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# ESG-CV HP INTAKE OVERVIEW: PUBLIC

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## Program Overview

ESG-CV HP program provides rental assistance to individuals who:

1. Are affected by COVID-19 (medically or financially),
2. Need rental assistance,
3. Plan to stay in their home,
4. Have a current lease,
5. Are at or under 50% AMI for their county,
6. And can provide documentation showing their need.

Clients can receive up to 3 months in arrears and 3 months ahead in rent.

- Intake staff should work to provide the lowest amount to keep the client housed.
- We are only providing rental assistance with this funding.
- Utility assistance is available through the EAP program.
- This funding is not intended to pay penalties, late fees, damages, deposits, pet fees (unless ADA accommodation), etc.
- This funding is for clients who are staying in their current home, not relocating therefore does not pay security deposits, first month's rent, etc.

## Frequently Asked Questions

### **What do I need to do to apply for rental assistance?**

Go to [www.Indianahousingnow.org](http://www.Indianahousingnow.org) and click the rental assistance link. Complete an application and wait to be contacted by IHCD staff for next steps.

### **I live in Marion County; can I receive rental assistance?**

No, the basic qualifications for rental assistance are an individual or family living **outside** of Marion County.

### **What type of assistance can I expect after I apply?**

Approved clients can qualify for rental assistance from the Rental Assistance Fund or the Emergency Solutions Grant Fund. IHCD staff will review applications and documentations to determine which one a client can receive. Assistance amounts are based on the amount of income a client has for the area in which they live.

### **Who can apply for assistance?**

IHCD rental assistance is available to individuals who:

- Are affected by COVID-19 (medically or financially),
- Need rental assistance,
- Plan to stay in their home,
- Are requesting assistance for their primary residence,
- Have a current lease,
- Meet the income standards,
- Live outside of Marion County,
- Do not currently receive other rental assistance,
- And can provide documentation showing their need.

### **What documents do I need to have ready when I apply?**

The system requires clients to upload a copy of your lease, a copy of your ID, documentation of your income, and your unemployment assistance (if applicable). You will also need to provide your name, address, social security/TIN number, and date of birth for you and anyone else living with you in your household.

### **Who can I contact to follow up on my application?**

All communication will be done via email, make sure to check your spam box or add the generic email address from Submittable to your contacts.

### **When can I expect to hear from IHCD if I am pre-qualified?**

If you are pre-qualified, you can expect to hear from IHCD within 5 business days on next steps.

### **What happens after IHCD pre-qualifies me?**

IHCD will assign your file to a local service provider who will connect with you and your landlord to complete the necessary paperwork and make payment directly to your landlord.

# ESG-CV HP Client File Review Process

## IHCDA Intake Process

### Step 1: Intake Manager Sends Request for Additional Client Info

- Before shifts begin (between 8-9am), Intake Managers should review all ESG tagged clients' SSN/DOB to HMIS to see if client has current assistance. They will also email all clients who are not in HMIS to complete the ESG form in Submittable-this will collect their documents and additional assessment.
- Yes, in HMIS: If current rental assistance, deny client/send HUB information.
- Not in HMIS: Send email to client requesting additional documentation and questions via Submittable email.

### Step 2: Review Domestic Violence (SA, Human Trafficking) Self Certification for Files with Documentation.

- Intake Managers filter system for ESG and DV tags first.
- Yes, fleeing domestic violence: Route client with submitted documentation to Diane and Lori for additional information. Diane and Lori, email client additional DV resources and connect with ICADV list of shelters in area. Contact ICADV with this update.
- No not fleeing but in need of rental assistance: Route to Diane and Lori for assistance through process. Diane and Lori, provide additional resources to victim and continue to next step.

### Step 3: Intake Manager assigns clients as they complete their applications

- As clients complete their files, the Intake Manager will assign completed ESG tagged files to the Intake Workers each day.
  - Assign Spanish speakers to Daniella, assign DV/SA/HT to Lori and Diane.
  - Only completed files should be sent to intake staff for review. A manager can see if a file is completed by filtering for this in Submittable.
  - If a file needs re-assigned the manager should be told by the intake staff and they will assign the file to someone else.
  - Assignments should be made equally based on who is working first.
    - For example, if there are 10 completed files at 8am and 10 staff working shifts that day, each staff member should receive 1 file that day to review.
- Intake Workers will review files in their queue during their shift following steps below.
  - Clients may be deemed ineligible at any of these review steps.
  - Go through all steps and send one email.
  - If ineligible and funds still are available for RAF, reassign client to the RAF team. When RAF funds are exhausted, reassign ineligible clients to the HUB to see if they qualify for other, local resources.
  - File assignments will come through via email. All intake staff should "whitelist" Submittable in the IOT Spam Portal to make sure you receive these emails.
  - Use the checklist form in Submittable to review a client's file.

## Step 4: Review Income Documents for Household

- Review income documents: Income Verifications (third party documentation preferred) such as pay stubs, W2, wage history from DWD Uplink system, etc. Household must be at or below 50% of their county Area Median Income (AMI) to qualify. AMI is a function of household size and income.
- Review AMI: [https://www.huduser.gov/portal/datasets/il/il2020/select\\_geography.odn](https://www.huduser.gov/portal/datasets/il/il2020/select_geography.odn)
  - Once there look up state and county of residence to determine if client is at or below 50% AMI
- Above 50% AMI = Deny client for ESG and route to RAF or send to HUB if RAF is exhausted.
- Yes, all income uploaded and correct AND under 50% for county of residence = Continue to next step
- Documentation not legible or not complete = Contact Client. If do not respond within 5 business days, decline client, and send to HUB.

## Step 5: Review identification documents

- Additional information: Citizenship and/or having identification are not requirements for program participation- or required for file completeness. Any form of identification can be uploaded, check to see if matches client's application. Photos or copies of Military IDs or military issued civilian ID badges should not be requested or maintained as it is a federal offense to make a copy of these documents.
- ID Options: Copy of government issued identification (birth certificate, social security card, drivers' license, passport) that matches name of main applicant. If you note that it is a military ID, please contact the shift supervisor for guidance.
- Yes ID included = move on to next step.
- Documentation not legible or complete = Contact Client. If do not respond within 5 business days, move on to next step and make a note in the file for the HUB.

## Step 6: Review "At Risk" Documentation

- Documentation options: Landlord lease termination letters (vacate within 21 days), Court eviction documentation (vacate within 21 days), Statement that the owner or renter of residence will not allow them to stay for more than 14 days.
- Yes documentation available = Continue to next step
- No legible/complete documentation = Contact Client. If do not respond within 5 business days, decline client, and send to HUB.

## Step 7: Review Rent & Rent Reasonableness

- Review lease for rent amount per month, make sure lease is current and signed. Ensure matches what client communicated in application. If not, make sure to update calculation in checklist.
  - Be mindful of when the lease starts and ends. Lease must be current and signed. If a lease ends before 6 months of assistance, we cannot provide the full six months.

## ESG-Intake Overview: Public

- Rent Reasonableness: Log into Go Section 8 and calculate rent to ensure it is reasonable for that area.
- Yes lease is current and rent is reasonable = Continue to next step
- Yes lease is current but rent is not reasonable = Update clients file to note the amount they are approved for.
  - For example, if the rent reasonable calculation states \$500 is reasonable but the client pays \$600 each month in their lease, the client is only eligible for \$500 of assistance for each month they owe.
- No lease is not current = Contact Client to determine if a current lease is in place. If do not respond within 5 business days, decline client and email denial with HUB information for area. If they do respond but are unable to upload the document, make a note in the clients file for the HUB to collect.

## Step 8: Calculate Pre-Qualified Amount and Email/ Client with Pre-Approval

- Complete table in submittable to document pre-qualified amount.
- Upload files received in email from client.
- Use template in Submittable portal, only communicate with client in portal.
- ***If client is not able to upload required documents, you may pre-approve and communicate the lack of documentation to HUBS.***

## Step 9: Email HUB with Pre-Approval

- Look up location of client and assigned HUB.
- Use template in Submittable portal, only communicate within portal.

## HUB Review Process

### Step 1: Review assigned client file in *Indiana Housing Now* portal

- HUB will receive an email when a client is ready to be reviewed. The submittable system can get caught in SPAM, be sure to approve Submittable emails to avoid this issue.
- HUB should ensure that client is communicated with within 5 business days.
- Within the submittable system there is a checklist that will walk through the below steps.
- Clients may be deemed ineligible at any of these review steps.
  - Local assistance should be provided to any denied client if possible.

### Step 2: Contact Client & Landlord

- Client will have sent an email to landlord when they apply to notify of their application for assistance. HUB can call or email landlord for more information/begin communication.
- Use template in Submittable portal to communicate with the client, only communicate within portal as much as possible.
- If landlord agrees = move on to next step.
- If landlord does not agree = decline client in system. Use decline email in submittable system.

### Step 3: Complete home inspection

- The home inspection form is available in the submittable system and on the Indiana Housing website for use.
- Yes, home passes inspection= Upload completed inspection form and move on to next step
- No = The landlord shall be given a reasonable amount of time to address the deficiency found during the Habitability Standards Inspection, not to exceed 30 days.
  - If landlord does make changes within 30 days, deny client.
  - If makes changes = upload and move on to next step.

### Step 4: Create rental assistance program agreement between tenant and sub-recipient

- Yes, client signs = Move on to next step.
- No client does not sign = Contact Client. If do not respond within 5 business days, decline client and email denial with HUB information for area.

### Step 5: Complete lead-free paint disclosure

- **Additional Information:** The landlord must stabilize each deteriorated paint surface before commencement of assisted occupancy. If assisted occupancy has commenced prior to a periodic inspection, such paint stabilization must be completed within 30 days of notification of the landlord of the results of the visual assessment. Paint stabilization is considered complete when clearance is achieved in accordance with 24 CFR 35.1340. If the landlord does not complete the hazard reduction required by this section, the unit is in violation of Housing Quality Standards (HQS) until the hazard reduction is completed or the unit is no longer covered by a Rental Assistance Payment Contract. Extension of Time: The sub-recipient may grant the landlord an extension of time to complete paint stabilization and clearance for reasonable cause, but such an extension shall not extend beyond 90 days after the date of notification to the landlord of the results of the visual assessment. Notice of Hazard Reduction: When hazard reduction activities are undertaken, the landlord must: (1) Provide a notice to occupants no more than 15 calendar days after the hazard reduction activities (including paint stabilization) have been completed and that also describes the results of the clearance examination. (24 CFR 35.125(b) contains more information regarding the required contents of the notice).

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Maintenance Plan for Ongoing Maintenance Activities: The sub-recipient must work with landlord to develop a maintenance plan which incorporates ongoing lead-based paint maintenance activities into regular building operations.

- The form can be found within submittable and on the Indiana Housing Now website.
- Yes, disclosure completed = Upload disclosure in Submittable and move on to next step
- No = Communicate landlord and grant extension (see above).
  - If landlord never signs = deny client.
  - If does sign after extension = upload and move on to next step.

## Step 6: Pay landlord & Upload Documentation in Submittable.

- Landlord has completed a form in submittable noting if they prefer check or ACH. Review and pay landlord.
- Document this action and any additional documents into Submittable.

## Step 8: Add Client and Assign Service in HMIS

- Complete a “Find Client” search to determine if the client has an existing HMIS Client record
  - If an existing HMIS Client record is found, launch an “Intake” using the existing Client record to enroll the client in the “ESG-CV CARES HP (ES-Region #)” project assigned to your agency for this funding stream in HMIS
  - If no existing HMIS Client record is found, launch an “Intake” and choose “Add a new client”, complete the intake assessments and enroll the client in the “ESG-CV CARES HP (ES-Region #)” project assigned to your agency for this funding stream in HMIS
  - IHCD will add eligible services for the ESG-CV funding and you will want to log those services under this designated enrollment for each client

## Step 9: Submit Claim in IHCD or Communicate

- Follow instructions provided by IHCD claims team to complete.
- If claim amount needs to be changed or updated based on client review, communicate with IHCD staff in submittable.

## Troubleshooting Challenges

*What to do if issues arise:*

- **Submittable Issues:**
  - Contact submittable email or chat with system. Email may take up to 3 days to respond.
- **Call center issues:**
  - This will not be available at the start of the intake process.
  - Once it is live, email the Community Services team via [communityservices@ihcda.IN.gov](mailto:communityservices@ihcda.IN.gov)
    - A staff member will respond within 2 business days.
    - Staff will also compile these issues and make changes to the system as needed.
- **Process or Client Concerns/Issues:**
  - Email the Community Services team via [communityservices@ihcda.IN.gov](mailto:communityservices@ihcda.IN.gov)
    - A staff member will respond within 2 business days.
    - Staff will also compile these issues and make changes to the system as needed.
    - Staff will also create an FAQ and update the manual as appropriate. These items will be made available as updated.
  - In your email please send a screen shot and basic description of issue/how you tried to resolve.

## Appendix B: Domestic Violence Resources for ESG-CV Centralized Intake

A statewide listing of domestic violence programs in Indiana may be found at - <https://icadvinc.org/domestic-violence-programs/>

Who to Call?	Where to Go?
<p>The following numbers are answered confidentially by a live person 24 hours a day, 7 days a week.</p> <p>24-Hour Statewide Hotline: <b>800-332-7385</b></p> <p>Línea directa estatal de 24 horas: <b>800-332-7385</b> Servicios en Español disponible.</p> <p>Videophone (for Deaf &amp; Hard of Hearing Services): 1-317-644-6206</p> <p>For TTY call <b>800-787-3224</b></p> <p>The National Deaf Hotline <b>855-812-1001</b> VideoPhone Open 24 hours/7 days</p>	

### Additional Resources

National Domestic Violence Hotline: 800-799-7233    TTY 800-787-3224  
<http://www.thehotline.org/>

National Suicide Prevention Lifeline: 800-273-8255    TTY 800-799-4889  
<https://suicidepreventionlifeline.org/>

National Sexual Assault Hotline: 800-656-4673  
<https://www.rainn.org/> \*24/7 Live Chat\*

National Child Abuse Hotline: 800-422-4453  
<https://www.childhelp.org/hotline/>

## SAFETY PLAN

- Plan a safe place to go if you have to leave suddenly.
- Plan a primary and backup escape route out of your home.
- Arrange a signal with a trusted friend for when you need help.
- Hide an emergency bag of clothes, medications and important papers like birth certificates, Social Security cards, public assistance cards, protective orders, green cards, etc.
- Carry a fully-charged cell phone.
- Always carry your wallet with some cash, a few checks, bank account numbers and credit cards.
- Hide a set of house and car keys.
- Teach your children to call 911.
- Try to not leave without your children.
- Contact your local domestic violence program for support, to talk about safety planning and information on 24-hour safe shelter.

**If you are in  
immediate danger  
dial 911.**

24-Hour Indiana Hotline  
1.800.332.7385  
TTY 800.787.3224

For a map of all domestic violence  
services in Indiana,  
visit [www.icadvinc.org](http://www.icadvinc.org)

For domestic violence  
and other human services in  
Central Indiana dial 211



Administration  
317.917.3685 or  
800.538.3393  
[www.icadvinc.org](http://www.icadvinc.org)