



HSC Process Flow

- ➔ Application is selected in the lottery
- ➔ Application is forwarded to agency
- ➔ Agency forwards to processor
- ➔ Processor verifies income is below 50% AMI according to the most recent AMI numbers

Persons in House	Income Cap
1	\$35,700
2	\$40,800
3	\$45,900
4	\$51,000
5	\$55,100
6	\$59,200
7	\$63,250
8	\$67,350

- ➔ Processor verifies remaining amount eligible on applicant profile

Dependents	Amount
0	\$1,800
1	\$2,200
2	\$3,000
3	\$3,600
4	\$4,200

- ➔ Processor checks application for the following **required documentation**:
 - Income verification
 - Check stub, self-verification, SSI benefits letter, etc.
 - Proof of balance owed
 - If rent
 - Ledger, 3-day notice with amount owed, email, or other written proof
 - If utilities
 - Copy of most recent utility bill
 - W9 if payee is not on file
 - **FOR HOUSEHOLDS WITH 3-DAY NOTICES, COURT DATE NOTICES, DISCONNECTED UTILITIES**
 - Copy of lease
 - Copy of 3-day notice and court-date notice (if applicable)
 - Copy of disconnected utility notice (if applicable)
 - [CDBG Self-verification of income form](#)

- ➔ If documentation is missing, note down what is need

- ➔ Processor calls applicant and landlord



- Applicant
 - Ask the applicant why they have applied to HSC
 - Request needed documentation from client
 - Explanation of HSC process
- Landlord
 - explains that the tenant has applied to HSC
 - requests rent verification in writing (email, ledger, etc.)
 - requests W9 (if one is not already on file)
 - Ensures HSC has correct contact name (first & last name) and email

- ➔ Upload all documentation to applicant file
- ➔ Submit appropriate rent and/or utility proposals
- ➔ Douglas County double-checks that every file is complete with needed documentation
- ➔ Douglas County signs the document and sends payment
 - Utilities can go right away
 - Landlord agreements must be signed by the landlord
- ➔ Finished documents are automatically uploaded to client application file
- ➔ Processor notifies the applicant and landlord of HSC approval and notifies the applicant that a check in call, text, or email will occur (follow-up call). Email or voicemail is an appropriate notification.

At any point in the process after receiving the application, application processors can check the application status on the application page:

- **Agency Processing** - The application has been forwarded to the agency on the Applicant Profile [for processing](#).
- **Waiting on Landlord** - Indicates that a Rent Proposal has been completed by the agency processor and HSC staff and is currently awaiting signature from the landlord.
- **Ready for Payment** - The Adobe Sign form has been completed by all parties and received by the site. At this stage, the assistance is ready to be paid out.