Emergency Rent Assistance Program – CLT Flow Chart

1. PROPERTY MANAGER COMPLETES APPLICATION TO BE CONSIDERED FOR ERAP-CLT PARTNERSHIP.
Interested property management completes application for partnership consideration. Application is approved. Move to onboarding.

1.2
Interested property management completes application for partnership consideration and is denied. Refer partner to Crisis Ministries as a resource for their tenant.

1. TENANT COMPLETES ERAP CLT REGISTRATION FORM.
Tenant receives late notice and ERAP-CLT flyer. Tenant accesses the ERAP-CLT link and completes Registration Form and uploads the required documentation. Registration form is electronically sent and uploaded into Smart Sheet.

1.2 TENANT IS UNABLE TO COMPLETE ERAP-CLT REGISTRATION FORM.
Tenant contacts ERAP-CLT admin who will then filter assistance request to ERPA-CLT assistant who will assist the tenant with completing Registration Form via erapclt.com. Once application is completed the admin will instruct tenant to send supporting documentation to erapclt@cmhp.org
Registration form is electronically sent and uploaded into Smart Sheet.

2. FIRST CONTACT (ADMIN)
ERAP-CLT admin receives email of Registration form and intake checklist documents on the Smartsheet. Once received admin will assign tenant to team member via email. The SmartSheet will then send over all attachments to the team member assigned.

3. COUNSELORS ROLE
Team Member has received email from ERAP-CLT admin that assigns tenant to them. Team Member will create profile in CounselorMax (Make sure to select ERAP-CLT 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-CLT"
- Send email to Admin advising of approval with the amount of money they have been approved for. Make sure to cross-reference the rent roll to confirm rental payment

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-CLT.

-Send email to Erin advising of denial.CC' ERAPclt@cmhp.org 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 (Crisis Ministries or Charlotte Family Housing)

6. ADMIN
Admin will receive Counselor's email and will update SmartSheet to be shared with Social Serve. Funds will be sent to tenant's property manager electronically within 24-48 hour OR a manual check will be mailed.