

Frequently Asked Questions

- 1. I'm having log in problems with my Encompass or DTE account, who do I contact?** *All training and technical assistance questions should be first addressed to the l-bbstaff email group. The BB staff on rotation will get back with you.*
- 2. Encompass says I've been suspended due to improper activity?! What did I do?** *If a user doesn't log into Encompass after 4+ weeks, their account is locked. Contact l-bbstaff and your password will be reset.*
- 3. A client needs an auto repair, what's the process?** *Please follow the auto repair guidelines located at <https://tinyurl.com/4jmrvaj> Make sure to upload the required documents to <https://tinyurl.com/p77dyr3b>*
- 4. What's the maximum I can request?** *A client can receive up to \$3,000 in a calendar year (transportation requests are capped at \$2,000. Requests above \$1,000 face additional scrutiny – please make sure the explanation of need field is thoroughly filled out.*
- 5. My client received assistance 6 months ago, can we put in a new request?** *Barrier Busters is for one-time emergency assistance per calendar year. In the event that an additional request is needed in the same calendar year, please contact Barrier Busters staff to discuss the situation.*

FAQ (CONTINUED)

6. How much is available in emergency assistance, annually? *The current 2023 budget is just over \$650,000. However, some funds are restricted to certain populations (such as seniors) or to certain types of assistance (such as eviction prevention).*

7. Why are funds only available on a quarterly basis? *To ensure that there's funding availability year-round, \$47,500 in flexible funds are made available at the beginning of each quarter.*

8. Housing is listed as an assistance type, can any agency apply for eviction prevention or security deposit funding? *All eviction prevention or security deposit assistance have to go through the HAWC/SOS process. Other agencies can request assistance for other housing emergencies, for example: storage lockers, moving vans, and home repair.*

9. Why is academic assistance, such as for books or tuition, not considered an emergency? *Barrier Busters defines an emergency as a need, that if unpaid, will result in negative impacts to the social determinates of health as it relates to immediate economic stability.*



FAQ (CONTINUED)

10. I put in a request, but I don't see it anywhere in Encompass? Should I submit again? *Encompass doesn't provide an alert that a request has been submitted to the requesting user. Additionally, BB staff have to confirm a client before they're assigned a case number.*

11. A utility payment was never cashed by DTE, and isn't reflected in DTE ORA? *This can occur if the wrong account number is entered in the "Optional Information to be printed on the check". Please double check the account number, and put the account number FIRST in the field – this field corresponds to the memo line and is character limited.*

Optional Information to be printed on check

Invoice #/Account #/Client Name: ~~Jason Notal Monk~~ #123456789012

