



THE NINE STAGES OF ERAP

The application process for York County's Emergency Rental Assistance Program (ERAP) includes nine stages. Applicants will be notified of their status by email each time their application advances to the next stage. Applicants should pay careful attention to their email and respond promptly to any requests for more information to ensure the approval process continues.

The process to recertify for additional months of assistance is abbreviated to include a caseworker, supervisor and fiscal review before assistance is awarded.

1 APPLICATION STAGE

Applicant is working on application. Application not yet submitted.

2 INITIAL VERIFICATION OF INCOME

Once application is submitted, a first review of income information submitted. Clarifications or additional information may be requested.

3 FINAL VERIFICATION OF INCOME

More information regarding an applicant's income may be requested. If income is deemed ineligible, the application will be closed and applicant will be notified. Appeal rights will be provided.

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4**INITIAL UTILITY REVIEW**

If the applicant requested utility assistance, reviewers will examine utility information provided in the application. If the applicant only requested rent assistance, applicant will skip this stage.

5**FINAL UTILITY REVIEW**

Reviewer may request additional information via email. If utility information is deemed ineligible, the application will be closed* and the applicant will be notified by email. Appeal rights will be provided.
*If tenant also applied for rent assistance, application will remain open.

6**RENT CASEWORKER REVIEW**

If the applicant's landlord has not completed their application, the application will remain in this stage until completed. Reviewer may request additional info by email.

7**RENT APPLICATION SUPERVISOR REVIEW**

Reviewer may request additional information of the landlord or tenant by email. If rent information is deemed ineligible, application will be closed and applicant will be notified by email. Appeal rights will be provided.

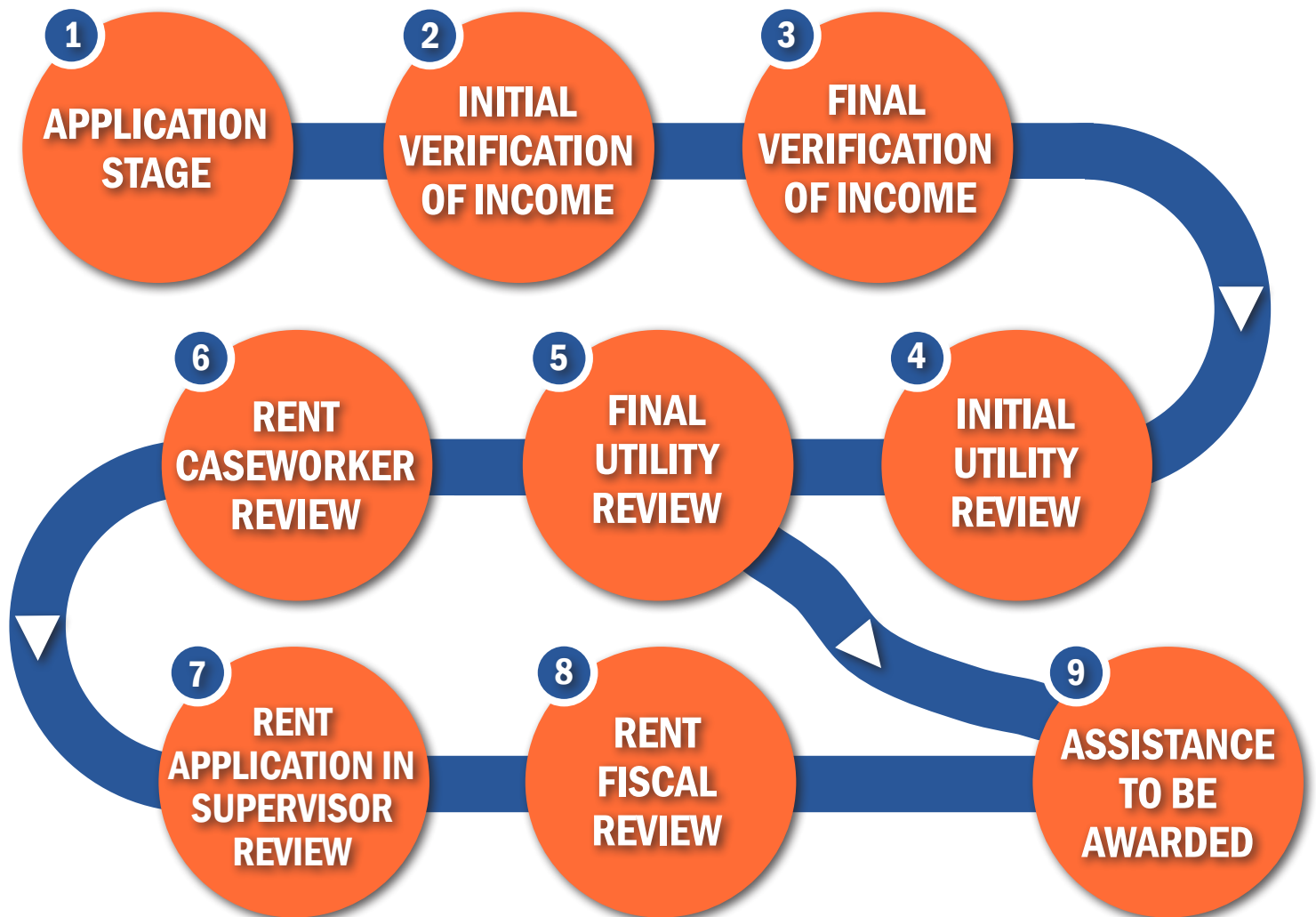
8**RENT FISCAL REVIEW**

For rent assistance application, reviewers will examine the landlord's direct deposit information and W-9.

9**APPLICATION TO BE AWARDED**

Notification will be sent to the tenant and the landlord as to the months of assistance and amount paid.

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APPLICANTS CAN CHECK THE STATUS OF THEIR APPLICATION AT ANY TIME BY LOGGING INTO THEIR PORTAL. TO AVOID DELAYS IN THE PROCESSING, APPLICANTS SHOULD PAY CAREFUL ATTENTION TO THEIR EMAIL AND RESPOND TO ANY REQUESTS FOR MORE INFORMATION.

THE RECERTIFICATION PROCESS

