Housing Stability & Eviction Diversion

MHDC Clearing House Training

Presented by:
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MHDC.com

Agenda

- Clearing House (CH) Overview

- Clearing House Access

- Searching Recipients

- Importing Recipients

- Clearing House Corrections

- Best Practices

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Clearing House Overview

- United States Treasury Requirements:
  - Maximum of 18 months combined assistance
    - Includes Rental Arrears, Forward Rent, Security Deposit and Utility Arrears assistance
  - Recipients cannot receive assistance twice for the same month. This is a Duplication of benefits or DOB
  - **Any payments provided that exceed the maximum benefit of 18 months and/or are a DOB will not be eligible under HSED and are subject to repayment to MHDC**

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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) or maximum benefits to a given household/individual.
  - One of the most important components of HSED Eviction Relief funds, as it helps us maintain compliance with U.S. Treasury guidelines.

- Two Main Functions
  - Search for Recipients
  - Import Records

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Clearing House Access

- Required Trainings
  - HSED 2024 Eviction Relief Training
  - MHDC Clearing House Training
- Staff members with previous CH access will automatically be granted **search-only** permission, unless otherwise indicated
- Required Forms:
  - CP-114 Eviction Relief Certification
  - Personnel Agreement to Comply with HSED Security Standards

CP-114

Eviction Relief Certification
Eviction Relief Providers

If your agency <u>will</u> provide Eviction Relief services, complete the attached form for each staff member that is requesting login credentials to the MHDC Clearing House. Agencies must assign 1-2 staff members advanced access to the database. *The selection of staff should be designated to those who will be responsible for the timely data entry of all Eviction Relief assistance into the Clearing House, <u>before payment is made</u>.*

Please indicate the staff members your agency would like to designate advanced access to using the check box provided. All other certified staff will be granted limited access, with the ability to search the Clearing House database for prior assistance and Duplication of Benefit checks.

By signing this document, agency staff is attesting that they have watched and understand the Eviction Relief and MHDC Clearing House recorded trainings in their entirety and are ready to provide eligible Eviction Relief services. Staff members providing Eviction Relief services are also required to complete the HSED Information Security Standards.

_____

Organization Name:

Organization Grant Number:

_____

1. Staff Name (First, Last)   Staff Email

_____   _____

By signing below, I am certifying that I have watched and understand the HSED 2024 Eviction Relief and Clearing House recorded trainings, in their entirety, and am prepared to provide Eviction Relief assistance to eligible Missourians. I also attest that I have watched and understand the HSED 2024 Funded Agency and Compliance trainings in their entirety.

_____   _____
Date   Staff Signature

☐ Designate staff member as an advanced user *(1-2 users per agency).*

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Searching Recipients

- Use the Search Recipients tab to search existing CH records to identify a client's eligibility for direct assistance funding

- 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)
  - Last 4 digits of SSN

- Tutorial: https://clearinghouse.mhdc.com/#/login

Searching Recipients

- Once past assistance has been verified, record this data on forms CP-112 Eviction Relief Eligibility and CP-116 Clearing House Verification.

- For detailed guidance on how to complete these forms, review the HSED 2024 Eviction Relief training.

- Reminders:
    - Always complete multiple search variations to ensure all past assistance has been identified.

    - Expand the months of assistance by clicking "…" to ensure all months have been accounted for.

    - If the client has expended their maximum assistance, or will have a Duplication of Benefits after current assistance is provided, do not proceed with payment.

    - If you are unsure, ask your Program Administrator.

Importing Recipients – Clearing House Bulk Upload

- The Clearing House Bulk Upload Template is used to import your agency's Eviction Relief payments into the CH, **before payment is made.**

- This step can only be completed by staff members granted advanced Clearing House access.

- Only use the template available on https://mhdc.com/programs/community-programs/covid-relief/

First Name	Last Name	Last 4 digits of SSN	Unique Client ID	Program Name	Unit Address	Unit Address2	Unit City	Unit County	Unit State	Unit Zipcode	Amount of Assistance	Type of Assistance
Susie	Example-Test	1234	8910	HSED 2024	1234 Main Street		Kansas City	Jackson County	MO	64131	6300.00	Rental Arrears

Amanda Eisenmann: Last 4 of SSN or "N/A". Do not leave blank.

Amanda Eisenmann: Insert unique Client ID

Insert Unique Client ID, assigned by HSED agency.

Program Name is always "HSED 2024"

Amount of assistance is specific to the Type of Assistance provided.

Importing Recipients – Clearing House Bulk Upload

Assistance Description	Assistance Date	Assistance JurisdictionId	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2
MHDC	1/1/2024	Balance of State						TRUE	TRUE	TRUE	TRUE	TRUE				

Amanda Eisenmann:
Enter Agency Name here

Enter your agency's name.
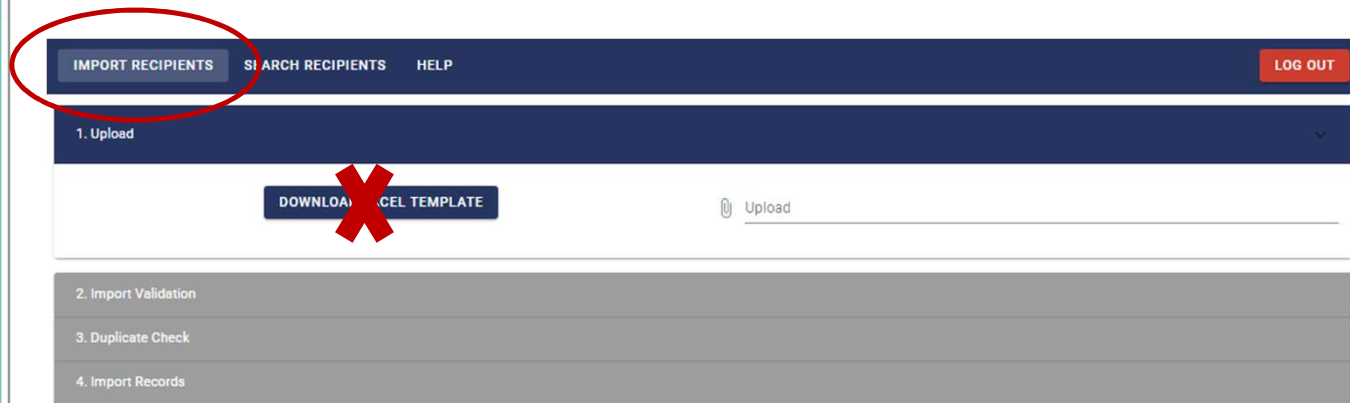
Date payment is made.

Jurisdiction will always be "Balance of State".

Select "TRUE" for the months/year assistance is being requested for.

Remember: Do not select "FALSE" in any fields. Leave all months blank, outside of the months included in this assistance.

Importing Recipients

- Used to import assistance provided by your agency into the CH **before** payment is made.

- Completed by staff members with advanced CH access.

- Remember: Only use the template provided on https://mhdc.com/programs/community-programs/covid-relief/. **Do not** download the Excel template from the Clearing House or use any other version.

- Once uploaded, a final DOB check will be completed by the system.

- Tutorial: https://clearinghouse.mhdc.com/#/login

Clearing House Corrections

App ID	Client First	Client Last	Assistance Type	Payment Date	Delete or Edit Record?	If Edit, description of edits needed (e.g. "Change payment amount to $X,XXX" or "Change months of assistance from April-May 2024 to May-June 2024"):
8910	Susie	Example-Test	Rental Arrears	1/1/2024	Edit	Change payment date to 1/15/2024.

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 to import records. **Always** check for duplicates *before* payment has been made.
    - Consistent
        - Use consistent formatting, spelling, etc. for client records
            - Capitalization and abbreviations (ex. Street vs St.)
            - Agency name in "Assistance Description" (ex. Missouri Housing Development Commission vs. MHDC)
- Always contact Program Administrator with questions.

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