

CHRP Partners Meeting – Biweekly Meeting

August 20, 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.

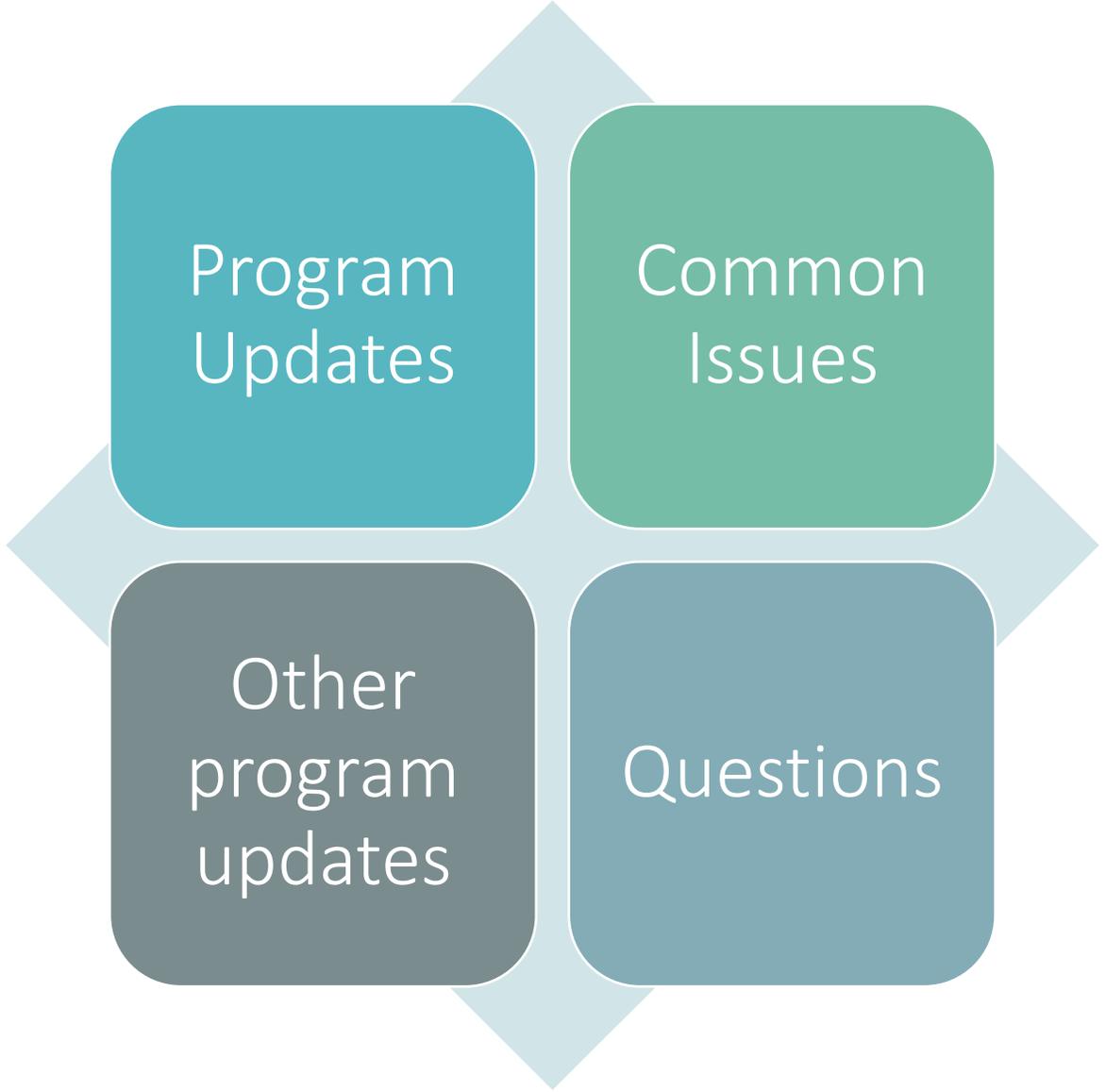
1. Click on the “participants” button at the bottom of your screen
2. Hover your mouse over your name (tap if on mobile) until the “More” button appears
3. Click on “More,” then “Rename”
4. First Name Last Name, Agency (Irene Marsh-Elmer, Lake County Community Development)

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



Program
Updates

Common
Issues

Other
program
updates

Questions

Agenda

CHRP Updates

- CHRP may serve clients with up to **six months** of assistance
- 211 is now conducting intake over the phone prior to sending a referral
- Flyer is now available in both English and Spanish (available on website)
- Website has been updated to be more user friendly to residents

New website

- Same URL: <https://www.lakecountyil.gov/4476/Lake-County-COVID-Housing-Relief-Program>
- Provider documents are now on the sidebar on the right side of the screen
- Flyers are at the top in English and Spanish

Common Issues and fixes

1. Adding a service without selecting a household
2. Adding a service without selecting a funding source
3. Client Served Report does not match agency expenditures
4. Referral is missing a phone number
5. Referral is not appropriate for your agency/services

1. Adding a Service – Household

- Make sure to check the box next to the household

Add Service

▼ **Household Members**

 **To include Household members for this Service, click the box beside each name. Only members from the SAME Household may be selected.**

(1) Female with children 

[\(5\)_Jacobsen,_Melissa](#) (Primary Client)

[\(6\)_Jacobsen,_Henry](#)

[\(7\)_Jacobsen,_Kristen](#)

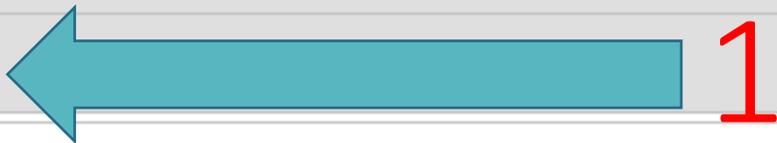
2. Adding a Service – Fund Source

- Make sure to “add funding source” and select CHRP

Apply Funds for Service

Funding Sources

| Source | Amount |
|---|---|
| <input type="button" value="Add Funding Source"/> | <input type="button" value="Calculate"/> Total: \$0.00 |



 CDBG - waukegan

 COVID-19 Housing Relief Fund (CHRP)

 DFCCA



2. Adding a Service – Fund Source cont.

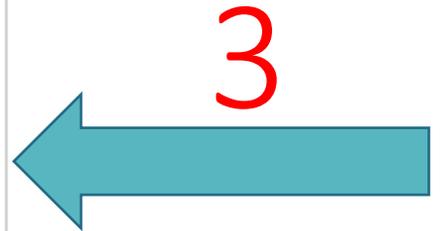
- Make sure to enter the dollar amount

Apply Funds for Service

Funding Sources

| Source | Amount |
|---|-------------------------|
|  COVID-19 Housing Relief Fund (CHRP) | \$ <input type="text"/> |

Total: \$0.00



3. Client Served Report does not match expenditures

The Client Served Report should match actual expenditures for that month. If it does not match, it could be that:

- The funding source was entered incorrectly or left blank
 - it should be entered as CHRP
 - The dollar amount should be entered
- The service date was recorded incorrectly
 - it should be the date the service was paid to the landlord or utility company

How do I know if I entered funding sources correctly?

- Run a Client Served Report
- For the funding source, do NOT select a funding source from the dropdown
- Scroll to the bottom of the report. There should be up to 3 Service Types: Rent Payment Assistance, Electric Service Payment Assistance, Gas Service Payment Assistance
- Under Funding Source, all three should say “COVID-19 Housing Relief Fund (CHRP)”
- If any say “N/A” this means that no funding source was selected

Incorrect

- Service Type includes two rows for “Rent Payment Assistance”
- Funding Source for one of these rows is “N/A”
- Also, funding source for Electric Service Payment is “N/A”

| SERVICE COUNT | | | |
|--|-------------------------------------|-----------------------|-----------------------|
| Service Type | Funding Source | Total Referral | Total Provided |
| Electric Service Payment Assistance (BV-8900.9300-180) | N/A | 0 | 1 |
| Rent Payment Assistance (BH-3800.7000) | COVID-19 Housing Relief Fund (CHRP) | 0 | 4 |
| Rent Payment Assistance (BH-3800.7000) | N/A | 0 | 20 |
| Total (Service Types: 2, Funding Sources: 1) | | 0 | 25 |

Correct:

- Service Type appears once
- Funding Source indicates CHRP

| SERVICE COUNT | | | |
|---|-------------------------------------|-----------------------|-----------------------|
| Service Type | Funding Source | Total Referral | Total Provided |
| Rent Payment Assistance (BH-3800.7000) | COVID-19 Housing Relief Fund (CHRP) | 0 | 25 |
| Total (Service Types: 1, Funding Sources: 1) | | 0 | 25 |

How do I know which clients were entered incorrectly?

- You may be able to tell which were entered correctly or incorrectly by adjusting the dates of the report
- You can adjust the dates and click “Build Report” without needing to enter other information again

| | |
|--|--|
| | <input type="button" value="Remove"/> |
| Served Date Range | <input type="text" value="07"/> / <input type="text" value="01"/> / <input type="text" value="2020"/>    to <input type="text" value="08"/> / <input type="text" value="20"/> / <input type="text" value="2020"/>    |
| Served Before Date Range (Old client count) | <input type="text"/> / <input type="text"/> / <input type="text"/>    to <input type="text"/> / <input type="text"/> / <input type="text"/>    |
| Treat Open-Ended Services/Referrals as 1-day Services | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Legal Adult Age | <input type="text" value="18"/> |
| <input type="button" value="Build Report"/> <input type="button" value="Print"/> | |

How do I know which clients were entered incorrectly? continued

- You may be able to tell which were entered correctly or incorrectly by viewing the total cost

| | | | | | |
|---|-------------------------------------|----------|-----------|------------------|----------------|
| Rent Payment Assistance (BH-3800.7000) | COVID-19 Housing Relief Fund (CHRP) | 0 | 1 | \$645.00 | \$645.00 |
| Rent Payment Assistance (BH-3800.7000) | N/A | 0 | 1 | \$0.00 | \$0.00 |
| Total (Service Types: 2, Funding Sources: 1) | | 0 | 39 | \$2285.63 | \$58.61 |

How do I know if I entered service dates correctly?

- Run a Client Served Report
- Compare the dates that services were paid to the dates on the Client Served Report

Example: Run a report for 8/1/2020-8/8/2020. Compare that to the applications paid that week. If any are missing from the report, you know which client's service dates need to be adjusted in ServicePoint.

How do I fix it?

- Search the client in ClientPoint
- On the client's Summary page, look for the Services dashlet
- Click the pencil next to the service
- Make necessary changes, save & exit



| Services | | | |
|---|------------|----------|--|
| | Start Date | End Date | Provider |
|  | 08/20/2020 | | ZION TOWNSHIP - Lake County COVID-19 Housing Relief Program (CHRP) |

[Add Service](#) [Add Multiple Services](#) Showing 1-1 of 1

4. Referral is missing a phone number

- If you receive a referral with a missing phone number, please email me at imarshelmer@lakecountyil.gov with the Client ID and the referring agency

5. Referral is not appropriate for your agency/ services

- If the client is in the office with you, they can sign a ServicePoint authorization and you can send an electronic referral to the right agency
- If the client can not sign the form, you can give the client the phone number of the agency or ask them to call or text 211
- If they have already filled out the application, they do not need to fill it out again
- The same applies if the referral or client is not for CHRP

Updates from other programs

- IHDA Emergency Rental Assistance deadline extended to August 28
- All three utility companies have Bill Pay Assistance Programs

IHDA Emergency Rental Assistance (ERA) Program – Deadline Extended to August 28

- Applications will be accepted August 10 – **August 28** (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/>

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

Nicor Gas COVID Payment Assistance

- New Bill Payment Assistance Program (BPAP)
- For all customers who received LIHEAP or Nicor Gas Sharing Program
- A credit of up to \$300
- Eligible customers who have not yet applied for LIHEAP or Gas Sharing Program may still be eligible for BPAP if they sign up for these programs now
- <https://www.nicorgas.com/residential/billingandpaymentoptions/energy-assistance-programs.html>

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>

Questions?



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