

RRH Ticketing System Provider Workflow

Submitting Applications

Beginning with October 2020 Rents

- Send only ONE email per HMIS ID
 - o EMAIL ADDRESS: community_assistance@act-ct.org (APPLICATIONS ONLY)
 - o Subject Line = HMIS ID + type of Application (**Ongoing, Recert, Initial**) + Month
 - o **For HPP ONLY = HMIS ID + HPP + type of application (Arrearage, 1st month's rent, security deposit, utility, moving expenses)**
- You will receive a confirmation email that your submission has been received and a ticket number will be automatically generated
- ACT Staff will assign your ticket to team member for review
- You will receive an email stating who your submission has been assigned to
- Any questions related to the application – reply to the ticket 😊

If approved (no errors)

- o When your submission has been reviewed and approved, you will receive another update that your submission has been forwarded to our finance department

If pending (errors/missing information)

- o If your submission is pending, for whatever reason, you will receive an email that your submission is pending with detailed information requesting further information to complete the application
- o You will receive an email every 48 hours until the information has been received

If Rejected

- o If your submission is rejected, it is because you have incorrectly submitted the application (missing type, HMIS, or month).
- o You can correct and resubmit ASAP

Final Steps/Payments

If approved (no errors)

- o Finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- o ACT Staff will upload checks to HMIS & Release FSR

If pending (errors/missing information)

- o If there is a problem with the application: for example, TIN mismatch, FSR mismatch with W9, etc. you will receive an email detailed information and your ticket will be placed in pending status
- o You will receive an email every 48 hours until the information has been received
- o When information is received,

- Finance will review documentation, cut checks. Once payments are mailed, you will receive an update email stating that your ticket has been closed
- ACT Staff will upload checks to HMIS & Release FSR

FAQ's

- ***What if I have a question related to my active ticket?***
 - Any messages related to Applications: Reply to email sent via ticketing system. Do not send a new email to the ticketing system. It will generate a new ticket and may cause confusion or delay in response.
- ***What if I have a question related to a closed ticket?***
 - All correspondence with ACT should be sent to funds@act-ct.org
- ***What if I don't get an initial response or my ticket hasn't been assigned?***
 - Send an email to Funds@act-ct.org requesting an update including the client ID and month/type of assistance requested
- ***What if a landlord says they haven't received a payment?***
 - Check the client record in HMIS.
 - If there is no check copy uploaded email us with the HMIS ID, Payee and month/type of assistance at funds@act-ct.org
 - If there is a check copy, send us an email at funds@act-ct.org referencing the HMIS ID, Payee and check number. We will request a status update with the bank.
 - If the check has been cashed: we will send you a copy of the cashed check from the bank
 - If the check is suspected to be fraudulently cashed the landlord will need to file fraud report with their bank to recoup the funds. We will not be able to reissue the checks
 - If the check has not been cashed: if a reasonable amount of time has passed since the check was mailed, we may be able to cancel payment on the check and reissue payment. We might ask you to verify the mailing address to ensure it gets to the landlord.
- ***How long does it take for a check to get mailed once my application is submitted?***
 - Our ideal timeline is 5 business days from application to payment. This may be delayed if there are errors in processing or if the application is approved before the first of the month (for monthly rents approved prior to the first of the month, checks will not be mailed until the first of the month the rent is for)
 - If an application is pending, it depends on how long it takes us to get the information corrected and coordinated
- ***Does ACT Pay late fees?***
 - RRH funds cannot be used to pay late fees on behalf of a client. If ACT makes an error with an application that delays processing that results in a late fee, late fees may be paid. If a provider submits an application later than five days prior to the start of the month or if the application has errors before it is approved which delay processing, the provider submitting the request will be responsible for any late fees incurred.