Please turn your camera’s on (if possible). We want to make sure everyone is present for this discussion.
All questions/comments are welcome and encouraged. Please raise your hand and your question/concern will be addressed.
MEET THE TEAM

Ismael Colon-Chief Operating Office
Candra Quetant-Accounting Specialist / RRH Coordinator
Precious Edwards- Rapid Rehousing Assistant
Maria Diaz- Rapid Rehousing Assistant
Brennden Colbert- HIC/PIT Quality Coordinator
Patricia De La Cruz-HIC/PIT Intern
ICE BREAKER!

-If you could choose one superpower, what would it be?
PROCESSING TIMELINE

1. Case Manager submits rental request to Community_Resources@Act-CT.Org
2. ACT team member assigns RRH ticket to processor
3. Processing begins
   a. Request could be placed in an approved, pending, or rejected status
4. Updates are given via email (through the ticketing system) to update CM of current status
5. Once rental request is approved, an email notification will be sent to CM
6. Check is uploaded to client’s file in HMIS, and available for CM to view for reference
7. Submission is closed
Rapid Rehousing Fund Request Form

To request rental assistance payment:
1) Complete Financial Service Request in HMIS
2) Upload Fund Request Form & Supporting Documents to HMIS
3) Email HMIS ID to funds@aids-ct.org. Do not send documents via email

- Initial Request
- Monthly Request
- 3 Month Recertification

HMIS ID: __________  CAN: __________  VISPDAT OR NSB: __________  Family: YES or NO

Make Check Payable to: ________________________________
(please use a separate form for each vendor check request)

Property Owner’s Address (Ask ‘Attention To’ if different from above)

Send to: ________________________________
(please use a separate form for each vendor check request)

Household Composition

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship to Head of Household</th>
<th>Sex</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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Funding Source - □ CoC  □ YHDP  □ ODFC

- Rental Assistance
  - Amount Requested: $_________
  - Amount Requested is expected to be on-going
- Security Deposit Assistance (2 months max)
  - Amount Requested: $_________
- Property damage payment
  - Amount Requested: $_________
- Utility Assistance (YHDP Only)
  - Amount Requested: $_________

1. This document needs to be signed by your supervisor.
2. Upload completed document in your clients HMIS profile (files and documents section)
3. This document should indicate if the rental request is an initial, on-going, recert, etc
Financial Service Requests (FSR’s)

1. FSR’s need to be completed prior to submitting a rental request via the ticketing system.
2. Property owner information, mailing address, etc. needs to match the information you submit on a rental request application.
Common Errors (FSR’s)

1. The reference line, needs to mention the month and year, you are requesting assistance for.

2. If/When property is under new management, a new W-9, VAWA, Rental Agreement and FSR needs to be submitted onto HMIS

3. Funding sources need to match on FSR’s in order for payment processing to continue.
1. Name/Business name listed on W-9, needs to match the name/business name on the FSR (Financial Service Request)

2. You cannot list both an individual's SSN (Social Security Number) and a business's EIN (Entity Identification Number) when submitting for a rental payment. It has to be one or the other.

3. When there is a change in property ownership, a new W-9 will need to be submitted with the new property owners info attached.
RRH TICKETING SYSTEM PROVIDER WORKFLOW

Submitting Applications

Send only **ONE** email per HMIS ID

1. EMAIL ADDRESS: community_assistance@act-ct.org
2. Subject Line = HMIS ID + type of Application (Initial, Ongoing, Recert) + Month of assistance + Year
   a. For HPP ONLY = HMIS ID + HPP + type of application (Arrearage, Utility, moving expenses)

You will receive a confirmation email that your submission has been received and a ticket number will be automatically generated

1. ACT Staff will assign your ticket to team member for review
2. When a member of the team is assigned to your ticket submission, you will receive an status update email
Application Statuses

Approved, and submitted to finance for payment processing (no errors)

1. When your submission has been reviewed and approved, you will receive another update that your submission has been forwarded to our finance department.

If pending (errors/missing information)

1. If your submission is pending, for whatever reason, you will receive an email that your submission is pending with detailed information requesting further information to complete the application.
2. You will receive an email every 48 hours until the information has been received.
3. Case managers are responsible for uploading documents on the correct dashboard, and notifying ACT staff, when a pending issue has been resolved.

Rejected Applications

1. If a member of our team identifies an incorrect subject line (no client ID/month/type of application), you will be notified that the ticket will be rejected and will require a new ticket to be submitted.
FINAL STEPS/PAYMENTS

Pending Requests (Errors/Missing Information)

1. If there is a problem with the application: for example, TIN mismatch, Missing paperwork, additional clarification, HMIS ROI release, etc. you will receive an email with detailed information and your ticket will be placed in pending status.

2. You will receive an email every 48 hours until the information has been received.

Hello:

We cannot move forward on your RRH Submission until we hear back from you. Please review the below ticket details and respond to this ticket.

Thank you.

Rapid Rehousing Funds Team
If approved (no errors)

1. Once approved to finance, the FSR will go through a final review from our finance department. Once checks are cut and payments are mailed, ACT staff will upload the checks to the appropriate HMIS dashboard, and you will receive a status update of **Check/Cut Closed**.

2. A team member will release the FSR in HMIS. Once the FSR is released, the status of the FSR will be changed from Pending Approval to Approved. This is the last step in the rental request process.
UTILITIES

1. When submitting a utility request be sure to include:
   a. The Utility Funds Request
   b. Utility Calculation Sheet
   c. Invoice of the utility bill with the account number specified
   d. Financial Service Request (FSR) for Utility Assistance
   e. CoC/YHDP Utility Participant Agreement
   f. If the client opts out of RRH paying the utility company - they would need to provide a w9 to be paid directly. The client will receive a 1099 if they receive funds over $599.00
If there are any questions regarding a request after the ticket has been closed please email funds@act-ct.org not community resource. Community resource email is only for the submission of new requests.

Ex: I need to cancel a ticket submission, I am requesting status on a check, I or a landlord need to pick up a check, Stop payment on a check, I am providing new owner/change of address information, etc.
Support Contact Information

If for any reason you need help or support feel free to contact a member of our team:

Phone: 860-247-2437

Email: funds@act-ct.org

Website: RRH Website