

WELCOME!!

Training Agenda

Time	Agenda Item	Presenter
9:00am-9:15am	Welcome & introduction, Overview of CERA Program and Partners	Morghan Williams Boydston, OCED
9:15am-9:45am	Portal Demonstrations	Anna O'Toole, OCED
9:45am-10:20am	Review of Application Documents & Requirements	HAWC Team
10:20am-10:45am	Questions/Closing	Morghan Williams Boydston, OCED

WASHTENAW COUNTY CONTINUUM OF CARE (CoC)

GOVERNING BODIES:

CoC Membership



CoC Board

Executive Committee

COMMITTEES:

WHA Operations Committee

Coordinated Entry Oversight & Evaluation

Data & Performance Measurement

Community Housing Prioritization

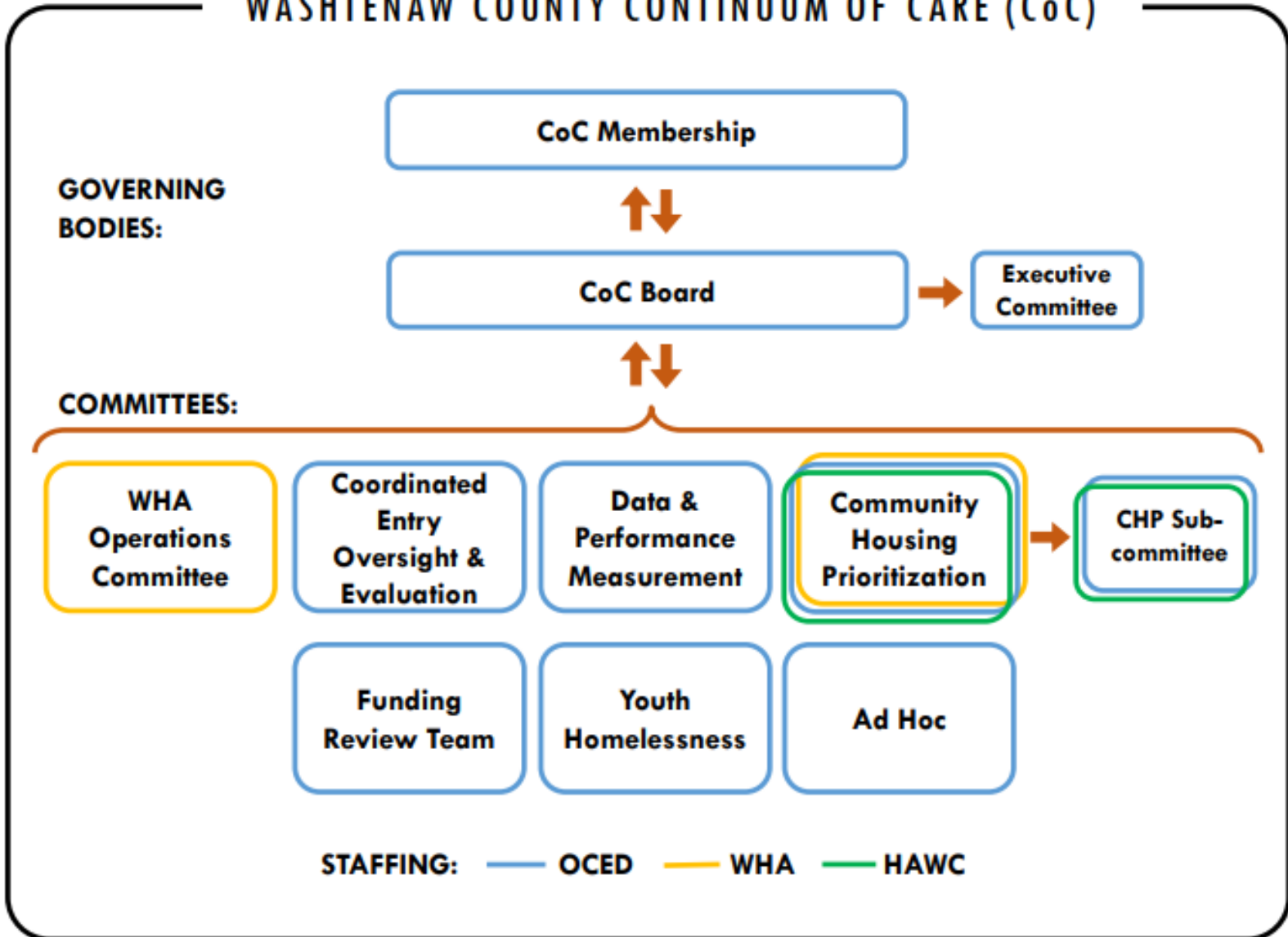
CHP Subcommittee

Funding Review Team

Youth Homelessness

Ad Hoc

STAFFING: — OCED — WHA — HAWC



Emergency Rental Assistance Program

KEEPING FAMILIES IN THEIR HOMES

The Emergency Rental Assistance program makes available \$25 billion to assist households that are unable to pay rent due to the COVID-19 pandemic. The funds are provided directly to States, U.S. Territories, local governments, and Indian Tribes. Grantees use the funds to provide assistance to eligible households through existing or newly created rental assistance programs.

WHAT IS CERA?

WHO IS ELIGIBLE?

CERA serves renter households that have incomes less than 80% of Area Median Income (AMI) who meet the following conditions:

- Individual(s) in the household has qualified for unemployment benefits or has experienced a reduction in household income, incurred significant costs, or has experienced other financial hardship due directly or indirectly to the coronavirus outbreak; and
- Individual(s) in the household can demonstrate a risk of experiencing homelessness or housing instability evidenced by a past due utility or rent notice.


ELIGIBILITY



WHO IS NOT ELIGIBLE?

- Households that have incomes above 80% of Area Median Income.
- Households that cannot show a "COVID-19 hardship" (outlined above) or risk of homelessness or housing instability.
- Households that are homeowners, land contract holders or those that live in commercial properties.
- Renter households that are not behind on either rent or utility bills.

ELIGIBILITY



HOW MUCH RENTAL ASSISTANCE CAN I RECEIVE?


- Up to 50% AMI-up to 12 months of rental assistance
 - Included within the 12 months, 3 months can be used for future rent assistance
- 50-80% AMI-up to 10 months of rental assistance
 - Included within the 10 months, 3 months can be used for future rent assistance
- Tenants may apply for an additional 3 months of rental assistance if necessary, for housing stability

IS THERE ANY LIMIT ON HOW MUCH PER MONTH I CAN RECEIVE?

Yes, the program limit is 150% of the HUD Fair Market Rent based on your home size and county.

I NEED HELP PAYING FOR HOME INTERNET, IS THAT COVERED IN THE PROGRAM?

Yes, a flat \$300 internet stipend is available for households that have home internet and include a recent internet bill/statement in their application package. The \$300 payment will be made to either the Internet service provider or the tenant.



HOW TO SHOW COVID HARDSHIP?

Type of COVID Hardship

Best Documents to Show Proof

Alternate Documents to Show Proof

A member of my household qualified for unemployment after March 13, 2020

Unemployment Monetary Determination Letter OR screen shots from unemployment website showing payments and person's name

Signed letter from applicant stating the time period they received unemployment benefits

A member of my household has had a 10% reduction in income after March 13, 2020

Signed letter from applicant outlining your original hours and pay rate and reduced hours and pay rate during the COVID outbreak

A member of my household has incurred significant costs (over \$500) after March 13, 2020

Signed letter from applicant stating what type and amounts of increased expenses the household incurred during the COVID outbreak

A member of my household experienced other financial hardship (over \$500) after March 13, 2020

Signed letter from applicant stating what type of financial hardship they occurred during the COVID outbreak

LANDLORD PARTICIPATION

WHAT DOCUMENTS WILL THE LANDLORD NEED TO PROVIDE?

Landlords will need to provide:

- Completed CERA Landlord Application
- Copy of the lease (if a written lease was completed)
- Ledger showing tenant's payment history in 2020 and 2021
- W-9
- Verification of court costs, if applicable

MICHIGAN CERA PORTAL & ONLINE APPLICATION

- MSHDA has partnered with Kinetech to create an online process for applying to CERA – available on both laptop and smartphone
 - <https://CERAapp.michigan.gov>
- Portal launched last week and this week staff were granted access to begin processing applications
- Each staff person will serve a role(s) in the application review process:
 - Assigner: will receive applications and assign to a reviewer
 - Reviewer: will review applications for completeness and eligibility, sign and send for processing
 - Processor: finish review of the case and approve or reject
- Staff roles may evolve throughout the next few weeks

MSHDA TRAINING VIDEOS - GENERAL

- Program Overview - 10 Min
- Applying / Intake - 11 Min
- Check Status /Self Serve 1 Min
- Required Documents - 3 Min
- Authenticating Email - 5 Min
- Sorting & Searching - 1 Min
- Warnings - 2 Min
- Handling Paper Apps - 1 Min
- Case History - 1 Min
- Call Center - 1 Min

MSHDA TRAINING VIDEOS - ASSIGNER

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- Assigner Overview- 3 Min
 - Assign to Reviewer - 1 Min
 - Reviewer to Processor - 2 Min
 - Multi-Select - 1 Min
 - Sorting & Searching - 1 Min

MSHDA TRAINING VIDEOS - REVIEWER

- EDP / Other Assistance - 1 Min
- No Income, What to Do - 1 Min
- Need More Info - 3 Min
- Sorting & Searching - 1 Min
- Warnings - 2 Min
- Handling Paper Apps - 1 Min
- Social Security # - 30 Seconds
- Upload Additional Files - 1 Min

MSHDA TRAINING VIDEOS - PROCESSOR

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- Need More Info - 3 Min
 - Approve a Case - 2 Min
 - Fiscal Overview - 2 Min
 - Sorting & Searching - 1 Min
 - Warnings - 2 Min

NEXT STEPS FOR PORTAL TRAINING AND ACCESS

- Obtain access to the portal
 - Account Credentials recently distributed for some staff. Check SPAM folder if you did not receive it. If you have not received account credentials, notify our supervisor.
 - Select email link & reset password
 - Complete Multi-Factor Authentication / login
- Review Training Videos
- Practice submitting applications via the CERA test site:
mi.govtech.kinetechcloud.com
 - [Applying/Intake video](#)



CERA Application and Required Documents

Required Documents

Notice of past due rent

ID for Head of Households

Income documents for members of the household 18+

Copy of lease (if written one is available)

Utility and Internet Bills if applicable

Documentation of Covid Hardship

- Proof of Unemployment or Signed Covid Hardship letters

Leases and Ledgers

Compare

- Compare both documents together to ensure correct amounts are being charged to the tenant

Help

- Leases can help determine fixed charges that can be included in the monthly rental amount
 - car ports, insurance waivers, etc.

Match

- Late fees need to match guidelines listed in lease

Help

- Ledgers can help determine what charges can be assisted with and which ones should be removed following CERA participation guidelines

Calculating and Verifying Income and Worksheets

Names and Gross
income amounts need
to be available on all
income
documentations

Income can be
calculated in the
income worksheet
imported into the Cera
Program Worksheets

If tenants cannot
provide a proof of Zero
income self declaration
will be accepted

Settlement Statements/ CODS

Settlement statements are used in cases that have not yet been filed with the court.

Worksheets can be sent to either tenants or landlord counsel and a COD can be drafted following the guidelines of CERA for payment

Use the proper settlement statement when payments are being made directly to landlord/ utility providers or the tenants