

MEMORANDUM

TO: City Council

FROM: Alfred Lott
City Manager

SUBJECT: Accepting Bid Proposal for Emergency Rental Assistance Program
Administrator: Community Development Block Grant CARES Act
CDBG-CV Funds, R-70-20

DATE: September 21, 2020

BACKGROUND

The March 27, 2020 passage of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), Public Law 116-136, provides \$5 billion in Community Development Block Grant funds to be used to prevent, prepare for, and respond to the Coronavirus (COVID-19). As an entitlement community, the City of Bowie ("City") received \$116,863 in Community Development Block Grant-Coronavirus (CDBG-CV) funds from the Department of Housing and Urban Development (HUD). To expedite the disbursement of the City's new CDBG-CV funds, via 24 CFR 5.110, the CARES Act authorized HUD to grant waivers to the public notice, public comment, and citizen participation plan requirements found in 24 CFR 91.105(2) and (k) and 24 CFR 91.40.

On June 1, 2020, City Council approved an Emergency Rental Assistance Program (ERAP) as one of the projects eligible for funding under the City's CDBG-CV grant. After conducting research with all the multi-family rental properties in the City, and reviewing data related to all single-family rental properties in the City, the Office of Grant Development & Administration produced a plan to create the ERAP. After consultation with other members of the COG Housing Directors Advisory Committee (HDAC), an RFP was developed that incorporated best practices for this type of emergency response to the needs of those most at-risk from the coronavirus pandemic. On September 8, 2020 the RFP was provided to three entities that have extensive experience with this program and the CARES Act HUD CDBG-CV programs. On September 15, 2020 the City received one response from the largest nonprofit housing development and housing counseling firms in the County, Housing Initiative Partnership, Inc. (HIP).

Proposals at the close of the bidding process on September 15, 2020:

Housing Initiative Partnership, Inc.	\$15,500
United Communities Against Poverty, Inc.	No Bid
HomeFreeUSA	No Bid

In its proposal response, HIP states in part, the following:

Housing Initiative Partnership, Inc. (HIP) is an innovative, green nonprofit housing developer and counseling agency based in Prince George's County, Maryland dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve.

HIP believes that every person should have affordable, healthy, and safe housing. To support this mission, HIP has developed many successful housing counseling programs, including Prince George's County's Rapid Rehousing and Emergency Rental Assistance programs.

HIP's proposal contains a budget of \$15,500, which is within the confirmed and approved HUD CDBGG-cv grant for the City.

The Office of Grant Development and Administration recommends that the most responsive and responsible bid proposal, Housing Initiative Partnership, Inc. for \$15,500, be accepted. The total FY21 budget for the CDBG-CV projects is \$116,683 and the Emergency Rental Assistance Program bid is a part of this budget.

I concur with the above recommendation and request your approval of R-70-20.

ADL/JB

**RESOLUTION
OF THE COUNCIL OF THE CITY OF BOWIE, MARYLAND
ACCEPTING A PROPOSAL FOR EMERGENCY RENTAL ASSISTANCE
PROGRAM ADMINISTRATOR FOR THE CARES ACT HUD CDBG-CV
PROGRAM**

WHEREAS, the City of Bowie (City), Maryland is entitled to receive annual Community Development Block Grant (CDBG) Program funds directly; and

WHEREAS, the City Council approved Resolution R-26-18 on May 7, 2018, adopting the City of Bowie Consolidated Plan for Housing and Community Development and on June 1, 2020 adopting the City of Bowie Amended Consolidated Plan and Annual Action Plan for Housing and Community Development for the CARES Act and HUD CDBG-CV grant; and

WHEREAS, on March 27, 2020 passage of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), Public Law 116-136, provides \$5 billion in Community Development Block Grant funds to be used to prevent, prepare for, and respond to the Coronavirus (COVID-19). As an entitlement community, the City of Bowie (“City”) received \$116,863 in Community Development Block Grant-Coronavirus (CDBG-CV) funds from the Department of Housing and Urban Development (HUD). To expedite the disbursement of the City’s new CDBG-CV funds, via 24 CFR 5.110, the CARES Act authorized HUD to grant waivers to the public notice, public comment, and citizen participation plan requirements found in 24 CFR 91.105(2) and (k) and 24 CFR 91.40; and

WHEREAS, on September 8, 2020, the City issued an RFP for an Emergency Rental Assistance Program Administrator, and

WHEREAS, on September 15, 2020, the City received a response to the RFP for an Emergency Rental Assistance Program Administrator from Housing Initiative Partnership, Inc. (HIP) which it deems responsive and responsible, and

WHEREAS, the CARES Act CDG-CV regulations allows the expenditure of CDBG-CV funds for such a program that is consistent with HUD's regulations and rules regarding eligible participants, eligible activities, and national objectives; and

WHEREAS, the CDBG Entitlement has allowed the City of Bowie to leverage additional funds that will assist in the implementation of the Five Year Strategic Plan; and

WHEREAS, the proposed expenditure of CDBG funds is consistent with the CARES Act and HUD's CDBG-CV funding program regulations; and

WHEREAS, the proposed CDBG funded activity meets one of three national objectives, to "provide public services" for low and moderate income residents and others in the City; and

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Bowie does hereby approve proposal of Housing Initiative Partnership, Inc. for \$15,500, which may be further revised by staff in consultation with HIP, as required, attached as Attachment 1 to this Resolution; and

BE IT FURTHER RESOLVED that the City Manager is authorized to enter into an agreement with HIP for the services contained herein.

INTRODUCED AND PASSED by the Council of the City of Bowie,
Maryland at a Regular Meeting on September 21, 2020.

Timothy Adams, Mayor

ATTEST:

Awilda Hernandez, City Clerk



Housing Initiative Partnership



Request for Proposals: Emergency Rental Assistance

City of Bowie

September 15, 2020



**Request for Proposals
City of Bowie
Emergency Rental Assistance**

September 15, 2020

1. Detailed Scope of Work

a. Program Approach and Philosophy

Housing Initiative Partnership, Inc. (HIP) is an innovative, green nonprofit housing developer and counseling agency based in Prince George's County, Maryland dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve.

HIP believes that every person should have affordable, healthy, and safe housing. To support this mission, HIP has developed many successful housing counseling programs, including Prince George's County's *Rapid Rehousing* and *Emergency Rental Assistance* programs.

Based on our experience as a manager for the current Emergency Rental Assistance program, we propose to create a program for the City of Bowie that meets the specifications outlined in Attachment A but streamlines the collection of data and review processes so that tenants in need of assistance can get the help as quickly as possible. We know that both landlords and tenants are anxious and stressed during this difficult time and we believe it's important to give applicants clear instructions that are easy to follow, require only the necessary documentation, and provide multiple access points for completing applications.

We are aware that Montgomery County has obtained permission from the HUD Field Office to allow tenants to self-certify that they have lost income due to COVID rather than requiring substantial documentation. We recommend that the City of Bowie likewise obtain this permission as this will greatly reduce transaction time, cost and tenant stress.



b. Program Design

The City of Bowie program proposes to assist about 75 tenants. In order to reach and qualify that many tenants before the December 31 deadline, we propose that the City, along with HIP, market the program to landlords of multifamily buildings within the City that are not otherwise subsidized with Project-Based Section 8. Because the landlords will be motivated to receive delinquent rent, we believe we can enlist them to identify tenants who are delinquent since April, 2020, and to pre-screen them for rental assistance. HIP will develop simple pre-qualification forms for landlords to use.

We also would encourage the City, through its website, listserve, and other electronic communications, to promote the program to the general public so we can reach tenants living in single family homes or smaller apartment buildings. We recommend opening the application period for a limited time, such as a week, after first advertising the program through electronic channels and after reaching out to individual property managers of multifamily buildings, so that tenants are ready to apply.

From our Emergency Rental Assistance work with Prince George's County, we have seen that tenants are generally several months delinquent in their rent, and that many of them have no current sources of income beyond unemployment insurance, if qualified, once their federal stimulus checks have been spent. We would encourage the City to consider payments larger than the proposed \$1,000 in order to meet the stated goal of maintaining housing stability.

The eligibility guidelines state that applicants can't be "in process of eviction." This should perhaps be changed to read there can't be a court order for possession. Many landlords have filed against tenants, but the actions are currently stayed. We don't want to exclude those applicants.

It will likely take longer than two weeks to notify applicants of award, especially if there is a rush of initial applications. Generally applicants' paperwork is not initially complete and it takes effort and time to get each applicant to submit all required documentation.

Once the application period is open, HIP recommends that multifamily property managers collect the necessary information from tenants and help them complete the applications. We also recommend that tenants be required to self-certify that the information they have provided is correct, and that they have lost income due to COVID. Maryland DHCD recently developed a similar system for its State-financed properties. HIP will work closely with the property managers to review applications for completeness and answer questions. HIP will pick up physical copies of all applications from property managers and scan them into a



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

secure portal or proprietary shared drive that can be accessed both by authorized HIP and City staff.

For individual tenants living in smaller properties, HIP expects it will take the lead in helping tenants complete applications. HIP recommends that the City have someone on staff available to initially confirm that tenants' addresses are within the City limits and to pre-screen them for income qualifications. This can be done by asking applicants to complete a simple form in which they enter the family's current income post-COVID, size of household, and verification that they are delinquent with rent only since April, 2020. HIP will create this form for City use. HIP suggests the form be available on both the City's website and on HIP's website during the application period. After this pre-screening, the City will refer tenants to HIP to help tenants complete their full applications.

For all qualified applicants, HIP proposes to offer individual free counseling to ensure that tenants receive all forms of assistance available to them, such as other State and County programs, utility assistance, and Unemployment Insurance. We also will help tenants negotiate rent payment plans with their landlords and refer them to other agencies that can assist them.

HIP will base its pricing on this proposed scope of work. We recognize that the City may have other capabilities that can assist HIP in the timely implementation of this project, or that the City prefers that HIP assume a broader scope of work than what is proposed here. We expect to negotiate more specific roles and responsibilities depending upon the City's preferences, and that final pricing from HIP may need to be adjusted based on the full scope of work expected.

c. Program Implementation

HIP will designate administrative staff to act as a Rent Assistance Processor to be a final application screener. HIP will need to hire temporary help for this position. For tenants applying through their property managers, the HIP Rental Assistance Processor will review each application with the property manager to ensure completion and address any outstanding questions before the applicant is assigned to a HIP Housing Counselor for review and approval. For tenants applying directly to HIP, the Rent Processor likewise will review applications for completeness before the applicant is assigned to a Housing Counselor. In this way, we will engage housing counselors as efficiently as possible so they can focus on assisting the tenant. The counselor also will build a relationship with the tenant to provide additional counseling services at no charge to the tenant or the City.



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

Housing counselors will contact each applicant through email or phone to go over the application, address any questions, and inform the applicant of the next steps. Once documentation is complete, income is verified, and landlords confirm past due rent, HIP will recommend individual applicants to the City for rental assistance. The City will make payments directly to landlords.

HIP will accept documents either by collecting physical copies from property managers, allowing applicants to upload scanned documents to a secure portal controlled by HIP, or accepting physical documents from tenant applicants. We have found that some number of applicants do not have access to copiers, scanners or smart phones, and that an important service to offer them is to allow applicants to hand copies of their documents to HIP staff at our Hyattsville office during designated hours. HIP staff then scan and copy the documents while the applicant waits, then staff return the originals to the applicant. As a convenience to applicants, we suggest that the City allow applicants to drop off applications to City Hall at designated hours so that City staff may copy them and get them to HIP. We also will permit applicants to come to HIP's Hyattsville office if that is convenient for them. We recognize that these logistics will need to be further defined once we are under contract to provide services.

HIP will maintain a master database of applicants including key information such as address, household size and income, as well as a checklist for application submissions. This database will be shared with the City of Bowie to ensure CDBG program compliance. HIP is an experienced federal contractor and is subject to annual Single Audit requirements.

d. Program Management

Under the direction of Mary Hunter, Director of Housing Counseling, HIP has a seasoned professional staff of HUD-certified housing counselors available to assist tenants. Ms. Hunter recently designed and implemented the Prince George's County Emergency Rental Assistance Program as one of five nonprofit contractors to the County Department of Social Services. In this program, Community Crisis Service, Inc. provides the initial screening of applicants, then refers them to one of six agencies, including HIP, to help applicants complete the necessary forms, review the applications for eligibility, and recommend approval to DSS for payment. While this process is very labor intensive, we are hoping that, by engaging property managers and the City in some of the preliminary outreach and screening, as well as permitting self-certification, that we can develop a more streamlined process.

Housing counselors hold weekly meetings to review progress, identify implementation issues, and trouble shoot problems. The administrative staff assigned to screen applications



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

is key to efficiently processing them, as this eliminates back-and-forth between housing counselors and applicants to complete missing documentation.

HIP anticipates weekly check-ins with City of Bowie staff to review the status of applications and to identify potential issues. While most staff continue to work remotely, we all can be reached through our office phones and email systems, and we all have access to shared files through OneDrive and SharePoint. Clients are able to contact us during regular business hours by calling our main phone or the direct line of specific staff.

e. Plan for Applicant Data & Records Confidentiality, Retention and Security

Staff understands the confidential nature of the materials they handle. HIP has an encrypted email system and subscribes to a secure portal to upload documents. HIP also had a Document Retention policy that requires HIP to maintain client files for three years in a safe and secure location, and to promptly destroy the documents through shredding after that time.

Electronic documents will be retained as if they were paper documents. All electronic files are backed up nightly. HIP engages a professional IT consultant to ensure best practices, timely back-ups, and functioning systems.

f. Additional/Supplemental/Complementary Resources and Services

HIP's housing counselors will provide free individual counseling to all applicants interested in receiving additional services. In particular, we will help tenants negotiate back rent payment plans with their landlords to ensure long-term housing security. HIP has a robust financial capability program and will work with interested tenants in reviewing their financial position, creating budgeting and savings plans, and reviewing ways to improve their credit.

2. Statement of Qualifications

HIP is one of the largest housing counseling agencies in Maryland, with offices in both Prince George's and Montgomery Counties. Since 1988, HIP has been a leading provider of bi-lingual homebuyer education and foreclosure intervention services to families facing mortgage default, with 1,089 served in FY 2020 and more than 16,000 unique clients served since inception.

Our **homebuyer courses** have as a strong emphasis on preparing homebuyers to identify and therefore avoid predatory loans. Our goal is to prepare individuals to achieve long-term and sustainable housing solutions. HIP provides HUD-certified eight-hour first time



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

homebuyer classes in English and in Spanish, as well as in-depth individual counseling to thousands of homebuyers. In FY 2020, HIP served 214 clients directly and another 83 online through *ehome*.

Our Housing Counselors and the Program Director are certified by NeighborWorks as ***Foreclosure Prevention Counselors***. In FY 2020 alone, HIP provided on-on-one in person housing counseling to 331 homeowners. 44% of these homeowners were able to avoid foreclosure through a loan modification, forbearance or a short sale. HIP has been especially successful in helping homeowners obtain loan modifications that significantly lower their effective monthly mortgage payment and allow them to stay in their homes.

HIP's commitment to long term sustainability led the organization to create the ***Financial Capability program*** for homeowners who have received loan modifications. Research has shown that homeowners who are able to stay current with their mortgages for the first year are much more likely to stay in their homes for the long-term.

In 2016, HIP used its Financial Capability program to introduce a ***Rental Counseling*** program, helping very low-income renters find housing they can afford, improve their credit and savings so they can qualify for an apartment, and understand their responsibilities through landlord-tenant laws. In Prince George's County, HIP manages the ***Rapid Rehousing*** program with the County Department of Social Services to provide intensive coaching and assistance over a one-year period to families moving out of homeless shelters into permanent housing. HIP assists an average of 40 formerly homeless families in securing permanent rental housing each year, and provides intensive ongoing case management services for 12 months after the client is housed.

Given this background, HIP was well positioned to be selected as one of six nonprofit social service agencies reviewing and processing applications for Emergency Rental Assistance under the CARES Act. To date, HIP has been assigned over 1,200 cases.

A summary of staff qualifications is as follows:

Maryann Dillon – Executive Director

MBA, Yale School of Management

Masters of Public Administration, Baruch College

Ms. Dillon has over 30 years of experience managing affordable housing development and is responsible for the overall programs and direction of Housing Initiative Partnership, Inc. Ms. Dillon joined HIP on October 15, 2012. Prior to assuming leadership of HIP, she held positions as Director of Real Estate Development at the Housing Opportunities Commission of Montgomery County and as Senior Vice President at Bank of America Community Development Corporation. She has managed over \$315 million in development activity during her career. Ms. Dillon is Vice Chair of the Maryland Affordable Housing Coalition and is the former Board Chair of Housing Association of Nonprofit Developers.



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

Mary Hunter, J.D. – Director, Housing Counseling Program

J.D., Northeastern University School of Law

B.A. in History, Northwestern University

NCHEC Certification in Foreclosure Intervention and Default Counseling

Mary Hunter has been the director of HIP's Housing Counseling program for 10 years. Her primary focus has been to create an efficient and effective direct services program to meet the changing housing needs of low- and moderate-income Maryland residents. Mary has extended HIP's reach by cultivating new public and private partnerships. She was an active member of the steering committee of the Capital Area Foreclosure Network and is currently on the steering committee of the Community Development Network's Housing Counseling Initiative. She is the Board Vice-Chair for the Maryland Consumer Rights Coalition and a board member of the Coalition for Homeownership Preservation in Prince George's County. She was an active member of the Maryland Foreclosure Taskforce convened by Governor O'Malley. Throughout her career, she has worked to increase opportunities for low-to-moderate income families, from protecting the legal rights of migrant workers at Southern Migrant Legal Services to advocating for low-income tenants at Legal Aid Society in New York City. Mary is a licensed Maryland attorney.

3. Detailed Description of Resources Committed to this Project

HIP enjoys a very diversified funding base, with over 30 sources of funds supporting its housing counseling activities. HIP receives support from the Maryland Housing Counseling Fund, Prince George's County DHCD and DSS as well as a number of private foundations. HIP has two well qualified housing counselors serving Prince George's County, both of who have worked for HIP for over ten years, and during the foreclosure crisis of 2008-2012.

Should we be awarded this contract, HIP intends to hire a short-term Rent Assistance Processor to screen applications for completeness and assign them to one of our housing counselors. Bios for our housing counselors and existing Intake Specialist are as follows:

Luis Perez – Bilingual-Certified-Housing Counselor, Prince George's County

B.S., New York University

NCHEC Certification in Foreclosure Intervention and Default Counseling

NCHEC Certification in Pre-Purchase Homeownership Education

NCHEC Certification in Financial Capability



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

Luis has over 25 years' experience in housing and residential lending. He has extensively counseled both pre-homeowners and post-homeowners through various approaches throughout his career; providing homebuyer seminars to community based organizations, churches, realtors, and lenders. Prior to joining HIP, Luis was a Foreclosure/Loss Mitigation Counselor with We Are Family (WAF) Community Development Corporation, a nonprofit counseling organization serving Baltimore County, Maryland.

G. Lee Oliver – Certified Housing Counselor, Prince George's County

B.A. in Business Administration, Ferris State University
NCHCE Certification in Foreclosure Intervention and Default Counseling
NCHCE Certification in Pre-Purchase Homeownership Education
Certified HECM Counselor

Lee Oliver joined HIP in 2011 as a foreclosure prevention and homebuyer counselor. She has completed the required NeighborWorks courses on Foreclosure Intervention and Default Counseling and achieved her certification. She brings extensive experience in the area of foreclosure and real estate law to her work at HIP. Most recently, she worked for two years as a Loss Mitigation Manager at a mortgage servicer. Prior to that, she worked as a Settlement Officer at a title company for four years. She began her career as a foreclosure paralegal and worked in that field for over 23 years. Ms. Lee has also obtained her certification in Pre-Purchase Homeownership Education and teaches HIP's 8-hour homebuyer education classes.

Laura Hernandez – Bilingual Intake Specialist, Prince George's County

Laura joined HIP in December 2017 as an intake specialist. In this role, she provides assistance to staff, schedules and welcomes clients, ensuring that they understand HIP's programs and have all necessary intake documentation, and educates the public on the various programs, workshops, and classes HIP offers. Prior to joining HIP, Laura was a program assistance for Safe Journey House, a crisis residence in Prince George's County.



4. Cost Proposal to Perform Scope of Services

Website/Tech/IT Consultants	\$200
Rent Assistance Processor Salary & fringe, 4-month position (\$20/hour)	\$14,300
Administrative Costs	\$1,000
TOTAL:	\$15,500

5. Proposed Schedule

See following page



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

5. Proposed Schedule

ACTIVITY	First month	Second month	Third month	Fourth month
Create program guidelines and platform	Develop application eligibility guidelines; Create application forms; Engage consultant to develop webpage; Finalize internal program workflow	Revise workflow, as needed	Revise workflow, as needed	Revise workflow, as needed
Hire and train Emergency Rent Assistance Processor	Develop position description; Hire for position	Program Manager provides on-going training to ERA Processor	Program Manager provides on-going training to ERA Processor	Program Manager provides on-going training to ERA Processor
Collaborate with City of Bowie on outreach to property managers	HIP provides program guidelines and application instructions to City of Bowie which will promote the program to the general public to and targeted property managers	Meet weekly City of Bowie staff to review progress and revise processes where necessary.	Meet weekly City of Bowie staff to review progress and revise processes where necessary.	Meet weekly City of Bowie staff to review progress and revise processes where necessary.
Process Emergency Rent Assistance applications	Open application period on October 26 for 1-2 weeks (exact period TBD).	Accept applications and supporting documentation; Review applications and communicate with	Analyze applications and supporting documentation; Approve eligible applicants for one month's rent on a first-	Analyze applications and supporting documentation; Approve eligible applicants for one month's rent on a first-come first-served basis until



Housing Initiative Partnership, Inc. Response to City of Bowie RFP- ERA

		applicant to secure complete documentation.	come first-served basis until fund is exhausted; Work with property managers to forgive additional arrearages or create payment plan.	fund is exhausted; Work with property managers to forgive additional arrearages or create payment plan; Provide Close out documentation and reports to City of Bowie.
--	--	---	---	---



6. References

Renee Ensor Pope

Assistant Director, Community Services
Prince George's County Department of Social Services
805 Brightseat Road
Landover, Maryland 20785
[301.909.6316](tel:3019096316) phone
[301.909.6331](tel:3019096331) fax
Renee.Pope@Maryland.gov

Frank Demarais

Deputy Director, Affordable Housing
Montgomery County
Department of Housing and Community Affairs
1401 Rockville Pike, 4th floor
Rockville, MD 20852
240-701-7456 (c)
Frank.Demarais@montgomerycountymd.gov

Angela Fraser

Program Officer
Office of Community Services Programs
Division of Neighborhood Revitalization
Department of Housing and Community Development
7800 Harkins Road
Lanham, MD 20706
301-429-7516 (office)
410-558-6527 (fax)
pangela.fraser@maryland.gov



APPENDIX A: SAMPLE DOCUMENTS (PG DSS)

Prince George's County Covid-19 ERA Screening Process

1. Step 1: Referrals and Screening

- a. Intake Specialist receives referrals from county and assigns to a Screener.
- b. Screeners sends email to applicant with [Blank ERAP Screening Form](#) and [ERA Document Checklist Client](#), and requests client return ERAP Screening form via email for review.
- c. Screener reviews returned screening forms. If not complete, Screener emails applicant once requesting return of complete form.
- d. Screener makes determination of completed screening forms based on the following self-reported criteria:
 - i. Income Qualified based on household size
 - ii. Loss of income on or after March 5 due to Covid-19
 - iii. Delinquent rent or utilities on or after March 5 **due to** Covid-19
- e. If client passes pre-screening, screener takes the following action:
 - i. Send [Document Submission email](#) with following two attachments
 1. [ERA Document Checklist Client](#) (again).
 2. [Document Submission Instructions](#)
 - ii. Update Covid-19 ERA Client Master Spreadsheet columns AE-AH
- f. If client does not pass pre-screening, screener sends [ERA Ineligible Applicant For Screener form](#) to client, with reason for ineligibility.
 - i. Update Covid-19 ERA Client Master Spreadsheet columns AE-AH and AU-AV

2. Step 2: Document Submission and Pre-Review

- a. Clients submit documents by mail, in-person drop off, or portal upload.
 - i. If Intake Specialist receives emails indicating client wants to upload documents directly into portal, she will create a file in OneHub and shares the link via email.
- b. ERA Specialist receives documents
 - i. Create OneHub file for client if it does not yet exist.
 - ii. Name client documents received with file names to match document checklist descriptions (i.e. "Last Name_Bank Statements"; "Last Name_Lease").
- c. ERA Assistant reviews Master Spreadsheet and OneHub daily to determine date documents are uploaded into client's OneHub folder.
 - i. When documents uploaded, the ERA Assistant:
 1. Emails landlord, copying applicant with request to return Rent Ledger, W-9 and Landlord Form (highlighted sections) via email ASAP.
 2. Conducts Pre-Review using the [ERA Document Checklist Form](#)
 - a. If any documentation is incomplete/illegible, email applicant [Missing Document Letter](#).

- b. Monitor OneHub folders for NEW document submissions.
- c. If documentation complete, upload completed ERA Document Checklist Form into OneHub folder. Notify Program Director that file is complete, and ready for REVIEW.
- ii. Update Covid-19 ERA Client Master Spreadsheet columns AI-AM.

3. Step 3: Review Process

- a. Program Director assigns client to Reviewer. Program Director emails Reviewer name of client, link to the OneHub folder, and updates Master Spreadsheet with assignment.
- b. Reviewer reviews the ERA Reviewer Document Checklist in OneHub folder to verify all documentation has been submitted by client.
- c. Complete ERA Reviewer Analysis
 - i. Complete ERA Reviewer Analysis Form (Steps 1-4)
 - ii. Make a determination
 - 1. Negative Determination
 - a. Send Denial Letter Email
 - 2. Positive Determination
 - a. If client has complete documentation and meets income and delinquency measures
 - i. Call Applicant and complete ERA Application. Upload into OneHub
 - ii. Complete Provider Completion and Official Use Only Document and Upload into OneHub
 - iii. Upload Completed ERA Reviewer Analysis into OneHub
 - b. Email Program Director to notify Application is complete and ready for DocuSign.
 - c. Program Director to email completed ERA Application to client for signature, and Disclosures to client to for signature.
 - d. Program Director uploads signed ERA Application and Disclosures to OneHub
 - e. Program Director refers to County
- d. Reviewer to Update Covid-19 ERA Client Master Spreadsheet columns AN-AP, and AU-AV.
- e. Intake Specialist enters case into HMIS, and refers to county for payment.
- f. When County notifies Intake Specialist that payment is processed, Intake emails applicant with Approval Notice.

**PRINCE GEORGE'S COUNTY CONTINUUM OF CARE (COC)
APPLICATION FOR CRISIS ASSISTANCE**

DOCUMENTATION CHECKLIST: SUBMIT ALL REQUIRED DOCUMENTS TO BE CONSIDERED!

1. Copy of client identification documents
 - ⇒ **Photo ID for applicant**
 - ⇒ **Social Security cards for each member of household**

2. Household income documentation
 - ⇒ **Proof of earned income (ie paystubs) (since February 1, 2020 to prove pre- hardship income and post-hardship income)**
 - ⇒ **Bank statements (since February 1, 2020 to prove pre-hardship income and post-hardship income)**
 - ⇒ **Stimulus checks and tax refunds (if applicable)**
 - ⇒ **Unemployment and unemployment supplemental (if applicable)**
 - ⇒ **Benefit Statements (social security, child support, alimony, pensions, etc.) (if applicable)**

3. Household expense documentation
 - ⇒ **Lease, first page and signature page**
 - ⇒ **Utilities (gas, electric, water)**
 - ⇒ **Mortgage / deed (if applicable)**
 - ⇒ **Car related (loan, insurance and gas) (if applicable)**
 - ⇒ **Cable, internet and phone (if applicable)**
 - ⇒ **Child related (child support and child care) (if applicable)**
 - ⇒ **Credit cards (if applicable)**

4. For Utility Assistance only: utility bills must carry the name of a household member
 - ⇒ **Utility bill with unpaid balance or utility system payment history**