Emergency Rent Assistance Program Flow Chart

1. Tenant Completes ERAP Packet.
Tenant receives late notice and ERAP flyer. Tenant visits CMHP webpage and completes Registration Form. Registration form is electronically sent to erap@cmhp.org. Intake checklist items are emailed to erap@cmhp.org by customer.

1.2. Tenant is unable to complete ERAP Packet
Tenant contacts Gina who will then filter assistance request to Jackie Philpott. Jackie will assist the tenant with completing Registration Packet. Completed Registration Packet will then be sent to Gina who will assign to counselor.

2. First Contact (Admin)
Gina receives email of Registration form and intake checklist documents at erap@cmhp.org once completed. Gina will assign tenant to counselor via email.

3. Counselors Role
Counselor has received email from Gina that assigns tenant to them along with the Registration Form and Intake Checklist Items. Counselor will create profile in CounselorMax (Make sure to select ERAP as referral type) Counselor will then reach out to tenant within 24 hours via CMHP cell-phone to conduct budget session and retrieve any missing items from intake checklist.

Did tenant answer?
Yes. If required instruct tenant to email remaining intake checklist documentation items to counselor. Complete budget session and qualify based off of the following:
- **Were they affected by COVID-19?**
- **How were they affected COVID-19?**

Yes, but did not have time to speak with me: Set up a time within 48 hours to speak with customer. Express the urgency of getting the budget session completed. Our goal is to have the customer approved and on to payment within 72hrs.

No: Leave a message for customer to return call immediately. We will contact the customer 3 times. After 3 times send an email to Gina advising customer has been denied for ERAP due to No Response.

4. Budget Session (Approval)
- Complete budget session with Intake Checklist Documentation
- Approve or Deny tenant.
- If approved schedule 1 month follow-up session.
- Update Counselor Max. Create NEW profile in CounselorMax. Select service type as "ERAP"
- Send email to Gina advising of approval with the amount of money they have been approved for, type of job with FT/PT status and employer.

5. Budget Session (Denied)
-Determine why tenant is not qualified. Update Counselor Max with notes. Create NEW profile in CounselorMax. Select service type as ERAP.

-Send email to Erin advising of denial.CC' ERAP email.
- Erin will then forward tenant to in-house team who can look at the possibility of a repayment plan or provide other resources through our partners.

6. Admin
Gina will receive Counselor's email and will update SmartSheet to be sent to Social Serve. Funds will be sent to tenant's property manager within 24-48 hours.

Important items to remember:
1). ERAP does not pay any past due arrears. The assistance is on a month to month basis with up to 2 months of assistance available. The tenant MUST request assistance in the month for which they are due. If tenant needs assistance with May they must contact us again in May once late notices are sent.

2). Customers who are waiting on documents from employers. Please contact us if we are waiting on documents from them after a week. These are situations which we will have to look at individually and decide on whether or not to approve or deny.

3). There are 3 follow-up appointments. Please make sure to schedule the other 2 follow-ups after the first is completed.