

CERA Workflow 5.17

Application and Assignment Stage

1. Client applies through the portal or by paper
 - a. Paper applications are submitted to and uploaded by **HAWC**
2. Cases are **assigned** to a HAWC or SOS Reviewer

Reviewer Stage

3. **Reviewer** sends email to applicant that application informing them that their application is under review
4. **Reviewer** checks HMIS to for past EDP participation
5. **Check DTE ORA** and place hold if necessary.
6. **Reviewer** checks Sharepoint site to confirm LSSCM Attorney
7. **Reviewer** confirms the following documents are complete and accurate:
 - a. *Lease*
 - b. *Ledger*
 - c. *Bills*
 - d. *Calculation Worksheet*
8. If documentation is *not accurate or complete*, **Reviewer** reaches out to tenant, landlord, and attorney
 - a. Once new documents are uploaded, return to step 7
9. Once all documents are accurate and complete, **Reviewer** assigns case to processor

Processor & Fiscal Stage

10. **Processor** enters data into MSHDA Spreadsheet
11. **Processor** sends letter to Tenant, Landlord, & LSSCM Attorney
12. **Processor** prints backup materials and check request and delivers to **Fiscal Team**
13. **Fiscal Team** cuts check
14. **Processor** mails check to tenant/landlord