COVID-19 Housing Assistance
Online Application

Program Administrators Training
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
How applicants submit information

- Find Information
  - 211
  - MN Housing

- Pre-Application

- Confirm Account

- Complete/Submit Application

More detail to follow on each of these application stages
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?
User can login to their account to see the status of their application.

<table>
<thead>
<tr>
<th>Contact Info</th>
<th>Other: Please specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Status</td>
<td></td>
</tr>
<tr>
<td>Race / Ethnicity</td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latinx</td>
<td></td>
</tr>
</tbody>
</table>

- **Housing Status**: Renter
- **Household Size**: 2
- **Children**: 1 / **Adults**: 1
- **Household Monthly Income**: $10.00
- **Fed. Poverty Guideline %**: 1.0%
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?
Complete/Submit Application

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

* Organization name
Org Name

* Remittance address
123

Optional questions. Check the box to answer YES.
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. pay stubs, benefit letter, proof of unemployment)

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

Title: [ ] Choose File: No file chosen

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

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

The pre-application information is sent to their FULL application.
APPLICATION STATUSES IN SOFTWARE
(Post-Application Submission)

1. Application Started
   - The system will send periodic reminders to complete application.

2. Application Submitted
   - This is the status to look for to see “new applications”

3. Verification in Progress
   - A team member has looked at this information. Check NOTES.

4. Payment Denied or Payment Approved
   - FYI: State developing an appeal process

5. Payment put in Queue for PA Distribution of Funds

Point of View
FOR ADMIN: ACCESSING YOUR ACCOUNT

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.
ADDING A TEAM MEMBER
ADDING A TEAM MEMBER
ADDING A TEAM MEMBER

Invite New Team Members

Email: email@email.com
Name: Julie Johnson
Select Role:
- Select Role
- admin
- manager

Add Another +
Send Invitation
ADDING A TEAM MEMBER

Invite New Team Members

amysinykin+8@gmail.com
Amy SinykinGmail

Enter a custom message to attach to your invitation.

Confirm and Send
ADMIN: Updating Your Information

This screen will also be where you can update:

- any contact information shared with applicants
- Funds available
Updating Your Org

This screen will also be where you can update:

- Edit contact information shared with applicants
TEAM MEMBER: ACCESSING YOUR ACCOUNT

You’ve been invited to MN CHAP

noreply@mnchap.sfo.io via se... 9:32 AM (0 minutes ago)  ⬆️  ⬇️  ⬇️

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 about how it works [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.

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

<table>
<thead>
<tr>
<th>App. ID</th>
<th>Applicant Info</th>
<th>Contact</th>
<th>Race Ethnicity</th>
<th>Contact Log</th>
<th>Status Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Delena Doyle</td>
<td></td>
<td>Black or African American Hispanic/Latinx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>Something</td>
<td>asd asd asdf asdf asdf asdf asdf Hennepin MN 55406</td>
<td>American Indian/Alaskan Native</td>
<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>No DoB</td>
<td>1234 Street Saint Paul Ramsey MN 55116</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on Name to Open
### Begin Verification

#### Don Combs 14
- **Age:** 60
- **FPG:** 184.0%
- **4 people / $40.00 per mo.**
- **Children:** 2 / **Adults:** 2
- Email: dcombs14@housinglink.org

#### Hispanic/Latinx

**Documents:**
8-12-2020 at 9:04AM. Admin. - Completed application. It may be helpful to have a total assistance on the page. It will be needed on the applicant record for reporting, although, if the remittance data is available I could pull it from there, just another manual step... maybe it could happen in the CSV script?

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**Ready to verify?**
Change applicant status
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.
Approve Payment

Application Started ➔ Application Submitted ➔ Verification in Progress ➔ Payment Denied or Payment Approved ➔ Payment put in Queue for PA Distribution of Funds

Will work the same way as changing status.
1. For each assistance requested, program administrators need to enter service dates.

2. Will be: “Bill Start Date” and “Bill End Date”
Adding notes

Add a new note
No logs available

Add a note

Enter a note about this applicant's application for this waitlist

Cancel  Save Note
Accessing Help/User Support

https://housinglink.helpjuice.com/chap

There will be a link to help/user support at the top of every screen.
Assisting applicant without Internet

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

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 verification, paper copies must be delivered to your program administrator

Title

Choose File No file chosen

Add Another Document

Save
When editing an application, save it.

When an application is approved for payment, the applicant can NO LONGER edit their application.
More on Editing and Notes

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Acting User</th>
<th>Event</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-18-2020 at 11:21AM</td>
<td>Admin</td>
<td>Applicant Progress Application</td>
<td>• Full Name changed from Delena Doyle to D Doyle</td>
</tr>
</tbody>
</table>
List Snapshot

Applicant List

Active Applicants

App. ID  Applicant Info  Income Info  Contact Info  Race
---  ------------  ----------  -----------  ----
  1  Doe, John Doe  50K  555-1234  White
  2  Smith, Jane Smith  40K  555-5678  Black
  3  Johnson, Michael Johnson  60K  555-9087  Hispanic

List Status: Open

Total Number of Applicants: 134
Number of Approved Applicants: 0
Number of Denied Applicants: 0
Number of In Verification Applicants: 1
Number of In Progress Applications: 84
Number of Pre-screening Rejected: 49

Opened at: 7-16-2020 at 2:42AM
Closes at: 100000 applicants
Estimated Wait Time: 3 Months

Audit Log  View List Details
Activity Log  Notify All Applicants
View Applicants
What’s next?

Software is still pending:

• How to download applicant information
• Filter applicant information
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.
Program Guide and Info for Program Administration

Administrators of the COVID-19 Housing Assistance Program

Administrators of the COVID-19 Housing Assistance Program

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 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, credit 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 4:00 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
• Researcher's Data Access (Updated July 21, 2020)
• Best Practices
• Due Diligence Requirements
• Income Calculation worksheet
COVID-19 Housing Assistance
Online Application

Thank you!

Sue Speakman-Gomez
sspeakman@housinglink.org