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COMMUNITY DEVELOPMENT AGENCY

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Policies and Procedures for Determining the
Prioritization and Selection of Households

Purpose   This procedure provides employees in the Community Development Agency with the policies and procedures that prioritizes assistance to households with incomes less than 50% area median income and procedures for conducting a lottery.

Scope   This procedure applies to the Community Development Agency's Coronavirus Emergency Rental Relief Fund for Tenants Program ("CARES for Tenants").

**Associated   Program Guidelines
Materials**   Frequently Asked Questions

Policy Statements It is the policy of the Community Development Agency that:

- This policy applies to any applications submitted to the Community Development Agency through the Neighborly Software for the Coronavirus Emergency Rental Relief Fund for Tenants ("CARES for Tenants") from August 17, 2020 at 8:00am until all of the funds are expended.

- All applicants will be sorted based on a preference system for assistance that prioritizes assistance to households with incomes less than 50% area median income. First, all applications will be sorted in Microsoft Excel based on the income the applicant reported on their application from the lowest to highest income. Second, applications will be sorted based on date of application received.

- Applications in Progress (also called "incomplete applications") will not be considered for the application selection process without any form of notification to the applicant. These applications are "incomplete" and will not be reviewed. Applications in Progress are defined as applications that have not yet been successfully submitted to the 2020 Coronavirus Emergency Rental Relief Fund for Tenants because the applicant had one or more steps of the application in-progress at the time that the weekly lottery process is conducted.

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- Duplicate Applications:

    o For applications with the same address or applicant first name, last name and/or email address. The Community Development Agency staff will verify against the Neighborly Software System database to prevent duplication prior to releasing weekly ERA list to subrecipients. If duplication of application is established, the duplicate application is "withdrawn" the word "duplicate" and duplicate case numbers referencing additional applications in the system.

    o For applications with the same address **or** applicant first name and last name, the Community Development Agency staff will accept only one application submitted and reject the duplicate applications. Applications are simply withdrawn with no explanation to the applicant.

    o For applications with the same address between tenant and landlord, the Community Development Agency staff will identify such cases prior to issuing ERA list to subrecipients. These cases will be carefully reviewed by subrecipients during the application review process. Application household member information will be verified. Information will be collected clearly establishing tenancy by proof to the landlord by rent payments, bank statements, rent receipts.   In some instances Community Development Agency staff will provide support to subrecipients by verification of address and ownership by search of address, property title, business license, water service information. The collected information will be uploaded to Neighborly documents. Once the case has been thoroughly vetted, the subrecipient administrator will verify the application in the Application Audit section in Neighborly.

    o Duplicate applications will be rejected without any form of notification to the applicant other than a "change of status" in the Neighborly Software System to "Withdraw" with the word "duplicate noted in the status details.

- Applications with Addresses Outside of Santa Ana:

    o Applications from residents living outside of the City of Santa Ana will be rejected without any form of notification to the applicant other than a "change of status" in the Neighborly Software System to "Denied" with the statement "Out of Area" noted in the status details.

- Applications for the Cares for Tenants Program that are also Participating in the State of California Rental Assistance for Landlords Program

    o Applications listing a landlord who has an active or approved application for the State of California Rental Assistance for Landlords Program will not be included in the weekly selection process. Notification will be made in the form of a "change of status" in the Neighborly Software System to

"Withdrawn" with the phrase "States Landlord Program Participant" noted in the status details.

- After all Applications in Progress, Duplicate Applications, Non-Santa Ana Resident Applications, and Applications for the State of California Rental Assistance for Landlords Program have been removed from the list, all of the remaining submitted applications will be sorted based upon a sorting process. A total of 100 applications will be selected from this list using a computerized, random selection tool/formula in Microsoft Excel. This selection process will take place once a week until all funds are expended. Applicants who have been randomly assigned numbers 1 - 100 will be divided into groups of 50 and assigned to a Subrecipient in the Neighborly Software System. The status of applicants assigned numbers 1 through 100 will be changed in the Neighborly Software System to "In Review" and will be processed by the assigned Subrecipient for eligibility.

  - Subrecipients will notify "Selected" applicants via email and/or phone informing them that they have been selected and their application is "In Review" process.

- Applicants who are not one of the 100 applicants identified as "In Review" each week will maintain a status of "application submitted" until they are either selected as a "In Review" during the weekly selection process or until all of the funds are expended. After all of the funds are expended, an email will be sent to all submitted applications that the program is on hold further notice or until additional funding is received.

- If any of the Selected Applications are identified as ineligible during the Subrecipient review process, their status will be changed to "Denied" or "Withdrawn" in the Neighborly Software System with a reason for ineligibility listed in the status details. A denial letter will be sent to the Applicant by the Subrecipient via email.

Procedure

1.0   Export of Applications

    1.1   Community Development Agency (CDA) staff will generate a report of all applications submitted in the Neighborly Software portal.

    1.2   The report will be exported from Neighborly software into a Microsoft Excel spreadsheet.

2.0   In-Progress and Duplicate Applications

    2.1   Applications in progress and duplicate applications will be rejected in accordance with CDA's policy statement herein. The following scenarios will be run to locate and find duplicate applications:

2.1.1 Scenario # 1 will be executed for Applicants with the same first and last name or same address.

2.1.2 Scenario # 2 will be executed for Applicants with the same home address.

2.1.3 Applications from residents living outside of the City of Santa Ana will be denied.

3.0 Applications for the State of California Rental Assistance for Landlords Program

3.1 Applications for a State of California Rental Assistance for Landlords Program will be rejected in accordance with CDA's policy statement herein. The following scenario will be run to locate and find applications with Participating Landlords.

3.1.1 Community Development Agency staff will compare the weekly run Neighborly list of submitted applications with the list of State of California Rental Assistance for Landlords Program, Community Development Agency staff will double check the Landlord name, if the Property Management Company was not listed, to verify that it is not a Participating Landlord.

3.1.2 Applications listing a landlord who has an active or approved application in the State of California Rental Assistance for Landlords Program will not be included in the weekly selected application process.

4.0 Selected Application Sorting Methodology

4.1 After all Applications in Progress, Duplicate Applications and Applications for a Landlord Participating in the State of California Rental Assistance for Landlords Program have been removed from the lottery, CDA staff will implement a an application selection and application sorting methodology.

4.2 All applicants will be sorted using a sorting selection mechanism. First, all applications will be sorted in Microsoft Excel based on the income the applicant reported on their application from the lowest to highest income. Second, applications will be sorted based on date of application received.

4.3 Up to 100 applications will be assigned to two nonprofit subrecipients (50 applications to each organization) every week until all of the funds are expended.

5.0 Notification

5.1 Community Development Agency staff will assign subrecipients to 100 applications (50 application to each organization) each week after the application selection and sorting methodology is complete. Subrecipients will be informed when the assignment is made.

5.2 Subrecipients will send emails to all assigned applicants informing them if they have been selected through the application selection process and the status of the application will be changed to "In Review" in the Neighborly System.

5.3 Community Development Agency staff will send an email communication to all the remaining applicants with "Application Submitted" as application status in Neighborly. The email blast will identify the number of applications that are waiting to be served every othe week until their application is selected.

6.0 Additional Review

6.1 Subrecipients will double-check assigned applications for: 1) duplicate applications; including same address different name cases 2); Completion of all forms required such as: Duplication of Income Determination Form, Duplication of Benefits Analyses Form, Limitation on Assistance for Prospective Rent Payment Form, Self Certificcation of at Risk of Homelessness Form 3) For Landlords participating in the State Program designed for Landlords Participation.

6.2 Subrecipient will deem applications income qualified and have all forms required completed. Subrecipients will then change application status to "Approved".