Lake County FERA Duplication of Benefits Instructions

Last Updated 4/1/2021

This Duplication of Benefits (DoB) process is temporary. In partnership with the Illinois Housing Development Authority (IHDA), Lake County will conduct DoB checks for the Federal Emergency Rental Assistance (FERA) program by utilizing an IHDA database. The database is not available as of the date of Lake County's FERA program launch. Until the database is available, FERA providers must utilize ServicePoint to check for DoB. After the database is available, the Duplication of Benefits Procedure will replace these instructions.

Checking for DoB happens after the agency has received the application and is determining whether the applicant is eligible for assistance. Applicants may only receive assistance for costs that have not been covered by another funding source. The DoB check ensures a) that the applicant is not approved for costs that were covered by the COVID Housing Relief Program (CHRP) or FERA program, and b) that only one FERA provider is working on the applicant's application.

1. Start on the applicant's page in ServicePoint.
2. To ensure that no other provider is currently working on an application for this household:
   a. Look for the *Entry/Exits* dashlet.
   b. Look for an *Entry* from a FERA provider. If an *Entry* has a provider whose name ends with "Federal Emergency Rental Assistance (FERA)" in the *Program* column, this means they have a FERA *Entry*. If there is a date in the *Exit Date* column, this means they have an *Exit*.
      i. If there is no *Entry* or *Exit* from another FERA provider, move on to step 3 of this process.
      ii. If there is a FERA *Entry* and an *Exit*, the agency has already processed the application. Move on to step 3 of this process.
      iii. If there is an *Entry* with NO *Exit*, the provider is currently processing the application. You will need to add an Entry and an Exit right away. Further instructions are on the *FERA Provider Instructions* document. This application can't be funded, so there is no need to move on to step 3 of this process.
3. To ensure that no assistance was provided for the months applied for:
   a. Click on the *Service Transactions* tab
   b. Click on the *View Entire Service History* button
   c. Click on the *Services* tab
   d. Scroll through the services and look for any service where the *Provider of Service* is a CHRP or FERA provider. Any agency that ends with "Lake County COVID-19 Housing Relief Program (CHRP)" is a CHRP provider. The client may have received *Rent Payment Assistance*, *Electric Payment Assistance*, *Gas Payment Assistance*, or other services. Other services, such as *Advocacy*, are non-payment services and can be disregarded.
      i. If the client has no *Payment Assistance* services from a CHRP provider, the Duplication of Benefits check is complete, and you may proceed with the application.
      ii. If the client has *Payment Assistance* services from a CHRP or FERA provider, the FERA provider must confirm that the months applied for were not covered by CHRP assistance.
         1. Click on the pencil next to the applicable service
         2. Scroll down to the field called *Please enter the first date of the month for which the client is receiving rental assistance*. The date showing is the month for which the service was provided. FERA providers may not provide assistance for this month. If the field is blank, please reach out to FERA@lakecountil.gov to confirm the month of assistance the client received.
         3. Repeat this process for each *Payment Assistance* service.