

# FERA Provider Instructions

Last Updated 3/26/21

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[Introduction](#)

These instructions are meant to provide guidance to FERA providers who are entering client information into ServicePoint. Instructions include the steps for each aspect of ServicePoint. In each section below, you will find step-by-step instructions followed by a version of the step-by-step instructions that includes a screen capture of that step.

## Section 1: ServicePoint

### Start to Finish Overview of Process

Overview of workflow process from start to finish – without a referral

1. Receive JotForm application with ServicePoint authorization, which permits you to enter the client’s information into ServicePoint.
2. Log in to ServicePoint and check that the client does not already have an entry to another FERA provider. If they have an entry, it will appear on the Client Profile in the Summary Tab.

Entry/Exits			
Program	Type	Entry Date	Exit Date
LAKE COUNTY HOUSING AUTHORITY - Federal Emergency Rental Assistance (FERA)	Basic	 03/26/2021	

Add Entry / Exit      Showing 1-1 of 1

- a. If they do have an open entry with another FERA provider, you will have to **add an entry and an exit** for the client at the same time to indicate that you received the application but are not moving forward with it because the client is already working with another provider.
  - b. If they do not have an entry, you may move forward with the process.
3. Review the application and confirm the client is eligible, all supporting documentation is present, etc.
  4. **Create an entry** (instructions included in this document). If the client is not already in the database you may need to **add a client** (instructions included in this document). If the household is not already on the client’s profile, you may need to **create a household** (instructions included in this document).
  5. Once you have confirmed the rent and/or utility amounts with the landlord and/or utility companies and are ready to pay the service, **upload approval form** (instructions included in this document).
  6. Once the approval form has been uploaded, **create an exit** (instructions included in this document).

Overview of workflow process from start to finish – from a referral

1. Log in to ServicePoint and view the referral on your dashboard.
2. Call the client and **complete the referral** (instructions included in “SPRN Receiving a Referral” document).
3. Log in to ServicePoint and check that the client does not already have an entry to another FERA provider. If they have an entry, it will appear on the Client Profile in the Summary Tab.

Entry/Exits			
Program	Type	Entry Date	Exit Date
LAKE COUNTY HOUSING AUTHORITY - Federal Emergency Rental Assistance (FERA)	Basic	 03/26/2021 	

Add Entry / Exit      Showing 1-1 of 1

- a. If they do have an open entry with another FERA provider, you will have to add an entry and an exit for the client at the same time to indicate that you received the application but are not moving forward with it because the client is already working with another provider.
- b. If they do not have an entry, you may move forward with the process.
4. Receive JotForm application with ServicePoint authorization, which permits you to enter the client’s information into ServicePoint. Review the application and confirm the client is eligible, all supporting documentation is present, etc.
5. **Create an entry** (instructions included in this document). If you received the referral from 211, many of the fields will already be filled in.
6. Once you have confirmed the rent and/or utility amounts with the landlord and/or utility companies and are ready to pay the service, **upload approval form** (instructions included in this document).
7. Once the approval form has been uploaded, **create an exit** (instructions included in this document).

Overview of workflow process from start to finish – if application is not approved

1. Receive JotForm application with ServicePoint authorization, which permits you to enter the client’s information into ServicePoint.
2. Log in to ServicePoint and check that the client does not already have an entry to another FERA provider. If they have an entry, it will appear on the Client Profile in the Summary Tab.

Entry/Exits				
Program	Type		Entry Date	Exit Date
LAKE COUNTY HOUSING AUTHORITY - Federal Emergency Rental Assistance (FERA)	Basic		03/26/2021	

Add Entry / Exit      Showing 1-1 of 1

- a. If they do have an open entry with another FERA provider, Skip to Step 4.
3. Review the application and confirm the client is eligible, all supporting documentation is present, etc.
  - a. If the client is determined ineligible, cannot gather documentation, or is not approved for any other reason, continue to step 4.
4. **Create an entry** (instructions included in this document). If the client is not already in the database you may need to **add a client** (instructions included in this document). If the household is not already on the client’s profile, you may need to **create a household** (instructions included in this document).
5. **Create an exit** (instructions included in this document).

Steps 1-5 can, in some cases, all occur on the same day. If for example the provider receives an application and the client is already open to another FERA provider. The second provider would open and close the entry/exit on the same day.

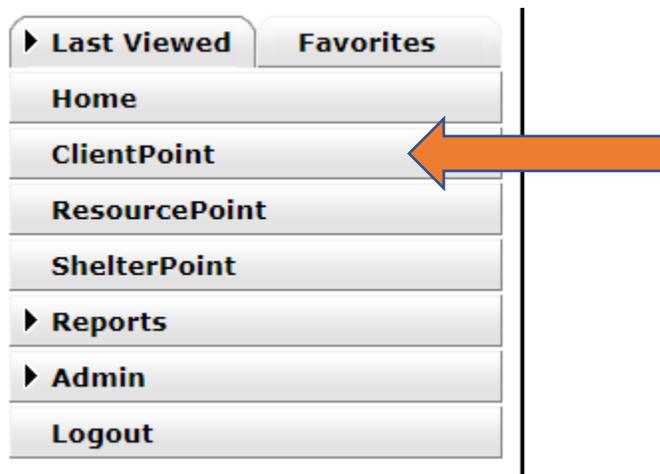
## Step 1: Search Client

### Steps:

1. Click on ClientPoint.
2. Type in client name. Click Search.
3. If the client is in the database, they will appear under the “Client Results” section. If the client exists in the database, click on the client and continue to **Find a Household** below.
  - a. If there is no result under the “Client Results” section, try searching the client by their Social Security Number, in case they have an alias.
  - b. If you are sure the client is not in the database, continue to **Add a Client** below.

### Steps with Screen Capture:

1. Click on ClientPoint.



2. Type in client name. Click Search.
3. If the client is in the database, they will appear under the “Client Results” section. If the client exists in the database, click on the client and continue to **Find a Household** below.

### Client Search

 Please Search the System before adding a New Client.

Name	First melissa	Middle	Last	Suffix
Name Data Quality	-Select-			
Alias				
Social Security Number	- - -			
Social Security Number Data Quality	-Select-			
U.S. Military Veteran?	-Select-			
Exact Match	<input type="checkbox"/>			

### Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #

### Client Results

ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
	5	Jacobsen, Melissa	***-**-5145	02/25/1968		Female	1 

Showing 1-1 of 1

- If there is no result under the "Client Results" section, try searching the client by their Social Security Number, in case they have an alias.
- If you are sure the client is not in the database, continue to **Add a Client** below.

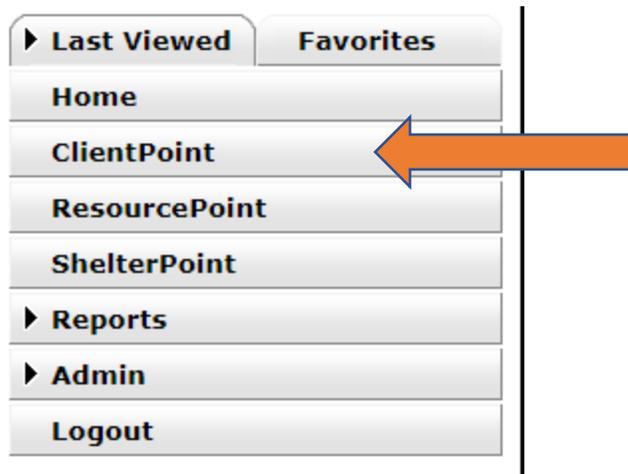
## Step 2: Add a Client

### Steps:

1. Click on ClientPoint.
2. Type in client name. Click Search. If you are sure the client is not in the database, you must add the client.
3. Add the client's name, Social Security Number, Veteran Status. Complete each drop down as well. This information appears on the intake packet.
  - a. For the Social Security dropdown, the client can report the last four of their SSN. They can also say they do not know or refuse to share the SSN. The SSN field is included in the intake packet, so do not select "Data Not Collected."
4. Click "Add New Client With This Information."
5. If the client is part of a household of more than one person, you will need to continue to **Create a Household** below. If the client is a household of one, continue to **Create Entry** below.

### Steps with Screen Capture:

1. Click on ClientPoint.



2. Type in client name. Click Search. If you are sure the client is not in the database, you must add the client.
3. Add the client's name, Social Security Number, Veteran Status. Complete each drop down as well. This information appears on the intake packet.
  - a. For the Social Security dropdown, the client can report the last four of their SSN. They can also say they do not know or refuse to share the SSN. The SSN field is included in the intake packet, so do not select "Data Not Collected."

Social Security Number	569 - 24 - 5145
Social Security Number Data Quality	<div style="border: 1px solid black; padding: 2px;"><div style="border: 1px solid green; padding: 2px;"><p>-Select-</p><p><b>Full SSN Reported (HUD)</b></p><p>Approximate or partial SSN reported (HUD)</p><p>Client doesn't know (HUD)</p><p>Client refused (HUD)</p><p>Data not collected (HUD)</p></div></div>
U.S. Military Veteran?	
Exact	<input type="checkbox"/>

4. Click "Add New Client With This Information."
5. If the client is part of a household of more than one person, you will need to continue to **Create a Household** below. If the client is a household of one, continue to **Create Entry** below.

### Step 3: Find a Household or Create a Household

#### Steps:

1. Click on the “Summary” tab in the client’s profile.
2. Check if the client’s household is listed under the “Households” tab.
  - a. If there is a household that matches the client’s current situation, continue to **Create Entry** below.
3. If there is no household listed, click “Start New Household.”
4. Select a “Household Type” from the dropdown menu.
5. Search for the other household members under “Client Search.” If the other members of the household are in the database, they will appear under “Client Results”
  - a. Remember, you’ve already created the original client, you do not need to enter that information again.
6. If they do not show up under “Client Results,” click “Add New Client With This Information”
7. As you add household members, they will appear under “Selected Clients” alongside the original client.
8. Click “Continue.”
9. Fill in the “Household Members” information.
10. Click “Save and Exit.”
11. Continue on the **Create Entry**.

#### Steps with Screen Capture:

1. Click on the “Summary” tab in the client’s profile.



2. Check if the client’s household is listed under the “Households” tab.
  - a. If there is a household that matches the client’s current situation, continue to **Create Entry** below.

Households				
ID	Type	Head of Household	Relationship	
 1	Female with children			
	*Jacobsen, Melissa	Yes	Self	
	Jacobsen, Henry	No	son	
	Jacobsen, Kristen	No	daughter	

Search Existing Households      Start New Household

3. If there is no household listed, click “Start New Household.”
4. Select a “Household Type” from the dropdown menu.

**Add New Household**

**Household Type**

Household Type \*

**Client Search**

Name  First

5. Search for the other household members under “Client Search.” If the other members of the household are in the database, they will appear under “Client Results.”
  - a. Remember, you’ve already created the original client, you do not need to enter that information again.

Client Results								
	ID	Name	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
	6	Jacobsen, Henry	****-**-2365	06/19/1998		Male		1
Showing 1-1 of 1								

- If they do not show up under "Client Results," click "Add New Client With This Information."
- As you add household members, they will appear under "Selected Clients" alongside the original client.

Selected Clients								
	ID	Name	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
	6	Jacobsen, Henry	****-**-2365	06/19/1998		Male		1
	7	Jacobsen, Kristen	****-**-3698	04/18/2010		Female		1
	5	Jacobsen, Melissa	****-**-5145	02/25/1968		Female		1
Showing 1-3 of 3								

- Click "Continue."
- Fill in the "Household Members" information.

Household Members								
	Name	Age	Head of Household	Relationship to Head of Household	Joined Household *	Previous Associations	Household Count	
	(6) Jacobsen, Henry	22	No <input type="checkbox"/>	-Select-	08 / 03 / 2020	0	2	
	(7) Jacobsen, Kristen	10	No <input type="checkbox"/>	-Select-	08 / 03 / 2020	0	2	
	(5) Jacobsen, Melissa	52	No <input type="checkbox"/>	-Select-	08 / 03 / 2020	0	2	
Add/Delete Household Members							Household History Report	

- Click "Save and Exit."
- Continue on the **Create Entry**.

## Step 4: Create Entry

### Steps:

1. Click on the “Summary” tab of the client’s profile.
2. Under “Entry/Exits,” click “Add Entry/Exit.”
3. Select the household that aligns with the client’s current situation.
4. Make sure the “Provider” selected is your agency’s FERA provider profile.
5. For “Type,” select “Basic.”
6. The “Entry Date,” enter the date the JotForm application was received.
7. Click “Save and Continue.” An “Entry/Exit Data” window will appear.
8. There are four tabs on the “Entry/Exit Data” window.
9. Fill out all sections for the “FERA Entry – Community Providers” tab for each member of the household. Use the “Household Members” menu on the left-hand side to navigate between family members.
10. Click “Save & Exit” button. Do not fill out the “FERA Entry – Lake County Specialists”, “FERA Exit” or “211 Referral Network Form” tabs.
11. Continue to **Uploading Approval Form** if the application was approved
12. Skip to Step 6 if the application was not funded (Incomplete, Ineligible, Provider out of funds).

**Note:** When a client submits an application for multiple months of arrears, it is not necessary to have an entry for each month. Multiple months will be reflected with multiple “Services” entered. Only one entry should be added when the application is first accepted, and only one exit should be entered the payment is approved. However, a client may have multiple “entries” if they return for continued assistance. If a client receives less than the maximum amount of assistance on their initial application and the client returns in the future for additional assistance and submits a Self-Certification for Continued Assistance, the provider should add a new entry prior to adding a service and exiting the client. When this happens, the client may have multiple entries.

### In other words:

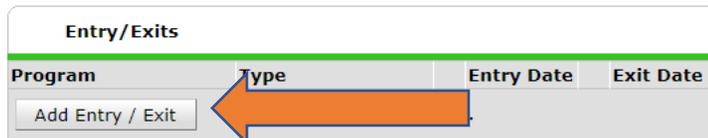
- For each Application processed there should be one Entry and one Exit
- For each Self-Certification for Continued Assistance processed there should be one Entry and one Exit
- For each *month* and *type* of service offered, there should be one Service. (example: In late July, a client receives rental arrears for June and July and rent for August, as well as gas arrears for June and July. This will be 5 services: June rent, July rent, August rent, June gas bill, July gas bill.) Services will be entered by Lake County Specialists, but you will be able to use these to determine if a client has already been served for that month.

Steps with Screen Capture:

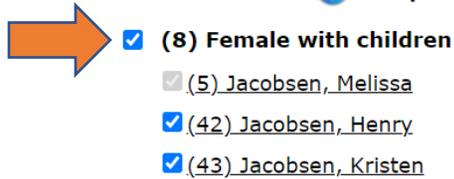
1. Click on the "Summary" tab of the client's profile.



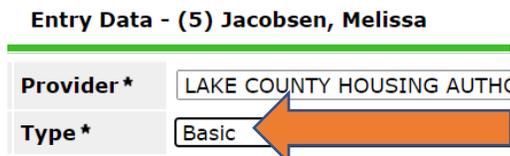
2. Under "Entry/Exits," click "Add Entry/Exit."



3. Select the household that aligns with the client's current situation.



4. Make sure the "Provider" selected is your agency's FERA provider profile.
5. For "Type," select "Basic"

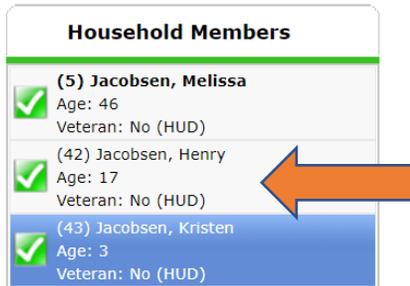


6. The "Entry Date," enter the date the client was accepted into the program. This is the date that agency staff reviewed the client's application packet and determined they were eligible for the program.
7. Click "Save and Continue." An "Entry/Exit Data" window will appear.

8. There are four tabs on the “Entry/Exit Data” window.



9. Fill out all sections for the “FERA Entry – Community Providers” tab for each member of the household. Use the “Household Members” menu on the left-hand side to navigate between family members.



10. Click “Save & Exit” button. Do not fill out the “FERA Entry – Lake County Specialists”, “FERA Exit” or “211 Referral Network Form” tabs.

11. Continue to **Uploading Approval Form** if the application was approved

12. Skip to Step 6 if the application was not funded (Incomplete, Ineligible, Provider out of funds).

**Note:** When a client submits an application for multiple months of arrears, it is not necessary to have an entry for each month. Multiple months will be reflected with multiple “Services” entered. Only one entry should be added when the application is first accepted, and only one exit should be entered after the landlord or utility company is paid, even if the payment covers several months’ worth of arrears. However, a client may have multiple “entries” if they return for continued assistance. If a client receives less than the maximum amount of assistance on their initial application and the client returns in the future for additional assistance and submits a Self-Certification for Continued Assistance, the provider should add a new entry prior to adding a service and exiting the client. When this happens, the client may have multiple entries.

In other words:

- For each Application processed there should be one Entry and one Exit
- For each Self-Certification for Continued Assistance processed there should be one Entry and one Exit
- For each *month* and *type* of service offered, there should be one Service. (example: In late July, a client receives rental arrears for June and July and rent for August, as well as gas arrears for June and July. This will be 5 services: June rent, July rent, August rent, June gas bill, July gas bill.) Services will be entered by Lake County Specialists, but you will be able to use these to determine if a client has already been served for that month.

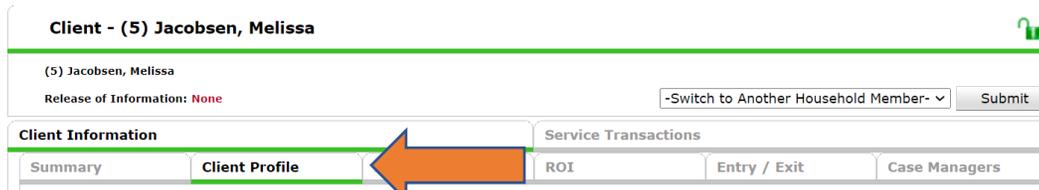
## Step 5: Upload Approval Form

### Steps:

1. Click on the Client Profile tab on the client record.
2. Scroll Down to File Attachments and click “Add New File Attachment”
3. Click “Choose File.” Find the file in your computer files and click “Open”
4. In the description box enter Initials-Approval Form-Month Year Ex. MJ-Approval Form-March 2021
5. Click “Upload”

### Steps with Screen Capture:

1. Click on the Client Profile tab on the client record.



Client - (5) Jacobsen, Melissa

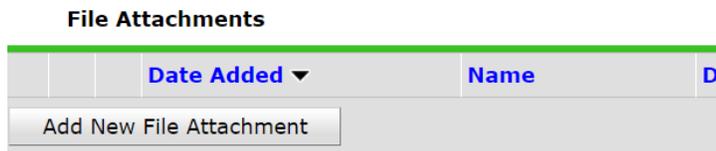
(5) Jacobsen, Melissa  
Release of Information: None

-Switch to Another Household Member- Submit

Client Information Service Transactions

Summary Client Profile ROI Entry / Exit Case Managers

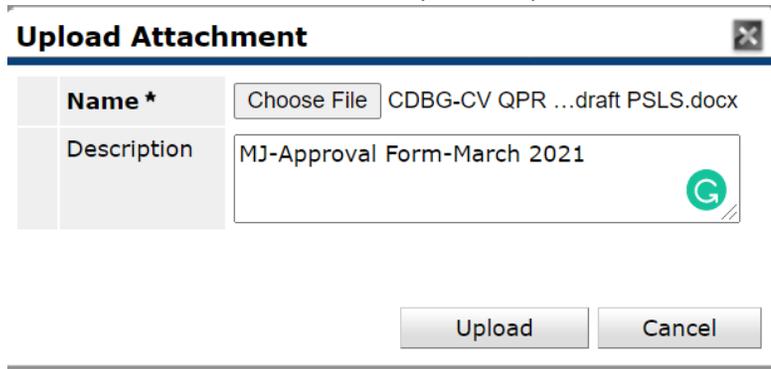
2. Scroll Down to File Attachments and click “Add New File Attachment”



File Attachments

Date Added	Name	D
Add New File Attachment		

3. Click “Choose File.” Find the file in your computer files and click “Open”



Upload Attachment

Name \* Choose File CDBG-CV QPR ...draft PSLs.docx

Description MJ-Approval Form-March 2021

Upload Cancel

4. In the description box enter Initials-Approval Form-Month Year Ex. MJ-Approval Form-March 2021
5. Click “Upload”

## Step 6: Create Exit

### Steps:

1. Under the client profile “Summary” tab, scroll to the “Entry/Exit” section and look for the entry that was created.
2. Click the pencil under “Exit Date.”
3. Select the household.
4. Enter the date the client’s fund request was approved.
  - a. Or the date the application was determined ineligible or unable to fund
5. Select the “Reason for Leaving” from the dropdown menu.
  - a. If the client received assistance, the reason should be “Completed program.”
6. Select the “Destination” from the dropdown menu. For most clients, the destination will be “rental by client, no ongoing housing subsidy;” however, some clients may be in other situations. For example, the destination for a client with a housing choice voucher would be “rental by client, with HCV voucher (tenant or project based)”
7. Click “Save & Continue.” The “Entry/Exit Data” window will open with “FERA Exit”.
8. Fill out the “FERA Exit” section for the head of household.
9. Click “Save & Exit.”

### Steps with Screen Capture:

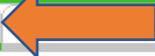
1. Under the client profile “Summary” tab, scroll to the “Entry/Exit” section and look for the entry that was created.



**Client - (5) Jacobsen, Melissa** 

 (5) Jacobsen, Melissa  
Release of Information: **None** -Switch to Another Household Member-

**Client Information** **Service Transactions**

**Summary**  Households ROI Entry / Exit Case Managers Case Plans Measurements Assessments

Added to the system 08/03/2020 10:01 AM

2. Click the pencil under “Exit Date.”

Entry/Exits			
Program	Type	Entry Date	Exit Date
LAKE COUNTY HOUSING AUTHORITY - Federal Emergency Rental Assistance (FERA)	Basic		

Add Entry / Exit      Showing 1-1 of 1

3. Select the household.
4. Enter the date the client’s fund request was approved.
  - a. Or the date the application was determined ineligible or unable to fund
5. Select the “Reason for Leaving” from the dropdown menu.
  - a. If the client received assistance, the reason should be “Completed program.”

**Edit Exit Data - (5) Jacobsen, Melissa**

<b>Exit Date *</b>	08 / 03 / 2020    2 : 18 : 57
Reason for Leaving	-Select-
If "Other", Specify	-Select-
<b>Destination *</b>	<ul style="list-style-type: none"> <li>Annual Reporting Period Over</li> <li>Completed program</li> <li>Criminal activity / violence</li> <li>Death</li> <li>Disagreement with rules/persons</li> <li>Left for housing opp. before completing program</li> <li>Needs could not be met</li> <li>Non-compliance with program</li> <li>Non-payment of rent</li> <li>Other</li> <li>Reached maximum time allowed</li> <li>Unknown/Disappeared</li> </ul>
If "Other", Specify	
Notes	

6. Select the “Destination” from the dropdown menu. For most clients, the destination will be “rental by client, no ongoing housing subsidy;” however, some clients may be in other situations. For example, the destination for a client with a housing choice voucher would be “rental by client, with HCV voucher (tenant or project based)”

<b>Destination *</b>	-Select-
If "Other", Specify	Staying or living with friends, permanent tenure (HUD) Moved from one HOPWA funded project to HOPWA PH (HUD) Moved from one HOPWA funded project to HOPWA TH (HUD) Rental by client, with CPS TIC housing subsidy (HUD) Rental by client, with VASH housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless persons (HUD) Rental by client, with RRH or equivalent subsidy (HUD) Rental by client, with HCV voucher (tenant or project based) (HUD) Rental by client in a public housing unit (HUD) Rental by client, no ongoing housing subsidy (HUD) Rental by client, with other ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Owned by client, no ongoing housing subsidy (HUD) ----- OTHER ----- No exit interview completed (HUD) Other (HUD) Deceased (HUD) Client doesn't know (HUD) Client refused (HUD) Data not collected (HUD)
Notes	

- Click "Save & Continue." The "Entry/Exit Data" window will open with "FERA Exit".
- Fill out the "FERA Exit" section for the head of household.

**Required by Head of Household Only**

Was this application funded?	-Select- <input type="checkbox"/> G	
If no, what was the reason the application was not funded?	-Select-	

- Click "Save & Exit."

## Frequently Asked Questions

### What is “Enter Data As”?

Each user has a default program (provider profile). If your account receives referrals for multiple programs (provider profiles), you will need to tell ServicePoint which program you are representing when responding to referrals. When you receive a referral to a program that is not your default:

1. Click the “Enter Data As” button in the upper right-hand corner of your screen. This will open an “Enter Data As Provider Search” window with a list of all the providers your user account is associated with.
2. Click the green plus sign button next to the provider you wish to represent.
3. From there, when you click on the client’s ID number from your counts report, you will be able to see and edit incoming referrals to that program.
4. To return to your default program, click the name next to “Enter Data As” on the upper right-hand corner of your screen. When the name disappears, this means you have returned to your default provider.

Please note that ServicePoint will return to your default provider each time you log in. Email [fera@lakecountyl.gov](mailto:fera@lakecountyl.gov), if you want to change your default provider.

### Where is the client’s phone number?

The phone number is on the “Summary” tab of the client’s profile.

1. Log in.
2. If your user account is associated with multiple provider profiles,
  - a. Click “Enter Data As” in the upper right-hand corner of the screen
  - b. Click the green plus sign next to the name of the provider where the referral was sent.
3. Click the blue number under “Outstanding Incoming Referrals” on your Counts Report.
4. Click the blue client ID.
5. This should take you to the Client Profile “Summary” tab. If not, click the “Summary” tab.
6. Scroll down to “Referral Network Form.” The number is in the Cell Phone field
7. After calling, find the “Outstanding Incoming Referrals” and click the pencil next to the referral to complete it.

### I don’t see an outstanding incoming referral on the client’s profile.

If a referral appears on your dashboard but you don’t see a referral under the Outstanding Incoming Referrals dashlet on the client’s profile, the referral most likely went to a provider profile that your user profile is associated with that is not your default provider, and you will need to “Enter Data As.” To figure out which provider profile the referral was sent to:

1. Click Home.
2. Click the blue number under “Outstanding Incoming Referrals” on your Counts Report.

3. Scroll to the right until you see a “Referred To” column. This is the provider profile you need to be entering data as when responding to the referral.
4. Follow the “Enter Data As” instructions above.

If you still can’t see the phone number, contact [fera@lakecountyil.gov](mailto:fera@lakecountyil.gov)

I see the “Referral Network Form” on the client’s profile, but the phone number field is empty.

Send an email to [fera@lakecountyil.gov](mailto:fera@lakecountyil.gov) with the client id and the name of the agency that sent the referral.

I completed a referral, but I accidentally put the wrong outcome. How do I edit it?

To change a referral outcome:

1. Find the client by either:
  - a. Clicking on the “Incoming Closed Referrals” number on your Counts Report and selecting the Client ID. OR
  - b. Searching for the client through ClientPoint and opening their profile.
2. At the top of their screen, click on the “Service Transactions” tab.
3. Click “View Entire Service History.”
4. Click on “Referrals” tab.
5. Click on the pencil icon next to the referral you want to update.
6. After making changes, click “Save & Exit.”

## Section 2: Other Processes

### How to Verify a Landlord Rent Obligation Attestation

1. Visit Lake County Maps at <https://maps.lakecountyiil.gov/maponline/>
2. Click "OK"
3. Type the address into the search bar
4. A dot will appear on the map at the location of the home. Click on the map next to the dot.
5. A box will pop up that has the properties' Tax Parcel Information.
6. The Taxpayer Name is the seventh item down.
7. The Taxpayer Name must match the owner name on the application. The taxpayer must have signed the Landlord Rent Obligation Attestation.

### How to Fill Out Monthly Summary Reports

The Monthly Summary Report is due each month your agency implements the FERA program.

- The report is due on the 7th day of the next calendar month. For example, if the report is for the calendar month of April, it is due on May 7th.
- Submit this report by email to [FERA@lakecountyiil.gov](mailto:FERA@lakecountyiil.gov).
- Submit this report in excel format. Do not submit in PDF format.
- Title the report "Monthly Summary - (Agency name)".
- Information in this report is cumulative. Do not delete anything from this report when adding additional months of information.

### Monthly Client Summary Report

- Fill out one line per application. In the "month" column, put the calendar month the application was paid by your agency. If you have received an application but have not yet approved it or processed the payment, do not enter the information on this report until the application payment is sent. As the program progresses, add new applicants from new months to this sheet. Do not remove applicants from prior months. An applicant that returns for continued assistance may therefore show up twice on this spreadsheet in different months.
- In column F, you do not need to indicate what service the assistance was for. You only need to put the total assistance provided.

### Monthly Application Summary Report

- Add one line per month of the FERA program. As the program progresses, add a new line for each month to this sheet. Do not remove information from prior months.

- In column B, put the total number of applications received during the calendar month.
- In column C, put the total number of the applications from column B that were approved during the calendar month.
- In column D, put the total number of the applications from column B that were denied during the calendar month. Column B should equal column C plus column D.
- In column E, put the total number of applications from new clients for which payments were processed in the calendar month. This may include applications that were received in prior months but were not yet paid until the current month. Therefore, column E may not equal column B. The number of applications in Column E should match the number of clients added in the "Clients" tab of this report
- In columns F-I, follow the same instructions as above, but consider only Continued Assistance applications for applicants that previously received FERA assistance and are returning for continued assistance.

#### Monthly Project Delivery Summary Report

- Add one line per month of the FERA program. As the program progresses, add a new line for each month to this sheet. Do not remove information from prior months.
- Agencies do not need to attach backup documentation to show how they calculated the percentages. It is expected that agencies have a documented method for determining "admin costs" and "housing stability services costs" and will apply that method to each report for the duration of the FERA program.