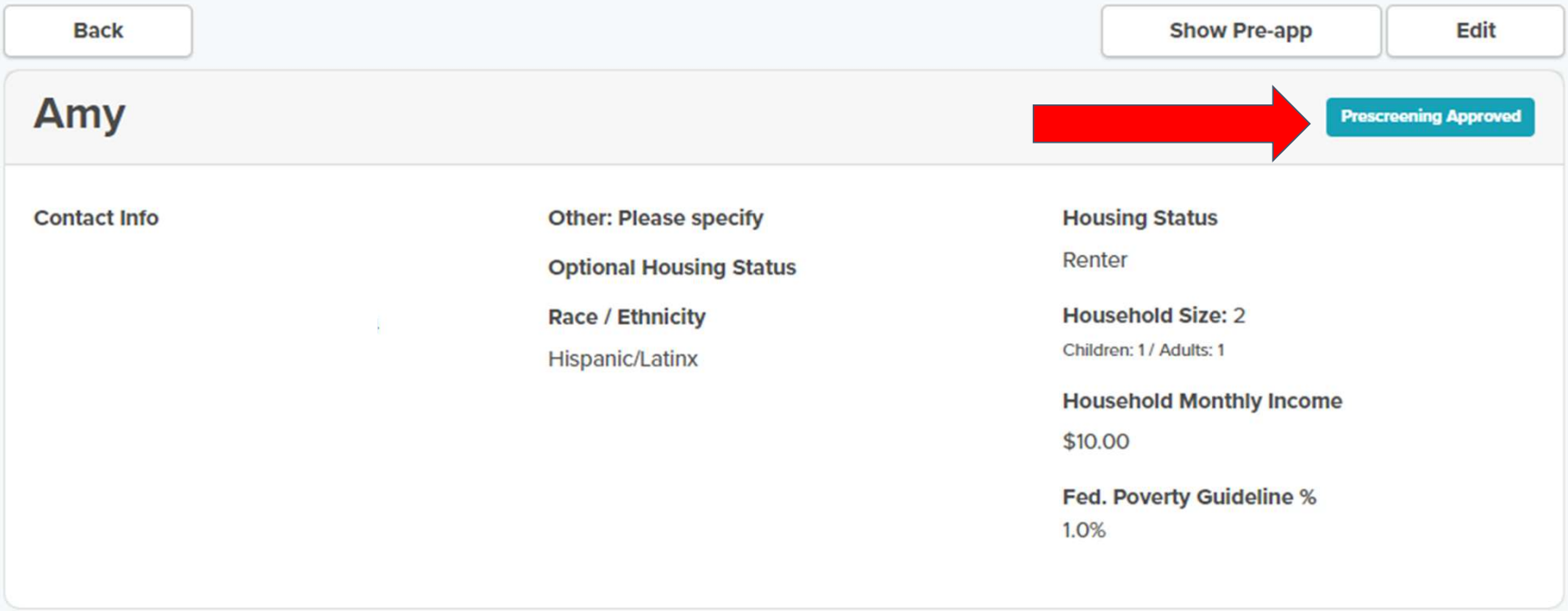
To see if you qualify for COVID-19 Housing Assistance, start by filling out this pre-application. Be sure to fill out all required (*) fields.

- [ ] * Do you live in Minnesota?
- [ ] * Do you have a rent payment, mortgage payment, homeowner association dues, contract for deed payment, homeowner insurance payment, property tax payment, utility payment, or housing-related payment with a due date of March 1, 2020, or later that is past due?
- [ ] * Is the housing issue due to unemployment, illness, or another issue that happened as a result of the COVID-19 pandemic?

Complete/ Submit Application

User can login to their account to see the status of their application

Applicant Point of View



MN CHAP Application

You might be qualified to receive assistance through the MN COVID-19 Housing Assistance Program. Please submit this form and upload your documents to receive your funding.

Your Personal Information

*** Full Name**

Amy

Full Name on Lease/Mortgage

Personal ID Method

Other: Please specify

Personal ID Number

Race

- ☐ American Indian/Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White

Ethnicity

- ☑ Hispanic/Latinx
- ☐ Non-Hispanic/Latinx

Phone Number

+16121222222

☐ I can receive text messages at this phone number?

Applicant Point of View

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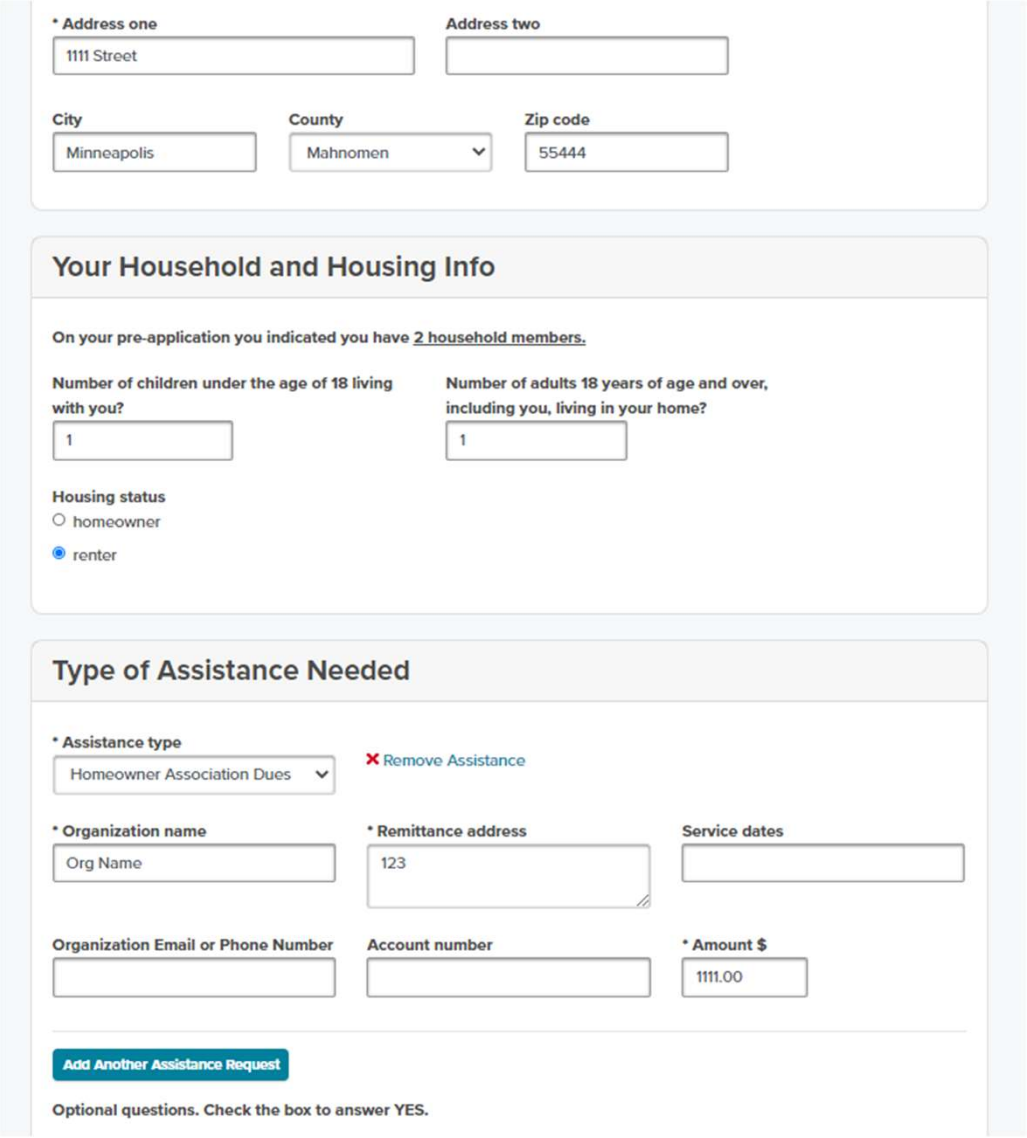
Complete/ Submit Application



* Address one: 1111 Street

Address two:

City: Minneapolis

County: Mahnomen

Zip code: 55444

Your Household and Housing Info

On your pre-application you indicated you have 2 household members.

Number of children under the age of 18 living with you? 1

Number of adults 18 years of age and over, including you, living in your home? 1

Housing status

- homeowner
- renter

Type of Assistance Needed

* Assistance type: Homeowner Association Dues

Remove Assistance

* Organization name: Org Name

* Remittance address: 123

Service dates:

Organization Email or Phone Number:

Account number:

* Amount $: 1111.00

Add Another Assistance Request

Optional questions. Check the box to answer YES.

Applicant Point of View

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Complete/ Submit Application

Income Information

How much total gross income did your household receive in the prior 30 days?

Note: Gross income includes but is not limited to gross wage income, cash assistance such as Social Security income or public assistance, unemployment compensation, worker's compensation, severance pay, child support, alimony or foster care payments.

Gross Monthly Income in $

10.00

Verification Documents

Upload verification of any balance owed for rent, mortgage payment, utility bill, etc.

Also, upload verification of current income (e.g. paystubs, benefit letter, proof of unemployment)

Note: If you cannot upload verficication, paper copies must be delivered to your program administrator

Title

Choose File No file chosen

Add Another Document

Certification

I certify that I am applying for housing assistance because one of the following applies to my household:

- Job loss, furlough, or lay-off due to COVID-19
- Reduction in work hours due to COVID-19
- Reduction or stop in work hours due being sickened by COVID-19
- Inability to work outside of the home due to a household member being diagnosed with COVID-19
- or Another COVID-19 related circumstance

I attest that I am not receiving any other source of assistance to pay for the household related expense(s) listed in 'Types of Assistance Needed'.

I attest that I do not have sufficient assets (savings account, etc.) to pay for the household expense(s) listed above.

Applicant Point of View

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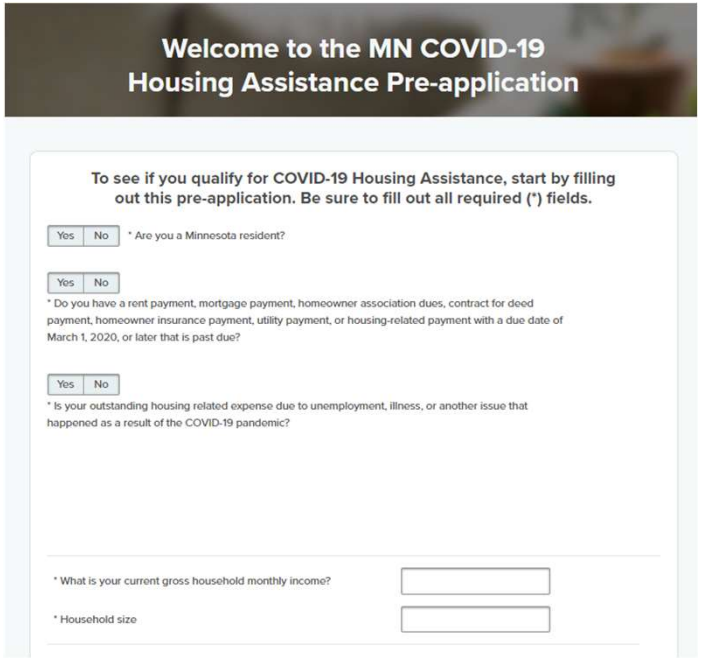
Pre-Application

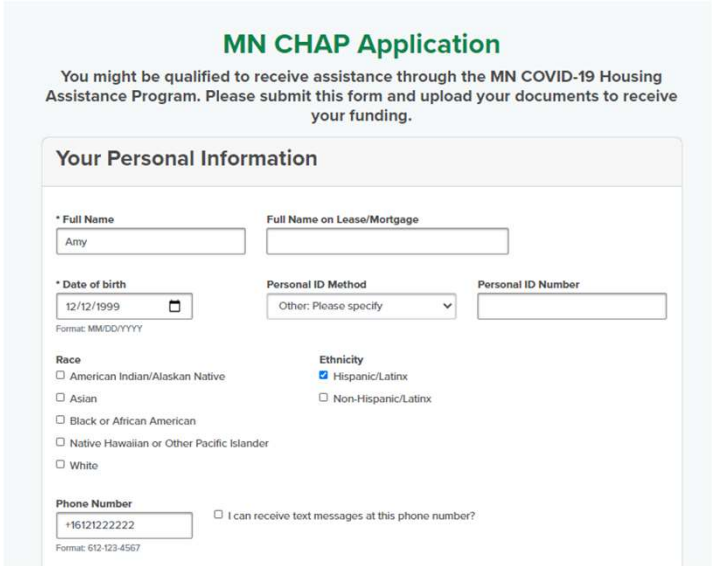
Once the pre-application information is submitted, users cannot edit it.

The pre-application information is sent to their FULL application

Complete/ Submit Application

Applicant Point of View





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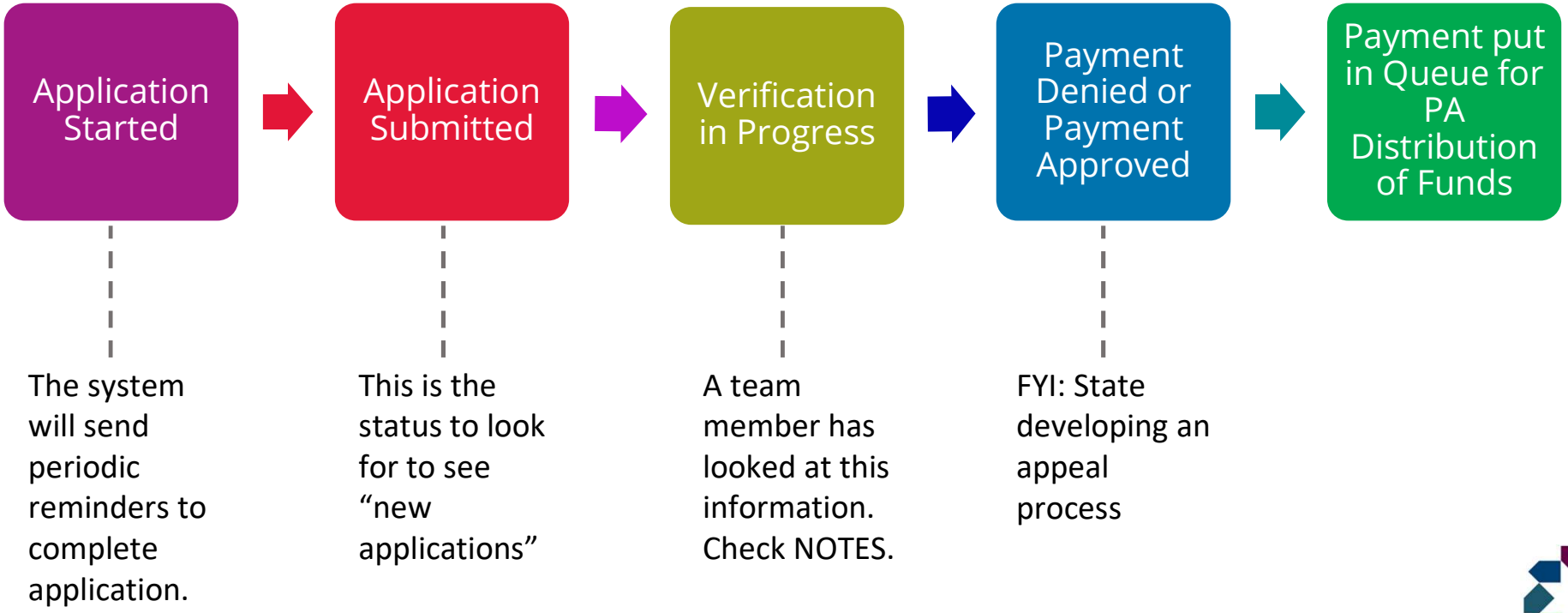
APPLICATION STATUSES IN SOFTWARE
(Post-Application Submission)

PA
Point of View



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FOR PROGRAM ADMINISTRATORS

PA

Point of View

FOR ADMINS: ACCESSING YOUR ACCOUNT

PA
Point of View

HousingLink will be sending you an email with login instructions to the person designated as ADMIN (for the software)

- If you don’t receive an email by early next week, please reach out.
- The ADMIN person will be inviting others to the “Team”
- See email from HousingLink sent 8-17-20 re: identifying software ADMIN.

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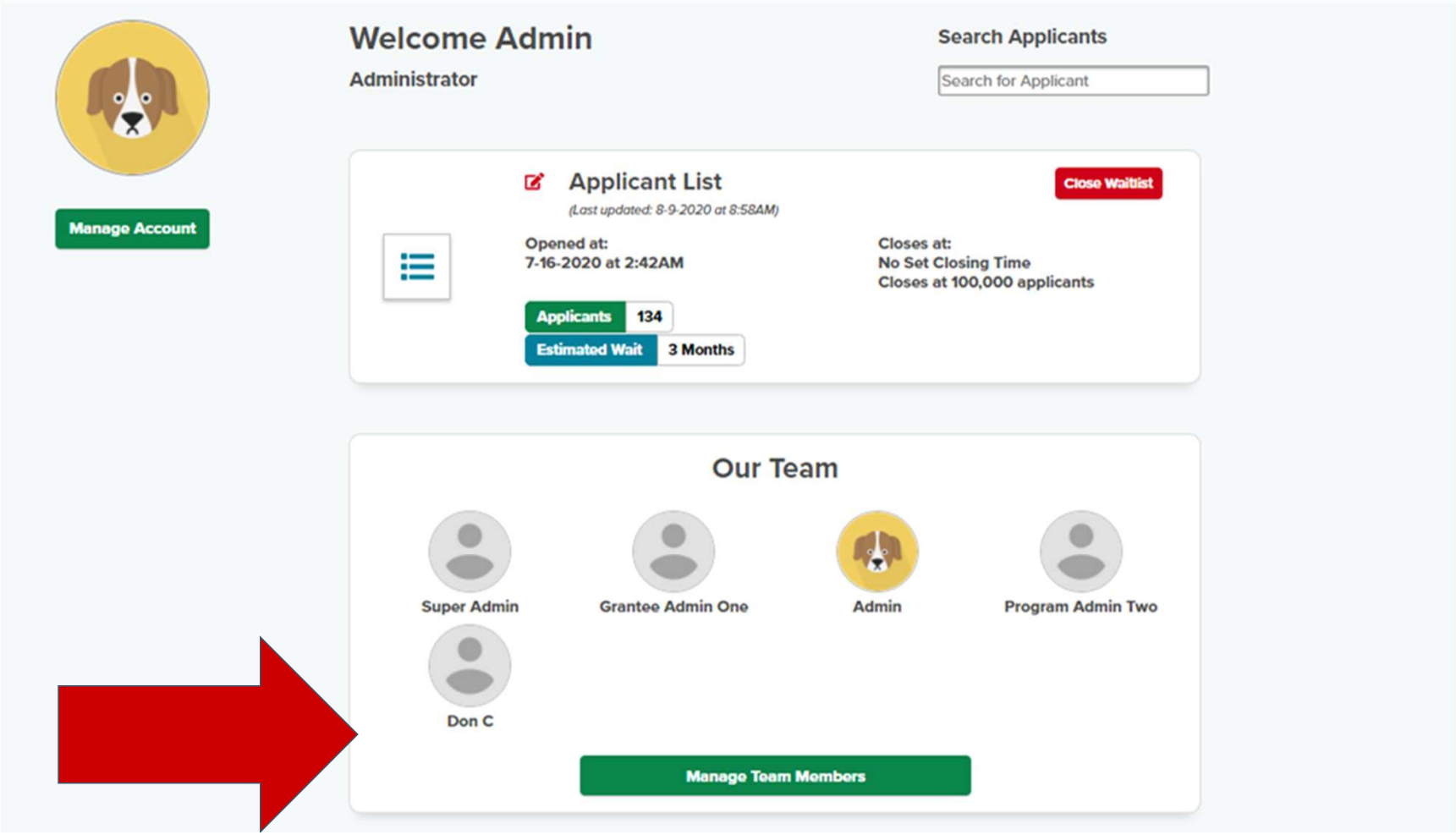
ADDING A TEAM MEMBER

PA
Point of View



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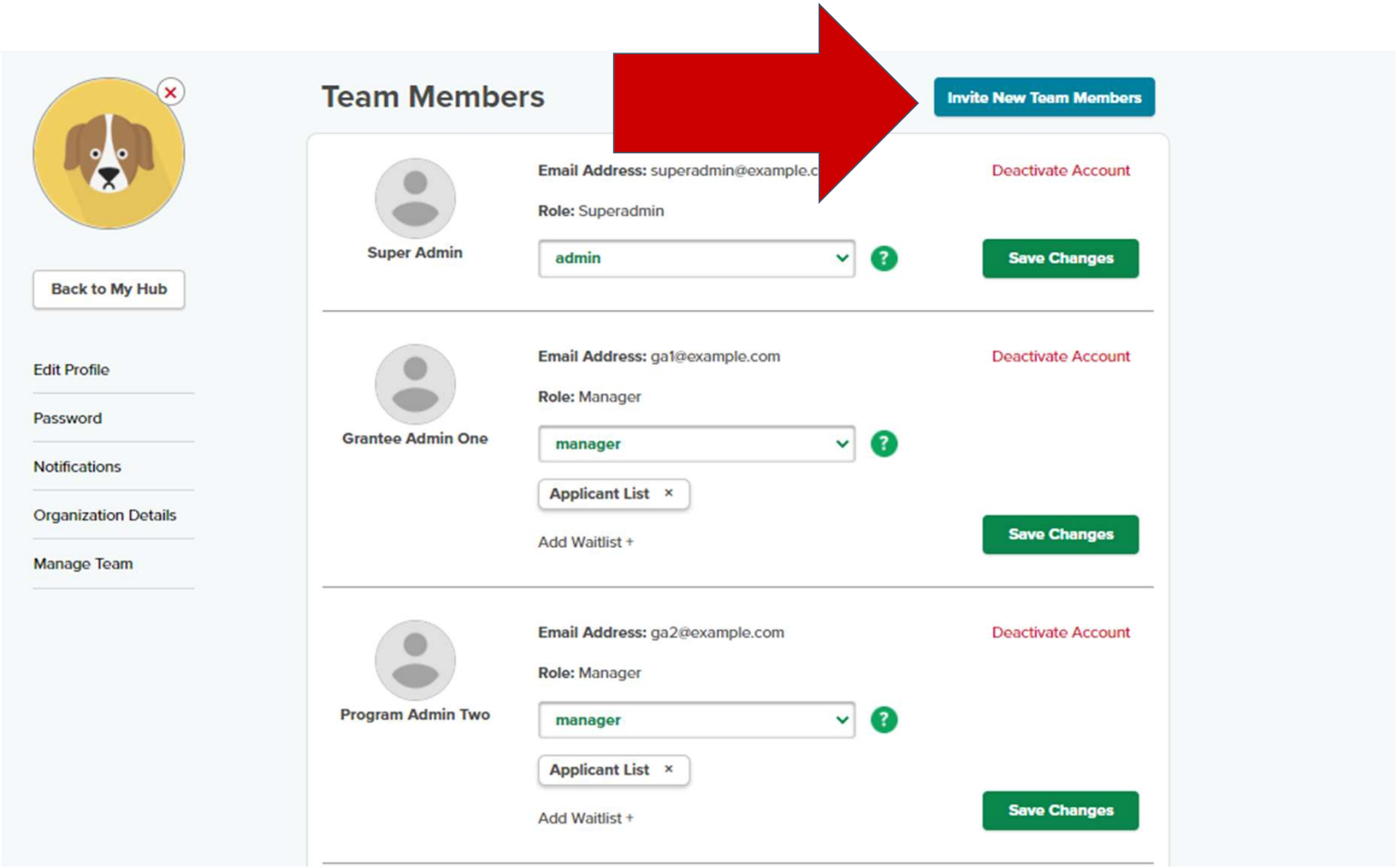
ADDING A TEAM MEMBER

PA
Point of View



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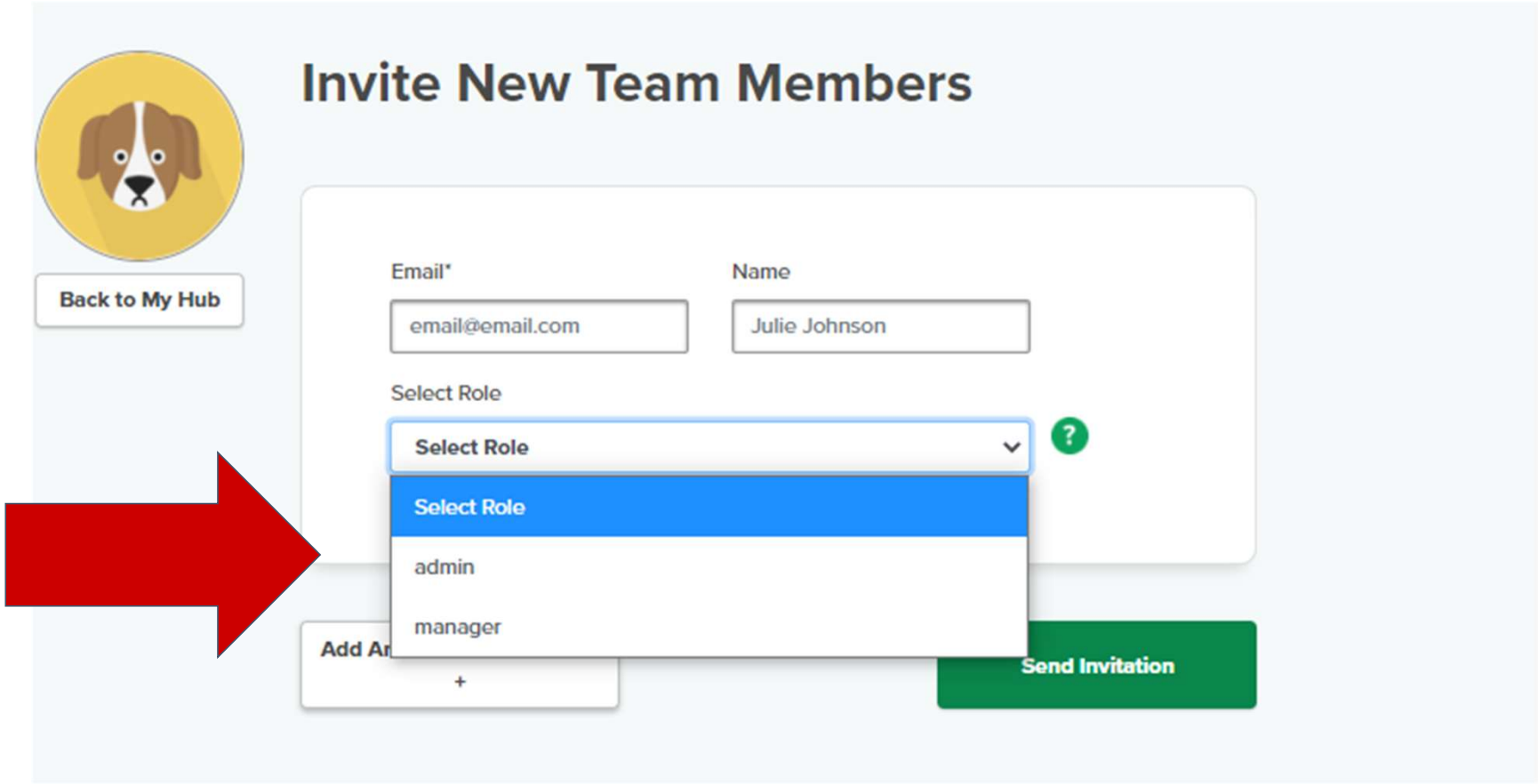
ADDING A TEAM MEMBER

PA
Point of View



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ADDING A TEAM MEMBER

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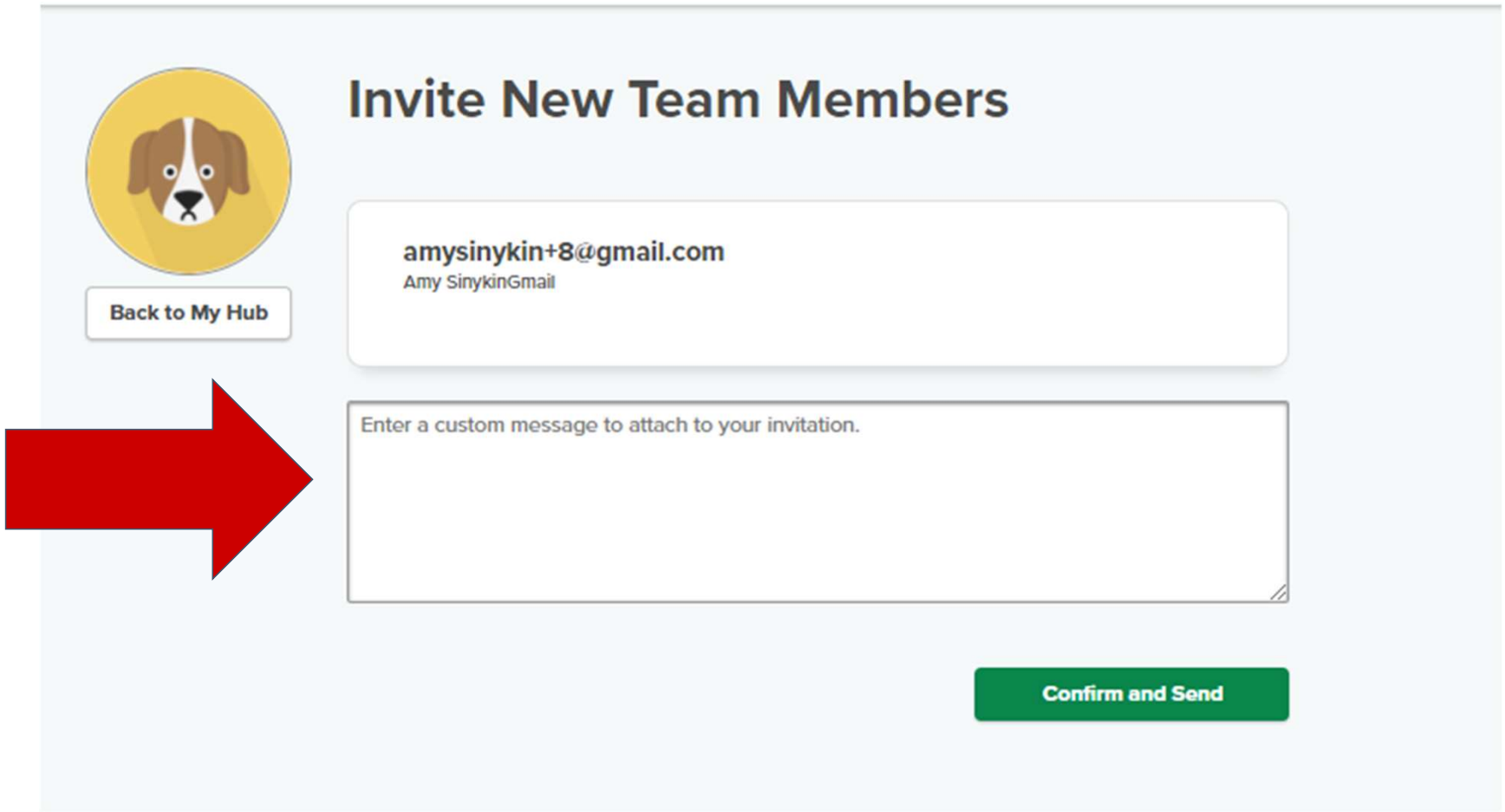
Point of View



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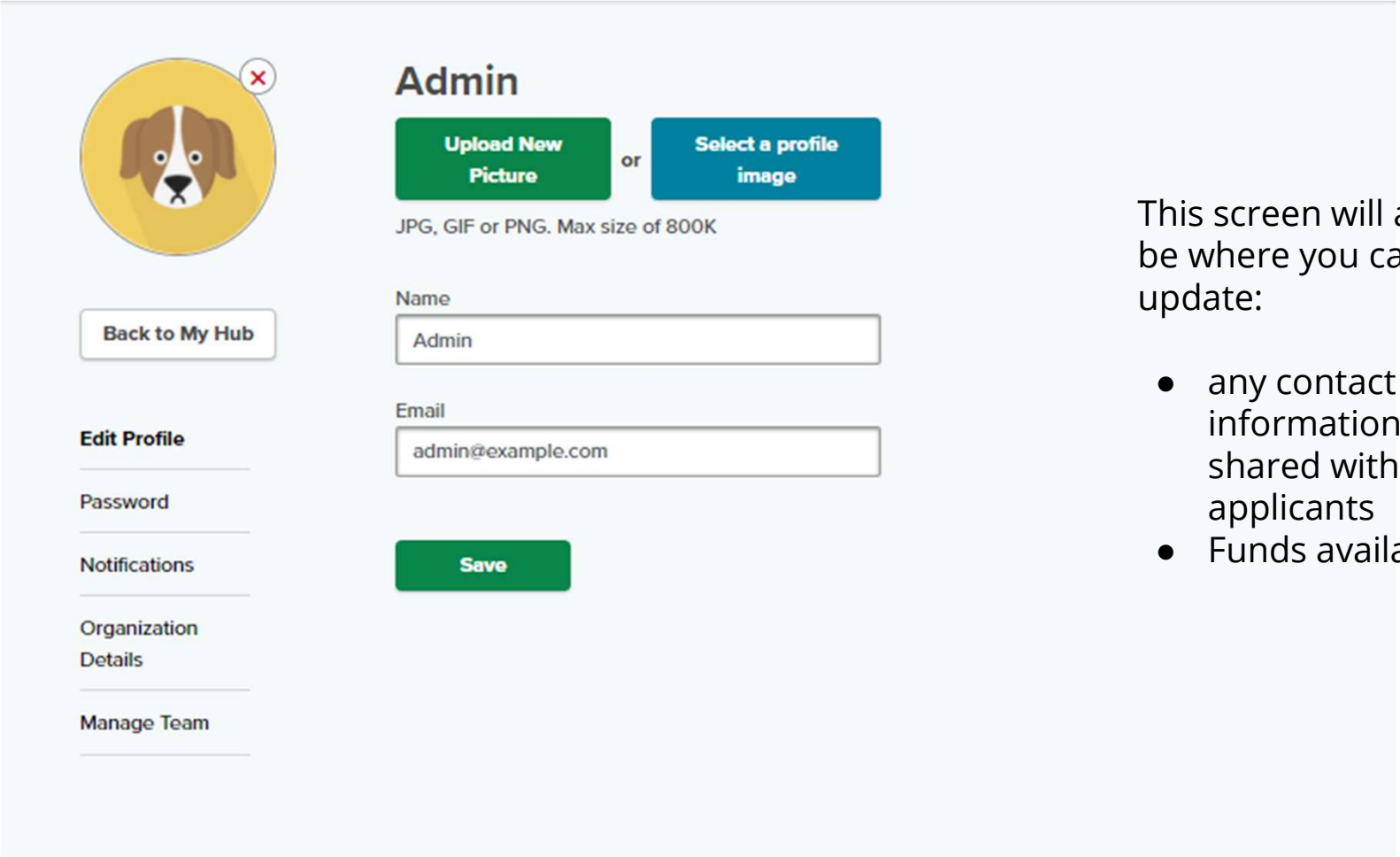
ADMIN: Updating Your Information

PA
Point of View



This screen will also be where you can update:

- any contact information shared with applicants
- Funds available

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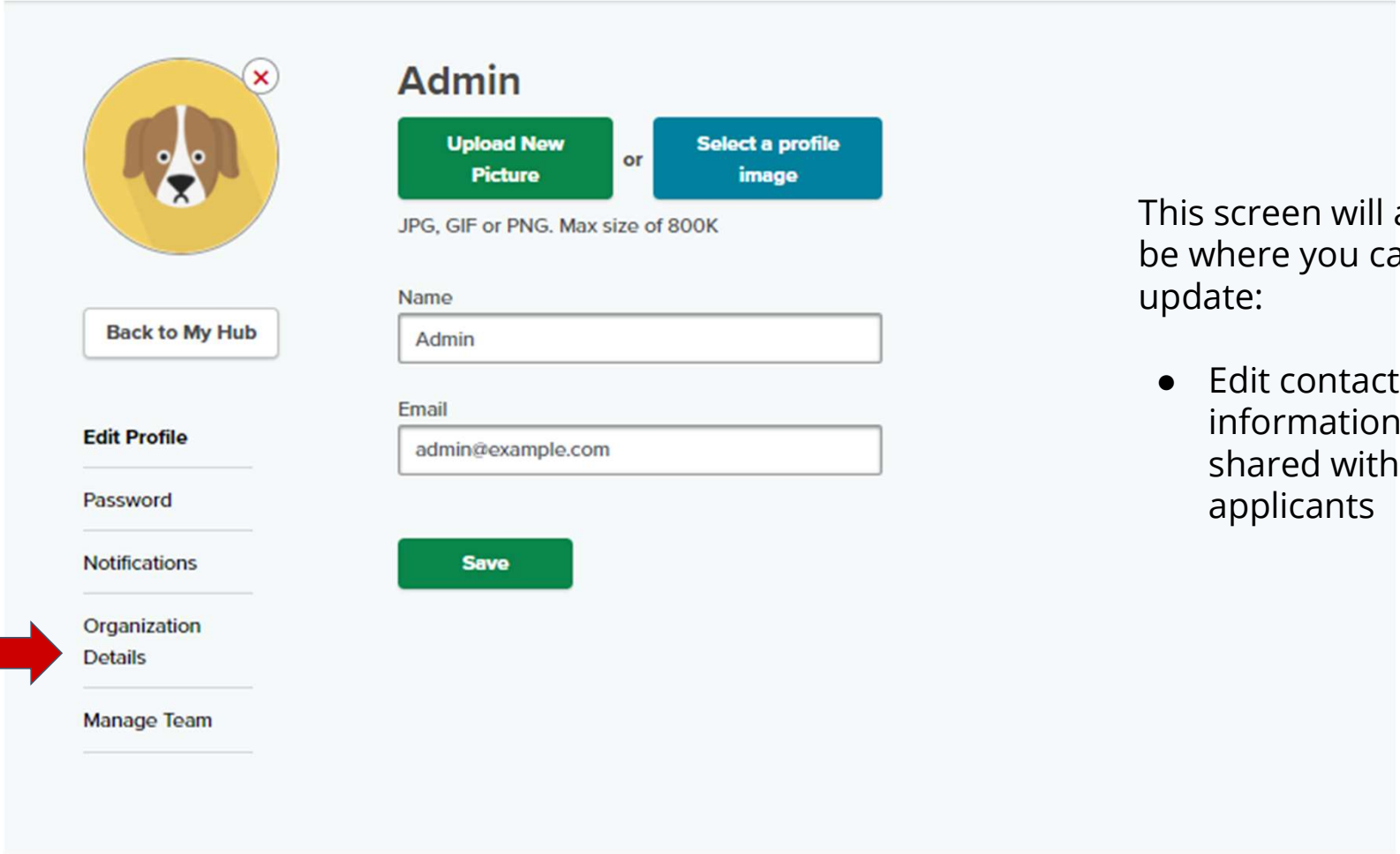
Updating Your Org

PA
Point of View



This screen will also be where you can update:

- Edit contact information shared with applicants

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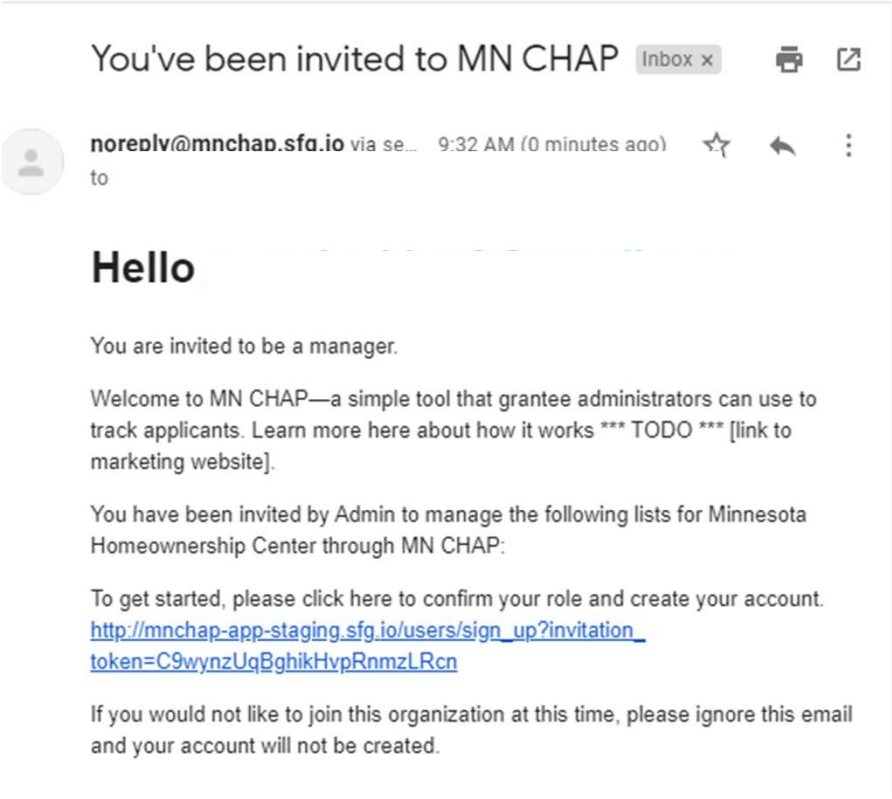
TEAM MEMBER: ACCESSING YOUR ACCOUNT

PA
Point of View



You've been invited to MN CHAP Inbox ×

noreply@mnchap.sfg.io via se... 9:32 AM (0 minutes ago)
to

Hello

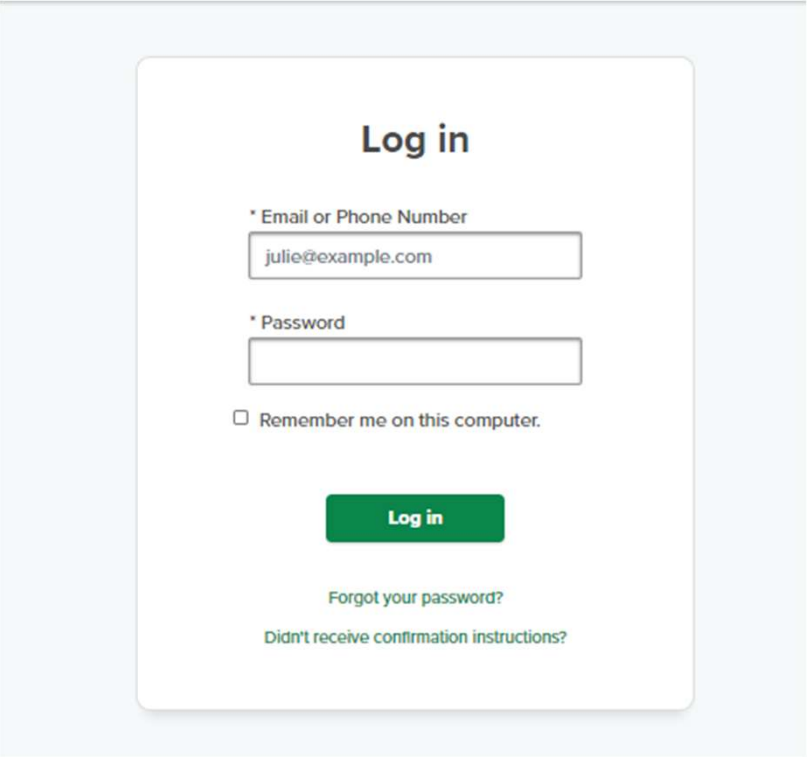
You are invited to be a manager.

Welcome to MN CHAP—a simple tool that grantee administrators can use to track applicants. Learn more here about how it works *** TODO *** [link to marketing website].

You have been invited by Admin to manage the following lists for Minnesota Homeownership Center through MN CHAP:

To get started, please click here to confirm your role and create your account.
http://mnchap-app-staging.sfg.io/users/sign_up?invitation_token=C9wynzUqBghikHvpRnmzLRcn

If you would not like to join this organization at this time, please ignore this email and your account will not be created.



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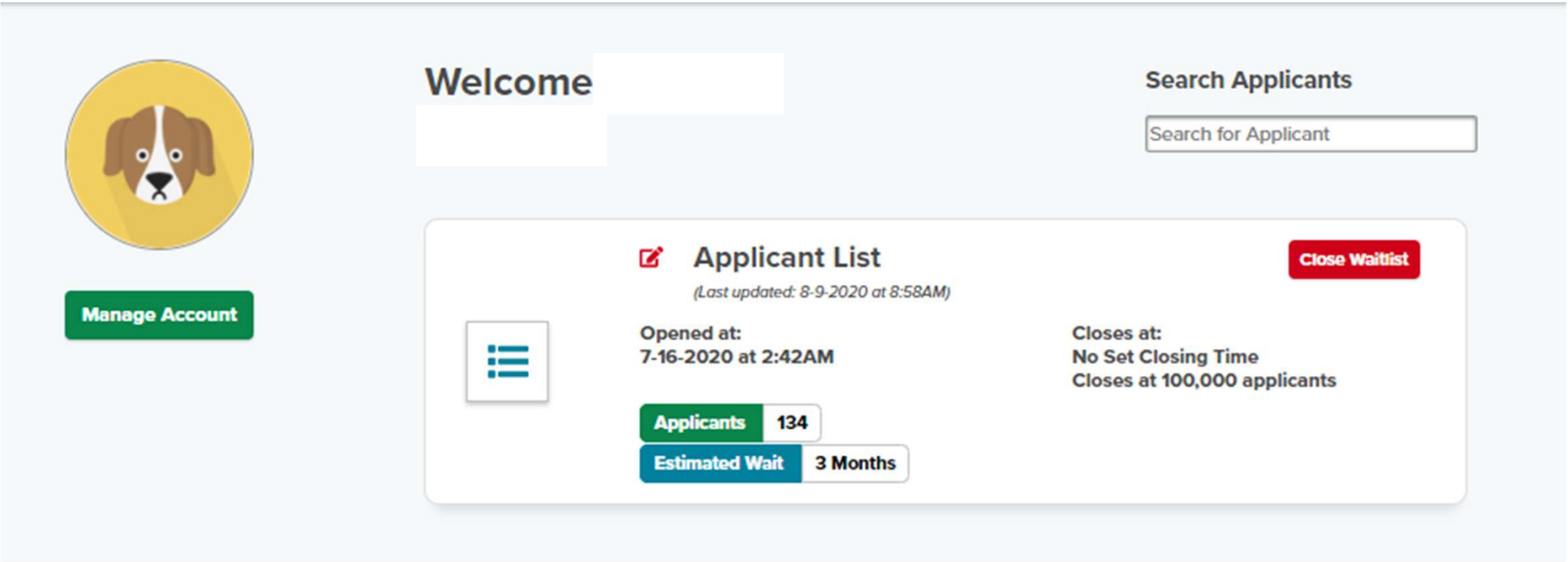
YOUR DASHBOARD

PA
Point of View



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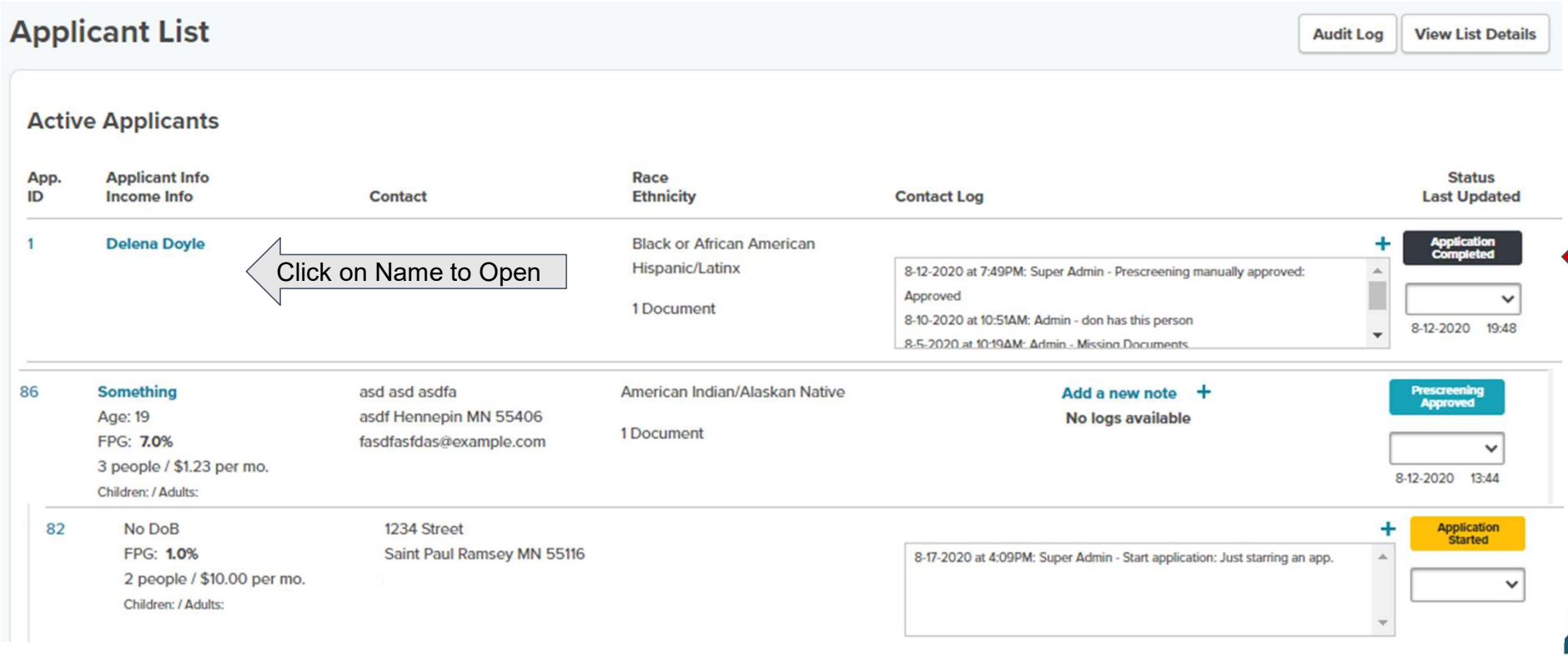
Finding completed application

PA
Point of View



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Begin Verification

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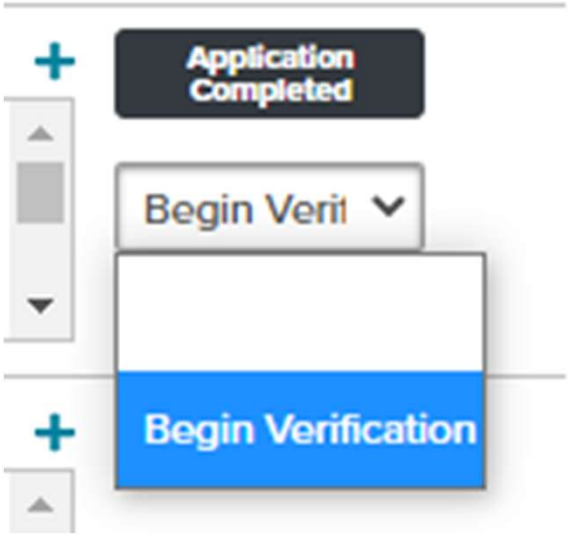
Point of View

Ready to verify?
Change applicant status



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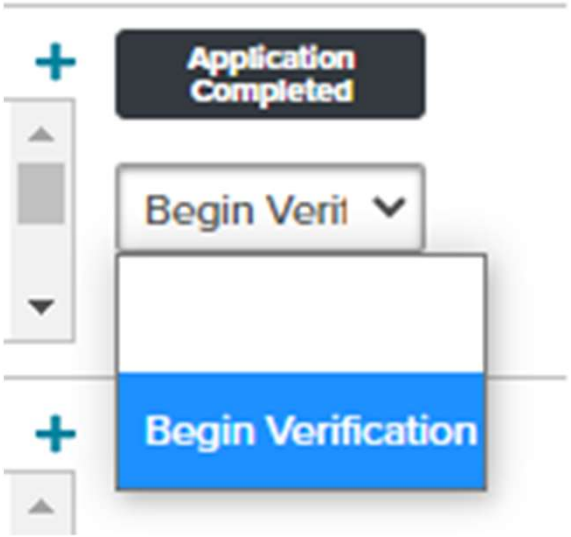
Point of View

Is Application Actually Complete?

1. Identify missing information.
2. Add note to track what is missing.
3. You will need to notify the applicant outside of software.



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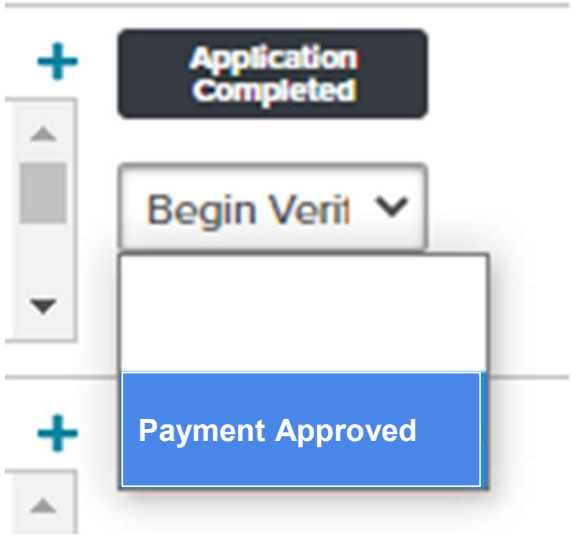
Approve Payment

PA
Point of View

Will work the same way as changing status.



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Service Dates

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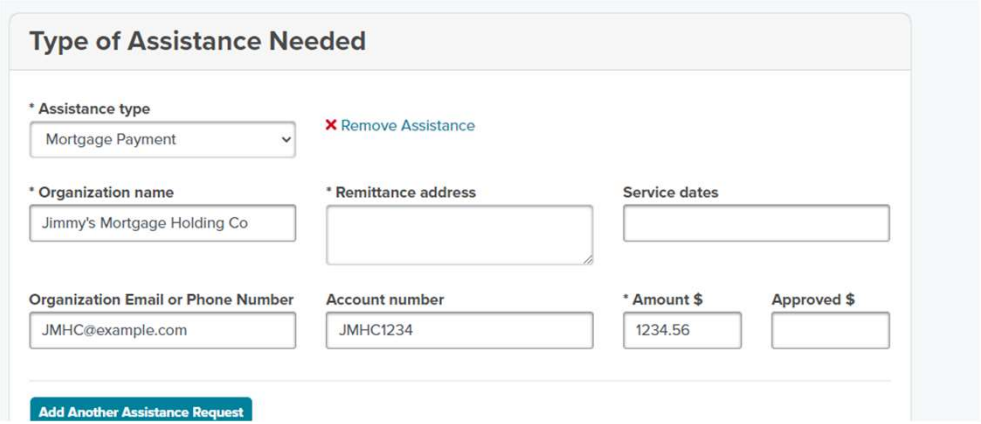
Point of View

1. For each assistance requested, program administrators need to to enter service dates.
2. Will be: “Bill Start Date” and “Bill End Date”



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Adding notes

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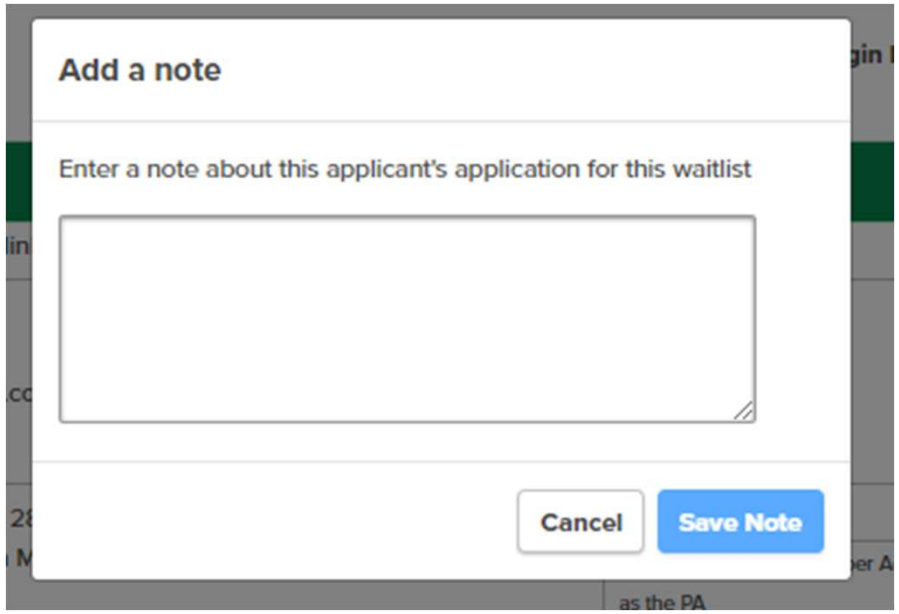
Point of View



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Accessing Help/User Support

PA
Point of View

https://housinglink.helpjuice.com/chap

There will be a link to help/user support at the top of every screen.

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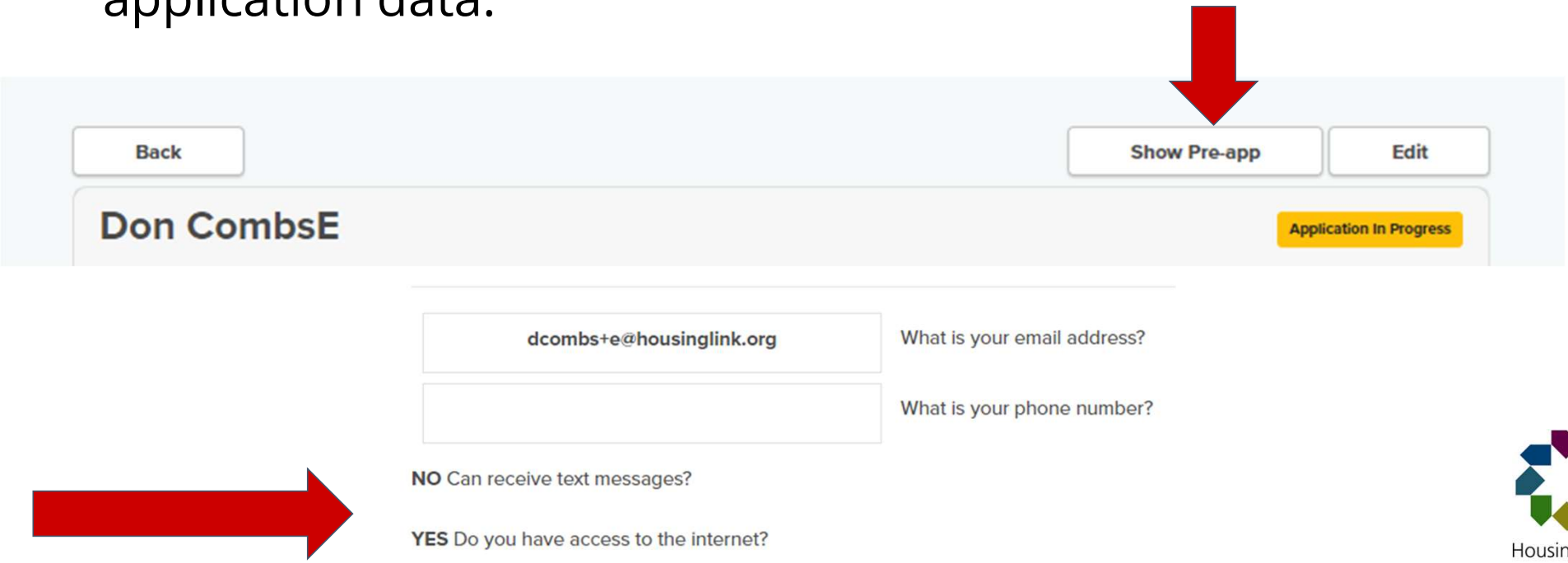
Assisting applicant without Internet

PA
Point of View

Applicants can indicate if they do not have internet access. Their response will be visible in their application data.



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Editing an application

PA
Point of View

Back

Show Pre-app | Edit

C. Archer

Application Completed

Contact Info
C. Archer (Cliona Archer)
300 W First St 105
Waconia Carver MN 55387

(763) 438-6866
cgail555@gmail.com

Date of Birth
8-15-2020
Age: 0

Social Security Number
4264

Optional Housing Status
Has experienced homelessness

Race / Ethnicity
White

Housing Status
Renter

Household Size: 900
Children: 500 / Adults: 400

Household Monthly Income
$2,000.00

Fed. Poverty Guideline %
79.0%

Requested Assistance

Type	Organization Details	Other Details	Amount Requested	Amount Approved
Rental Payment	Housing 123 Anystreet 9524422098	Account #: 123456789 Service Dates:	$2,000.00	

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Attaching files to an application

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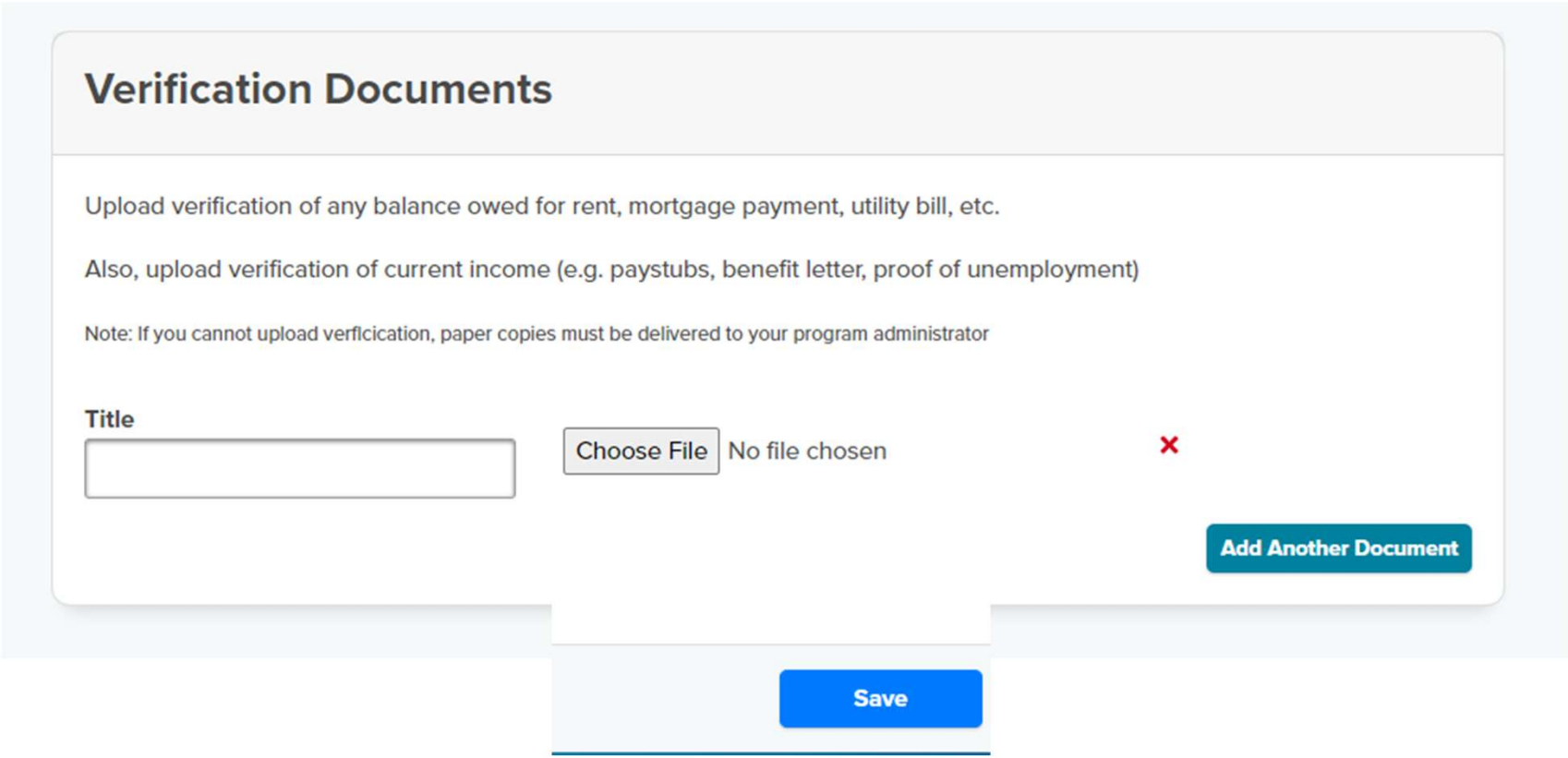
Point of View



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WHEN EDITING APPLICATION: SAVE

PA
Point of View

When an application is approved for payment, the applicant can NO LONGER edit their application.

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More on Editing and Notes

PA
Point of View

With every application edit and add of note, the system records it in audit log.

Applicant Activity

Date	Acting User	Event	Notes
8-18-2020 at 11:21AM	Admin	Applicant Progress Application	• Full Name changed from Delena Doyle to D Doyle

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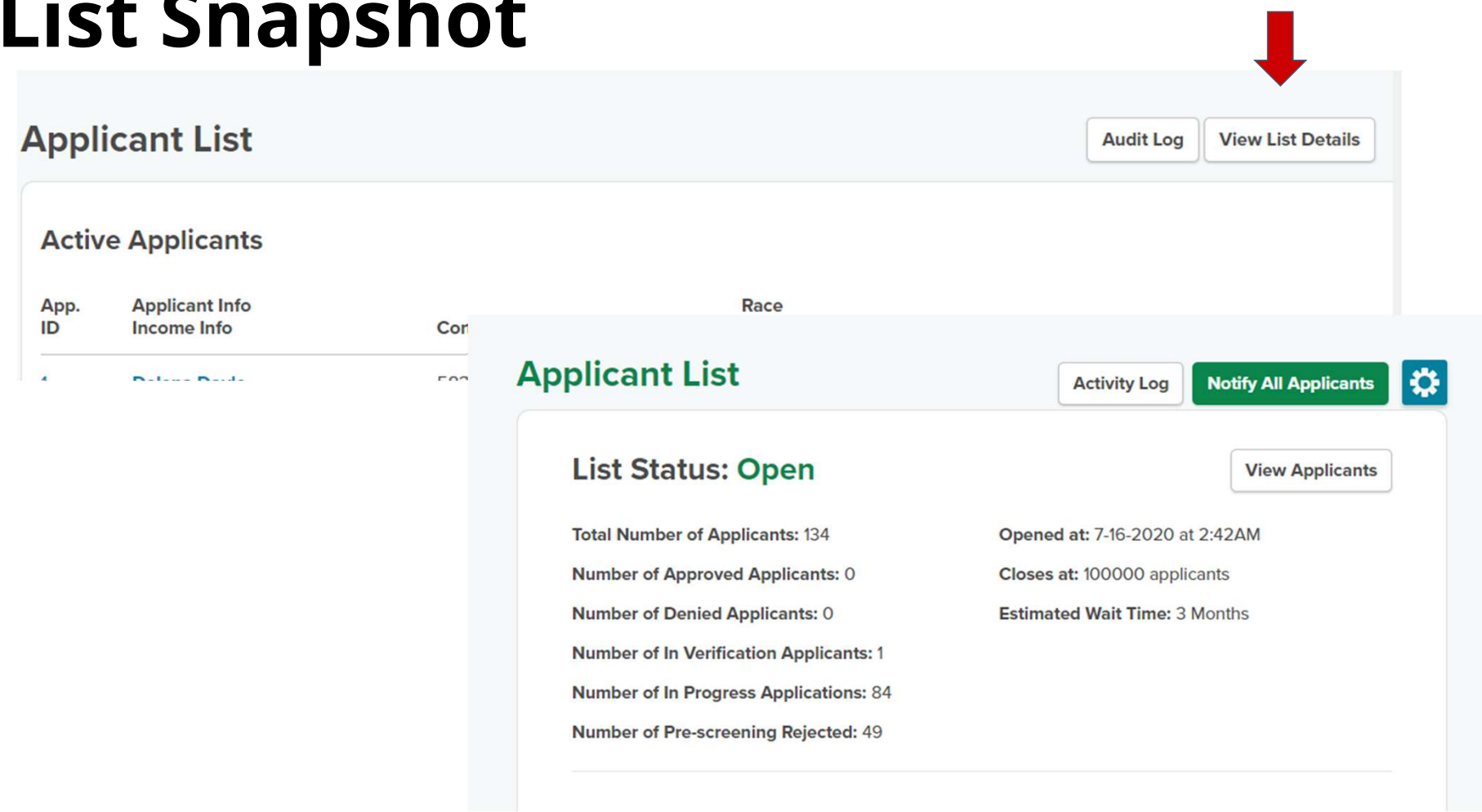
List Snapshot

PA
Point of View



What’s next?

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Point of View

Software is still pending:

- How to download applicant information
- Filter applicant information

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Housing Assistance Application Processing

item 3.04 from Program Guide

PA's are not permitted to stop accepting and processing Housing Assistance applications with the written consent of Minnesota Housing.

3.04 Housing Assistance Application Processing

Grant administrators and subgrantees that process applications are not permitted to stop accepting and processing Housing Assistance applications without the written consent of Minnesota Housing.

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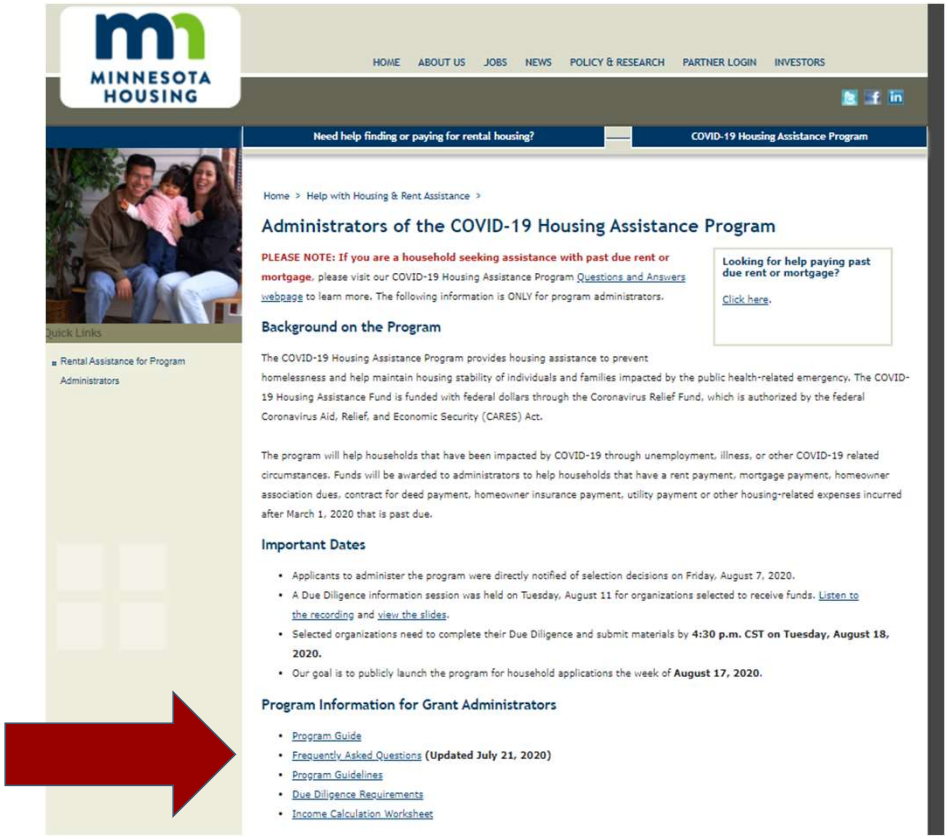
Program Guide and Info for Program Administration

Administrators of the COVID-19 Housing Assistance Program



MINNESOTA HOUSING

HOME ABOUT US JOBS NEWS POLICY & RESEARCH PARTNER LOGIN INVESTORS

Need help finding or paying for rental housing? — COVID-19 Housing Assistance Program

Home > Help with Housing & Rent Assistance >

Administrators of the COVID-19 Housing Assistance Program

PLEASE NOTE: If you are a household seeking assistance with past due rent or mortgage, please visit our COVID-19 Housing Assistance Program Questions and Answers webpage to learn more. The following information is ONLY for program administrators.

Looking for help paying past due rent or mortgage?

Click here.

Quick Links

- Rental Assistance for Program Administrators

Background on the Program

The COVID-19 Housing Assistance Program provides housing assistance to prevent homelessness and help maintain housing stability of individuals and families impacted by the public health-related emergency. The COVID-19 Housing Assistance Fund is funded with federal dollars through the Coronavirus Relief Fund, which is authorized by the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The program will help households that have been impacted by COVID-19 through unemployment, illness, or other COVID-19 related circumstances. Funds will be awarded to administrators to help households that have a rent payment, mortgage payment, homeowner association dues, contract for deed payment, homeowner insurance payment, utility payment or other housing-related expenses incurred after March 1, 2020 that is past due.

Important Dates

- Applicants to administer the program were directly notified of selection decisions on Friday, August 7, 2020.
- A Due Diligence information session was held on Tuesday, August 11 for organizations selected to receive funds. Listen to the recording and view the slides.
- Selected organizations need to complete their Due Diligence and submit materials by **4:30 p.m. CST on Tuesday, August 18, 2020.**
- Our goal is to publicly launch the program for household applications the week of **August 17, 2020.**

Program Information for Grant Administrators

- Program Guide
- Frequently Asked Questions **(Updated July 21, 2020)**
- Program Guidelines
- Due Diligence Requirements
- Income Calculation Worksheet

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COVID-19 Housing Assistance Online Application

MINNESOTA HOUSING

Thank you!

Sue Speakman-Gomez
sspeakman@housinglink.org