

CHRP Partners Meeting – Biweekly Meeting

August 6, 2020

Welcome

Please take a moment to change your Zoom display name to your first and last name followed by the agency you are here representing.

1. Click on the “participants” button at the bottom of your screen
2. Hover your mouse over your name (tap if on mobile) until the “More” button appears
3. Click on “More,” then “Rename”
4. First Name Last Name, Agency (Irene Marsh-Elmer, Lake County Community Development)

If you have questions at any time, please type them in the chat box.

Thank you!

Introductions

- Irene Marsh-Elmer - imarshelmer@lakecountyil.gov
- Danielle Selvais – dselvais@lakecountyil.gov
- Louis Figueroa – lfigueroa@lakecountyil.gov

Vouchers
and
Reporting

Program
Updates

News
regarding
other
programs

Questions

Agenda

Vouchers and Reporting

Agencies must submit a monthly report by the 7th of each month. Monthly reports include:

- Voucher cover sheet
- Voucher backup documentation
- ServicePoint Client Served Report
- Townships must also include a Township Emergency Assistance Report

If project delivery cannot be reported on the voucher by the 7th, agencies may submit a separate project delivery voucher after the 7th, no later than the end of the month.

Voucher Cover Sheet

- Voucher Template available at <https://www.lakecountyiil.gov/4476/Lake-County-COVID-Housing-Relief-Program> under “Documents”
- Make sure to fill in all fields.
- Your account number starts with CRF. Your account number will be on your contract.
- If you have no expenditures for a month, please submit a Voucher showing \$0 in expenditures.

Voucher Backup Documentation

- Application for each household where a payment was made
- *Backup documentation does not need to be submitted*
- *If the client is a return client, both the Self-Certification for Continued Assistance and original application should be submitted.*
- Landlord Verification Form
- Project Delivery Costs
- *Timesheets showing staff time spent on CHRP*
- *Payroll showing dollar value of staff time*
- *Receipts for other expenditures*
- *May be submitted on separate voucher after the 7th*

ServicePoint Client Served Report

- Instructions available at <https://www.lakecountyil.gov/4476/Lake-County-COVID-Housing-Relief-Program> under “Documents”
- Information in Client Served Report should match funding amounts reported on voucher
- When entering a service in ServicePoint, make sure that the service date is the same day it was paid

Township Emergency Assistance Report

- Townships received email with report template. It will also be available on the website.
- Monthly report will ask about Emergency Assistance spending compared to the prior year.
- Report will ensure that townships are supplementing their own Emergency Assistance programs rather than replacing them.

Program Updates

- Confirming assistance with utility companies – providers can either call to confirm amounts or check via the utility company’s online portal
- Assisting clients when eviction cannot be avoided – when an eviction cannot be avoided, providers can provide security deposit/first month’s rent instead of arrears
- Eligible Project Delivery costs – providers can charge DocuSign or other electronic signature platforms as a project delivery cost (as long as this is a new expenditure for the purposes of CHRP)
- Late Fees – reasonable late fees may be an eligible expense

North Shore Gas Payment Assistance

- New Bill Payment Assistance Program (BPAP)
- For all customers who received LIHEAP or Share the Warmth since October 2019 and have a past due balance
- A credit of up to the customer's arrearage or \$300, whichever is less will automatically be applied to the customer's account
- Eligible customers who have not yet applied for LIHEAP or Share the Warmth may still be eligible for BPAP if they sign up for these programs now
- Customers with remaining arrears should call 866-556-6004 to set up a payment plan

ComEd Bill Pay Assistance Program

- For LIHEAP customers with a past due balance
- Will begin on July 31, 2020 and run through December 31, 2020 or when program funds are exhausted, whichever occurs first.
- Funds are first come first served
- Customers will receive a credit for the customer's past due balance up to \$500
- Customers who have not yet applied for LIHEAP may apply after being approved for LIHEAP
- Customers can apply at:
<https://www.comed.com/MyAccount/CustomerSupport/Pages/BillAssistanceForm.aspx>

IHDA Emergency Rental Assistance (ERA) Program









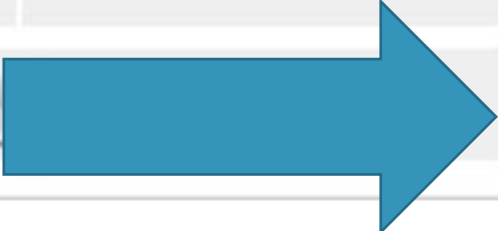
- Applications will be accepted August 10 – August 21 (may close early if reach capacity).
- Applicants will know if their application was approved 3 weeks after the application closes. If they are not approved, they may apply for CHRP.
- It is very important that residents do not receive assistance through both programs for the same months! Make sure the client knows, by signing either application they are certifying that they have not received assistance from other programs.
- Clients that accept CHRP will be ineligible for ERA. If a client receives ERA and continues to need assistance in the future, they may apply to CHRP when that assistance is needed.
- If a client chooses to apply to ERA, you may refer them to an ERA partner.
- <https://era.ihda.org/>

IHDA Emergency Mortgage Assistance (EMA) Program

- Launching August 24
- If you have clients seeking mortgage assistance, please let them know this program is available.
- Some EMA partners will be available on the ServicePoint Referral Network and can receive electronic referrals.
- <https://ema.ihda.org/>

Reminder

When sending a referral, please make sure to check the box so that the receiving agency is notified via email

Referral Data	
Needs Referral Date *	06 / 14 / 2017    10 : 41 : 49 AM
Projected Follow Up Date	/ /   
Follow Up User	Mano A Mano- Information & Referral (2393)  -Select- 
	<input type="checkbox"/> Check to notify ServicePoint Providers by Email.

Questions?



Reach out to Irene Marsh-Elmer at
imarshelmer@lakecountyil.gov