

## **Emergency Assistance – What Happens After Applying**

### **What does each “application status” in ETO mean?**

- Under Review – the application has been submitted and is waiting review by a staff member.
- Waitlisted – the application has been reviewed and approved – it is waiting for processing. All applications are officially processed once a month (typically mid-month).
- Approved – the application has been fully processed, meaning it was submitted to accounting and a check has been sent to the property manager.
- Denied – the application will not be approved.

### **What happens after a request is submitted?**

- A staff member will review the application. If not all documentation has been submitted, the resident will be contacted for this information.
- Documents are reviewed to ensure they correspond to the amounts listed on the application.
- The application status in ETO is updated based on the outcome.
- For any denials, staff will contact the resident ASAP to notify them.
- Staff are working to also notify residents of approvals more consistently.

### **What should residents expect regarding payment?**

- Payment will be sent directly to property management.
- Payments are sent mid-month (i.e. October funds are sent mid-October).
- Residents will likely receive a late payment notice prior to payment being received. They should keep in touch with property management to inform them they've applied for assistance. Late payment fees will be waived once the payment is processed.
- Residents having a portion of their rent covered should plan to pay their portion on the first of the month.

### **By when should a resident apply?**

- Residents need to apply and submit all documentation by mid-month (of that same month; e.g. October 2021 applications need to be submitted October 13 ).
- The exact date of “mid-month” changes monthly. Residents can call the Prosper Center line (737-717-4000) to check.
- Residents should leave themselves sufficient time to gather & submit all documentation. Applications cannot be processed without all supporting materials.

### **Friendly reminders!**

- Please search for the client in ETO to see if they have an existing profile before adding one. This goes a long way in preventing duplicate entries.
- If it's a client's first appointment with us, be sure to also fill out the Supplemental Intake touchpoint.