



Housing Stability & Eviction Diversion

MHDC Clearing House Training & Tutorial

FY 2023

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Agenda

- Clearing House (CH) Overview
- Using the CH
- CH Demo
- Best Practices

Clearing House Overview

- What is the Clearing House (CH)?
 - A database created and maintained by MHDC and used by all jurisdictions with ERA funding to track all direct assistance provided to Missourians across the state.
 - Allows us to check for and avoid any potential duplications of benefits (DOBs) to a given household/individual.
- Two Main Functions
 - 1) Search for Recipients
 - 2) Import Records

Clearing House Overview

- Edit or Delete Existing Records
 - Contact Amanda Eisenmann
- Adding Users
 - Fill out a “Personnel Agreement to Comply with HSED Information Security Standards” document for each CH user
 - Email to Amanda Eisenmann.

Using the CH – Search Recipients

- Use the Search Recipients tab to search existing CH records to identify a client's eligibility for direct assistance funding
 - Just a *preliminary* DOB check, the final check will occur in the Import stage
- For each client, run 3-4 different searches, using several different search criteria:
 - First Name
 - Last Name (will search for *exact* matches)
 - Address (will search for *exact* matches for any text/number strings entered into the search)
- Demo:
<https://clearinghouse.mhdc.com/#/login>

IMPORT RECIPIENTS **SEARCH RECIPIENTS** HELP LOG OUT

First Name Last Name SSN Application Id

Program Name Address 1 Address 2 City

Zip County Assistance Type Jurisdiction

From Create Date To Create Date Filter By: No Filter Order By: Newest

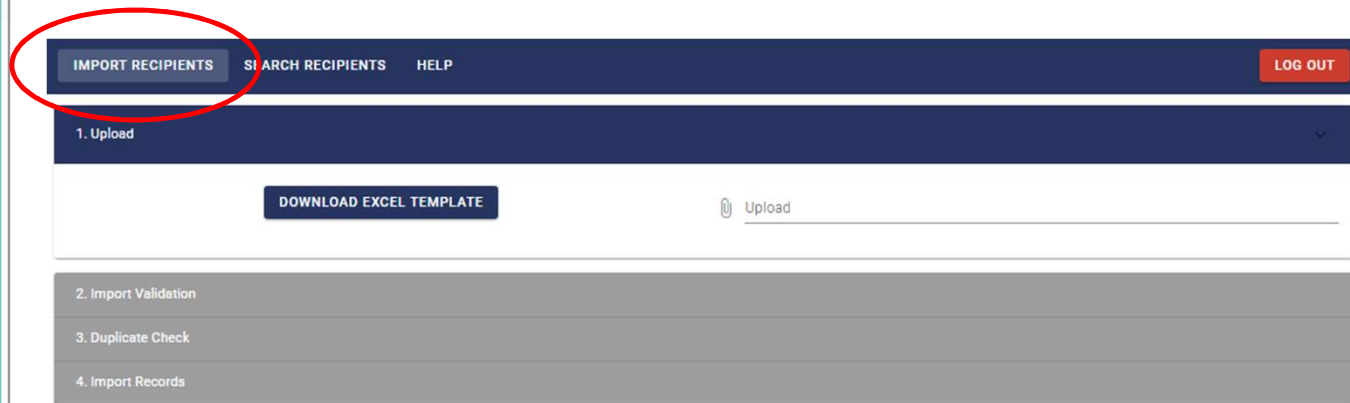
SEARCH CLEAR DOWNLOAD EXCEL

Actions	First Name	Last Name	SSN	Application Id	Program Name	Address 1	Address 2	City	Amount	Jurisdiction	Assistance Type	A D
No data available												

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Using the CH – Import Recipients

- Use the Import Recipients tab to upload payment records, conduct a *final* DOB check, and import the records into the CH
- Use the “Clearing House Bulk Upload Template” provided by MHDC to import records
 - *NOT* the template provided on the CH site
- Demo:
<https://clearinghouse.mhdc.com/#/login>



IMPORT RECIPIENTS SEARCH RECIPIENTS HELP LOG OUT

1. Upload

DOWNLOAD EXCEL TEMPLATE Upload

2. Import Validation

3. Duplicate Check

4. Import Records

MHDC Clearing House Best Practices

- Ensure that the data you are entering into the Clearing House is:
 - Accurate
 - Client's name spelled correctly, correct months selected, current address, last 4 of SSN, etc.
 - Complete
 - No missing/blank fields, include full name, apartment number, etc.
 - Timely
 - Don't wait weeks or months before importing records. **Always** check for duplicates *before* payment has been made.
 - Consistent
 - Use consistent formatting, spelling, etc. for client records, such as capitalization and abbreviations for street addresses (e.g. St. vs. Street, Rd. vs. Road), as well as you agency name entered into the "Assistance Description" field (e.g. MHDC vs. MO Housing vs Missouri Housing Development Commission)
- Garbage in, garbage out

Thank you!

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