FBTHA Emergency Rental Assistance Program Guide

Public Notice Plan – Use consistent information, definitions, dates, etc.

- Website: Post information, documents, application
  - Ask your tribal Website Manager and other community partners if they will post links to your website
- Radio Station: Public Service Announcements (PSA)
- Newspapers/Newsletters: Advertisements about your program
- Social Media: Post your program information and links to download information, forms, etc.
- Tribal Officials: Prepare a public information packet for their information and to share with the general public.

Application Form and Accessibility

- Review your existing form to determine if it can be amended to capture the data that you need to determine eligibility
- Keep in mind that you will be serving individuals who do not reside in your housing so you may need to amend your intake application to have the required data to determine eligibility for new clients.
- Create a checklist of required supporting documentation needed to determine eligibility (rental lease, copy of delinquent rent notices, delinquent notice from utility company(s), etc.)
- Worksheet for your income eligibility calculations – which you can attach to the application to document eligibility
- Determine how your application will be accessible to the general public
  - Download from website
  - Email an electronic copy of documents
  - Mail application to current tenants (determine if you are going to eliminate those tenants who are over-income)
  - Mail applications per request by applicant
  - Distribute to community partners for distribution
  - Other:
- How will the application be collected/returned
  - Website
  - Dropbox
  - Mail
  - Community Partners

Application Screening Process

- Prepare to process applications thoroughly and efficiently

Staffing Plan

- Determine if you need to hire additional temporary positions to assist with the implementation of your program. You can charge these salaries to the 10% administration allowable costs along with your other costs to administer this program.
  - Screening applications to determine eligibility
  - Verification and coordination of Utility payments
  - Quality Control – verifying/certifying eligibility
  - File Clerk/Support Staff – process, file, etc. applications so you are ready for auditing/monitoring

Communication and Coordination with Partners

- Communicate with your utility companies to discuss process of payments
- Coordinate with your LIEAP program to ensure you are not duplicating services for the same services for the same months. You may want to explore options on how to best leverage both resources. For example: LIEAP pays heating costs and you pay water, sewer, garbage and electricity. There are several scenarios that can be worked out to assist with utility assistance we just need to avoid duplication of services.
- Communicate with your tribal assistance programs to identify how to best serve the families and avoid duplication of services.
- Always ask from cross referrals of potential households that may be eligible for your services.
- Communicate with your State/County Housing Finance Agency (whoever is administering the State's CARES Rental and Utility Assistance Allocated Funds) to set up a system to verify assistance to households living within your service areas. This will ensure there is no duplication of services

Prepare for your Reporting Requirements

- Identify dedicated file storage space for your applications, copies of disbursements, etc.. Organize your files.
- Create a database – even a excel spread sheet that you can track the names of individuals you have provides services to, you can add data from your application that will help you monitor your disbursements, clients, landlords, type of assistance, date of services, etc. This data can be utilized to help prepare your monthly, quarterly and annual narrative reports, program eligibility reports, etc.

- Financial Reports – You may consider setting up a separate chart of accounts for this program so you can easily identify and prepare your monthly, quarterly and annual financial reports.
- Master Calendar of Program Reporting Dates: Create a calendar for the grant period to help you monitor your program report deadlines. Make sure key staff are aware of these reports and dates. File your reports on time. Remember we are scored on competitive grant application on whether we are in compliance with report submissions.