

NCHFA Portal Training Back@Home-CV

System User Training
October 2020

User Access

Access to the Back@Home-CV portal is provided by the Organization Administrator at each Rehousing Agency

- <http://www.nchfa.org/Portal/Account/Login.aspx>
- Rehousing Agencies determine who will be their Organization Administrator
- Organization Administrator provides access to staff
- Questions regarding access and use of system – Organization Administrator
- Questions regarding technical assistance with Back@Home – ssharris@nchfa.com

NCHFA Online

SIGN IN

Username:

Password:

Keep me logged in

[Forgot Password?](#)

[Forgot Username?](#)

Log In

NCHFA Online provides partners and individuals access to programs offered by the North Carolina Housing Finance Agency, including the N.C. Foreclosure Prevention Fund and various Loan Pool Programs.

You must have a valid login to access these services.

If you are a homeowner interested in the N.C. Foreclosure Prevention Fund, please visit the N.C. Foreclosure Prevention Fund website for information on how to apply.

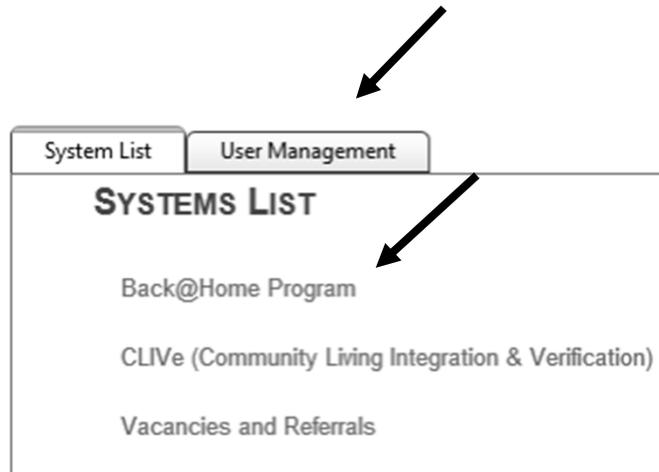
NORTH CAROLINA HOUSING FINANCE AGENCY

NC Foreclosure Prevention FUND

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User Set-Up

- System Administrator will have the option to set up new users
- Not all administrators or users will have access to all systems
- Click on User Management



User Set-Up

- Click on New User
- You will need the following information to set up a user
 - First Name
 - Last Name
 - Title
 - Work Phone
- Address defaults to organization address



User Set-Up

- Enter the User information
- Be sure to “check” the Active box
- Click Create

NCHFA Online efestuser ▾

System List | User Management

User Management: **New User**

NEW USER

Prefix: ▾ First: MI: Last: Suffix: ▾

Title: Work Phone: Ext:

Email: Fax:

Active: If a user is not active, they will not be able to log into the system and cannot have cases assigned to them.

Street Address: Use Organization Street Address
514 East Main Street
Beulaville, NC 28518

Mailing Address: Use Organization Mail Address
514 East Main Street
Beulaville, NC 28518

* indicates a required value.

User Set-Up

User Management Screen

NCHFA Online

System List | User Management

User Management: **New User**

USER MANAGEMENT

EASTPOINTE Disp

Actions	User	Login	Roles	Disp
Edit User Edit Login Reset Password Deactivate Login	Andrews, Robin jogtrajn@eebmqqoife.hys	randrews Inactive		
Edit User Edit Login Reset Password Deactivate Login	Barker, Rosalind mgnydyk@uascqejra.hyn	rbarker	Back @ Home Program user Portal Organization Administrator Subsidy Admin Financial User Portal Subsidy Admin Readonly LME/MCO Portal Subsidy Admin User	
Edit User Edit Login Reset Password Deactivate Login	brown, rhonda txpepb@auffjaogde.gex	rhonda.brown	Subsidy Admin Financial User Portal Subsidy Admin Readonly LME/MCO	

User Management Screen

Edit User Edit Login Reset Password Deactivate Login	hagar, diane hvisav@eukvlaybde.fyc	dhagar	Portal Subsidy Admin User
Edit User Create Login	Harris, Sandy ssharris@nchfa.com		
Edit User Create Login	Harris, Sandy ssharris@nchfa.com		

Create Login

- The system will create the username for you
- Multiple Organization Administrators are allowed
- Be sure to check the Back@Home box to provide the user access
- Click Create Login
- Password will be sent to email provided at setup

Organization: Eastpointe
Name: Crazy Goose
Email Address: lastgoose@outofwater.com
Username*: lastgoose
Organization Administrator: Checking this box will allow this user to Add & Edit other contacts and logins for this Organization.
User Roles:
 Portal Subsidy Admin User
 Subsidy Admin Financial User
 Portal Subsidy Admin TC Supervisor
 Portal Subsidy Admin Readonly LME/MCO
 Portal Subsidy Admin Vacancy and Referral ReadOnly LME/MCO
 Back@Home Program user for Client
 Back@Home Program user for Non Client
 Portal Subsidy Admin Tenancy Issue Manager
If the Organization Administrator box is unchecked and all roles are unchecked then the login will be deactivated.
Please review the information above. When the Create Login button is clicked, a password will be created and emailed to the user's email address. The user can then use the password to access the system. As a user administrator you can reset the password for this and other users on the User Management screen.
* indicates a required value.
Cancel Create Login

Create Login

- Organization Administrator determines level of access
 - Client – can only see reimbursement requests related to clients
 - Non Client – can see all reimbursement requests – which may include staff paystubs, timesheets, etc.
- Click Create Login

Organization: Eastpointe
Name: Crazy Goose
Email Address: lastgoose@outofwater.com
Username*: lastgoose
Organization Administrator: Checking this box will allow this user to Add & Edit other contacts and logins for this Organization.
User Roles:
 Portal Subsidy Admin User
 Subsidy Admin Financial User
 Portal Subsidy Admin TC Supervisor
 Portal Subsidy Admin Readonly LME/MCO
 Portal Subsidy Admin Vacancy and Referral ReadOnly LME/MCO
 Back@Home Program user for Client
 Back@Home Program user for Non Client
 Portal Subsidy Admin Tenancy Issue Manager
If the Organization Administrator box is unchecked and all roles are unchecked then the login will be deactivated.
Please review the information above. When the Create Login button is clicked, a password will be created and emailed to the user's email address. The user can then use the password to access the system. As a user administrator you can reset the password for this and other users on the User Management screen.
* indicates a required value.
Cancel Create Login

Create Login

- Once login has been created, you have the option to
 - Edit User
 - Edit Login
 - Reset Password
 - Deactivate Login
- NCHFA does not have the ability to change user status, access, or password reset
- Users will be referred back to their Organization Administrator

The screenshot shows the 'CREATE LOGIN' form in the NCHFA Online system. The form is titled 'CREATE LOGIN' and is part of the 'User Management' section. It includes the following fields and options:

- Organization: Eastpointe
- Name: Cracy Goose
- Email Address: lastgoose@outofwater.com
- Username: lastgoose
- Organization Administrator: (with a note: "Checking this box will allow this user to Add & Edit other contacts and logins for this Organization.")
- User Roles:
 - Portal Subsidy Admin User
 - Subsidy Admin Financial User
 - Portal Subsidy Admin TC Supervisor
 - Portal Subsidy Admin Readonly LME/MCO
 - Portal Subsidy Admin Vacancy and Referral ReadOnly LME/MCO
 - Back@Home Program user for Client
 - Back@Home Program user for Non Client (indicated by a red arrow)
 - Portal Subsidy Admin Tenancy Issue Manager

At the bottom of the form, there is a note: "If the Organization Administrator box is unchecked and all roles are unchecked then the login will be deactivated." There are 'Cancel' and 'Create Login' buttons at the bottom right.

Portal Login Screen

Access to the Back@Home portal is provided by the Organization Administrator at each Rehousing Agency

- <http://www.nchfa.org/Portal/Account/Login.aspx>
- Username and Password are used to access the Back@Home portal
- Questions regarding access and use of system – Organization Administrator
- Questions regarding technical assistance with Back@Home – ssharris@nchfa.com

The screenshot shows the 'SIGN IN' screen for NCHFA Online. The page title is 'NCHFA Online'. The 'SIGN IN' section includes:

- Username:
- Password:
- Keep me logged in
- Forgot Password?
- Forgot Username?
- Log In button

To the right of the login fields, there is a message: "NCHFA Online provides partners and individuals access to programs offered by the North Carolina Housing Finance Agency, including the N.C. Foreclosure Prevention Fund and various Loan Pool Programs. You must have a valid login to access these services. If you are a homeowner interested in the N.C. Foreclosure Prevention Fund, please visit the N.C. Foreclosure Prevention Fund website for information on how to apply." Below this message are logos for the North Carolina Housing Finance Agency and the N.C. Foreclosure Prevention Fund. At the bottom, there is a copyright notice: "Copyright © 2015 North Carolina Housing Finance Agency | Terms and Conditions".

Household Set-Up

- The household must be set-up in the portal prior to your first reimbursement request for the household
- Click Household

QA Environment. Please do NOT enter production data.

NCHFA Online WebDB.ssharris

Return to Home Organization: Fastpointe Rehousing Initiative: NC ESG-COVID

Reimbursement Requests Reimbursement Summary Household

REIMBURSEMENT REQUESTS FOR NC ESG-COVID

Active Only

Reimbursement Request Number	HMS# Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Closed	Status	Paid
8122	8941 Easton	HP-Application Fees	\$25.00	August-2020	10/19/2020	Pending Submission	
8120	4785 Endless	RR-Application Fees	\$25.00	August-2020	10/16/2020	Pending Submission	
8119		RR-Operating Costs	\$1,200.00	September-2020	10/16/2020	Pending Submission	
8116		HP-Staffing	\$345.00	February-2020	10/14/2020	Pending Submission	
8114	2309 Potter	RR-Ongoing Utilities	\$124.00	January-2020	10/14/2020	Pending Submission	
8113		RR-Staffing	\$345.00	January-2018	10/14/2020	Pending Submission	
8111	23588-Mears	HP-Security Deposit	\$860.00	May-2020	10/14/2020	Pending Submission	
8109	23588-Mears	HP-Moving Costs	\$1,000.00	February-2020	10/14/2020	Pending Submission	
8108	2309 Potter	HP-Ongoing Utilities	\$1,200.00	April-2018	10/14/2020	Pending Submission	

Household Set-Up

- Click New Household

QA Environment. Please do NOT enter production data.

NCHFA Online WebDB.ssharris

Return to Home Organization: Fastpointe Rehousing Initiative: NC ESG-COVID

Reimbursement Requests Reimbursement Summary Household

Household List New Household

HOUSEHOLDS FOR NC ESG-COVID

Active Only

Household First Name	Household Last Name	HMS#	NCCares360ID	Program	Program Entry Date	Program Exit Date	Date Created
Harry	Potter	2309	0C39FE25-2775-444E-8764-696761178492	Rapid Rehousing: Financial Assistance	10/01/2020		10/08/2020
Mark	Petrie	234234	4f1c9582-815f-4347-a51e-81d0689ff78b	Rapid Rehousing: Financial Assistance	09/01/2020		10/12/2020
Ben	Mears	235388	1e58d699-33a8-1781-8520-637162d0c763	Homelessness Prevention: Financial Assistance	09/02/2020		10/12/2020
Emily	Banes	10880	263c7388-866a-4f7c-8873-d121c80d6e08	Rapid Rehousing: Financial Assistance	10/01/2020		10/15/2020
bob	Jones	22100	263c7388-866a-4f7c-8873-d121c80d6e08	Homelessness Prevention: Financial Assistance	10/05/2020		10/15/2020
Victoria	Endless	4785	8d963cfc-c789-5c18-21c2-8de73674d875	Rapid Rehousing: Financial Assistance	08/01/2020		10/16/2020
Jill	Easton	8941	6518ABA7-637a-f01b-2134-37674f75038c	Homelessness Prevention: Financial Assistance	08/19/2020		10/16/2020

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Household Set-Up

- Enter First Name of Household head
- Enter Last Name
- Enter HMIS Number
- Enter NCCares360 ID
- Enter Program
 - Rapid Rehousing Financial Assistance
 - Homelessness Prevention Financial Assistance
- Enter Program Entry Date
- Enter Program End Date (if applicable)
- Click OK

Household Set-Up

- Once you have set up the household, you will find them on the Household List Screen
- You will submit requisitions from this screen for this household
- You will notice this household was set up as Rapid Rehousing Financial Assistance
- Other households may be set up as Homelessness Prevention Financial Assistance
- The portal presumes each household will only be under one type of Financial Assistance

Household First Name	Household Last Name	HMIS#	NCCares360 ID	Program	Program Entry Date	Program Exit Date	Date Created
Harry	Potter	2309	0C3FFE25-2775-4A4E-876A-6967E1178492	Rapid Rehousing Financial Assistance	10/01/2020		10/08/2020
Mark	Petrie	234234	efce582-815f-4347-a51e-87a0e89ff76b	Rapid Rehousing Financial Assistance	09/01/2020		10/12/2020
Bill	Means	235288	9e58e09e-33a8-4781-8220-6277a26c7c53	Homelessness Prevention Financial Assistance	09/02/2020		10/12/2020
Em	Banes	10880	203c7388-866A-4F7C-8873-D121C80D6E08	Rapid Rehousing Financial Assistance	10/01/2020		10/15/2020
Job	Jones	22100	263c7388-866A-4F7C-8873-D121C80D6E08	Homelessness Prevention Financial Assistance	10/05/2020		10/15/2020
Victor	Endress	4785	8d9e3cfc-c789-4c18-21ca-8d673674d875	Rapid Rehousing Financial Assistance	08/01/2020		10/16/2020
Jill	Easton	8941	65184842-637a-f018-2104-3767475038c	Rapid Rehousing Financial Assistance	08/19/2020		10/16/2020
Goose	Silly	458796	264c7388-866A-4F7C-8873-D121C80D6E08	Rapid Rehousing Financial Assistance	09/09/2020		10/19/2020

Reimbursement Requests



Add Reimbursement Request

- Once you have set the household up in the portal, you are able to submit requisitions on behalf of this household
- Click the magnifying glass

QA Environment: Please do NOT enter production data

NCHFA Online WebDB.ssharris

Return to Home Organization: Endpoint Rehousing Initiative: NC ESG COVID

Reimbursement Requests Reimbursement Summary Household

Household List New Household

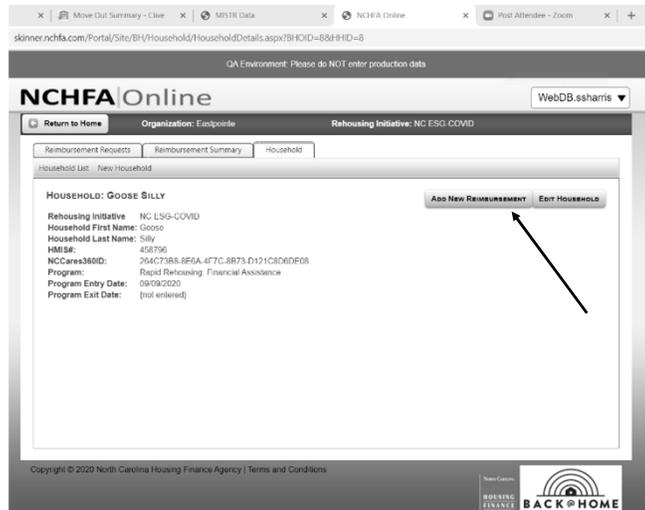
HOUSEHOLDS FOR NC ESG-COVID

Active Only

Household First Name	Household Last Name	HMS#	NCCares360ID	Program	Program Entry Date	Program Exit Date	Date Created
Harry	Pctter	2309	0109E05-2773-444E-8764-69571178493	Rapid Rehousing: Financial Assistance	10/01/2020		10/08/2020
Mark	Retise	234234	ef1e582-815f-4347-a15e-81d068ff74fb	Rapid Rehousing: Financial Assistance	09/01/2020		10/12/2020
Ben	Meats	235283	1e136c09-13a8-4713-8520-637747907d3	Homelessness Prevention: Financial Assistance	09/02/2020		10/12/2020
Emily	Banes	10880	263c7388-886a-4f7c-8873-d121c80d0e08	Rapid Rehousing: Financial Assistance	10/01/2020		10/15/2020
bob	Jones	22100	263c7388-886a-4f7c-8873-d121c80d0e08	Homelessness Prevention: Financial Assistance	10/05/2020		10/15/2020
Victoria	Endress	4785	839e3c7c-1786-5c1b-21c2-8d273674d875	Rapid Rehousing: Financial Assistance	08/03/2020		10/16/2020
Jill	Easton	8941	651848a2-637a-f018-2134-3707477039c	Rapid Rehousing: Financial Assistance	08/19/2020		10/16/2020
Goose	Silly	458796	264c7388-886a-4f7c-8873-d121c80d0e08	Rapid Rehousing: Financial Assistance	09/09/2020		10/19/2020

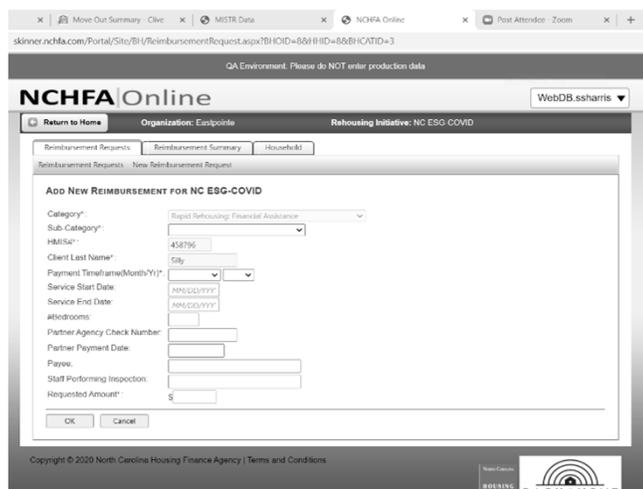
Add Reimbursement Request

- You now have the option to “Add New Reimbursement”
- You also have the option to “Edit Household” **if you have not submitted the initial reimbursement request for this household.** Once you have submitted the first reimbursement for a household, you will not be able to “Edit the Household”. These changes will need to be made by NCHFA.
- Be sure to double check your data entry prior to submitting the first reimbursement request
- Click Add New Reimbursement



Add Reimbursement Request

- You will notice household data populates for you
- Choose the applicable Sub-Category
- Enter the payment timeframe (Month payment applies – January Rent, April utilities)
- Enter the service dates if applicable
- Enter number of bedrooms
- Enter check number
- Enter payment date
- Enter payee
- Enter staff performing inspection
- Enter amount requested
- Click Ok



Add Documents

- Click on the Documents Tab
- You will have to submit certain documents based on the type of expense

The screenshot shows the NCHFA Online portal for a reimbursement request. The page title is "REIMBURSEMENT REQUEST FOR BACK@HOME-CV". The request number is 5143, and the status is "Pending Submission". The request amount is \$50.00. The user is logged in as WebDB.ssharris. The "Documents" tab is selected, and the "Add Documents" button is highlighted with a black arrow. The page also displays a list of required documents for upload, including Lease, Check or Ledger Sheet, Bill or Invoice, and Verification of Homelessness.

Add Documents

- Click on Document tab
- You will have a drop down list of the required documents based on the type of expense
- There may be additional documents in the list that are not required in case there is supporting documents you want to upload such as a waiver from DHHS
- You should select the corresponding document type to support your upload
- Click Select File
- Choose the correct file from your list (pdf is the only allowable file type)
- Click Open
- Click Upload
- Confirm you want to upload the document

The screenshot shows the NCHFA Online portal for a reimbursement request, specifically the "REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV" page. The request number is 5143, and the status is "Pending Submission". The user is logged in as WebDB.ssharris. The "Documents" tab is selected, and the "Add Documents" button is highlighted with a black arrow. The page displays a list of required documents for upload, including Lease, Check or Ledger Sheet, Bill or Invoice, and Verification of Homelessness. The "Document Type" dropdown menu is open, and the "Select File" button is highlighted with a black arrow. The "Upload" button is also visible.

Add Documents

- You will see the list of documents uploaded
- If you have not uploaded all the required documents, you will not be able to submit for payment
- You can add comments if necessary
- Click Submit for Payment
- Confirm you have provided all supporting documentation
- Click Submit
- You will get an error message if you have not uploaded all required documents

Organization: Fastpointe Rehousing Initiative: Back@Home.CV
Request Type: IP: Application Fees Request Number: 8148
Request Amount: \$50.00 Request Status: Pending Submission

Reimbursement Request Documents Submit for Payment Withdraw

REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV

Document Type: [v] Select File: [] Select Upload

Comments: []

The following file extensions are only available for upload: .pdf

These documents are required:

- Lease
- Check or Ledger Slot
- Bill or Invoice
- Verification Of Homelessness

Document Name	Comments	Date Created
LeaseAgreement		10/20/2020
CheckLedgerSlot		10/20/2020

Delete View LeaseAgreement 10/20/2020
Delete View CheckLedgerSlot 10/20/2020

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Submit for Payment

- You will see the list of documents uploaded
- If you have not uploaded all the required documents, you will not be able to submit for payment
- You can add comments if necessary
- Click Submit for Payment
- Confirm you have provided all supporting documentation
- Click Submit
- You will get an error message if you have not uploaded all required documents

Organization: Fastpointe Rehousing Initiative: Back@Home.CV
Request Type: IP: Application Fees Request Number: 8148
Request Amount: \$50.00 Request Status: Pending Submission

Reimbursement Request Documents Submit for Payment Withdraw

REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV

Document Type: [v] Select File: [] Select Upload

Comments: []

The following file extensions are only available for upload: .pdf

These documents are required:

- Lease
- Check or Ledger Slot
- Bill or Invoice
- Verification Of Homelessness

Document Name	Comments	Date Created
LeaseAgreement		10/20/2020
CheckLedgerSlot		10/20/2020

Delete View LeaseAgreement 10/20/2020
Delete View CheckLedgerSlot 10/20/2020

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Requesting Payments



Submit for Payment

- Once submitted, you can see the summary of what was requested for reimbursement
- The status of the request is now Submitted for Payment
- You view the uploaded documents from the Documents tab
- To access the household information from this screen, click the Client Last Name

Organization: Fastlane Rehousing Initiative: Back@Home-CV
Request Type: HP- Application Fees Request Number: 0143
Request Amount: \$50.00 Request Status: Submitted for Payment

REIMBURSEMENT REQUEST FOR BACK@HOME-CV

Reimbursement Request Number: 0143
Status: Submitted for Payment
Created By: W6DB ssharris 10/20/2020 8:28:45 AM

Rehousing Initiative: Back@Home-CV
Category: Homelessness Prevention- Financial Assistance
Sub Category: HP- Application Fees
HMI SE: 0008
Client Last Name: NoCalley
NCCares360 ID: E3870785-108C-4844-BF9C-F10DAFC5AF17
Payment Month: September 2020
Service Start Date: 09/15/2020
Service End Date: (not entered)
Number Of Bedrooms: 1
Partner Agency Check Number: 12589
Partner Payment Date: 09/15/2020
Payee: ABC Rentals
Staff Performing Inspection: (not entered)
Requested Amount: \$50.00

Reimbursement Status

- From the Reimbursement Requests tab, you can see a list of all requests and their status
- Search features are available to only see certain requests such as
 - Paid
 - Pending Submission
 - Search by HMIS #
- Payment status is also shown on this screen

QA Environment. Please do NOT enter production data

NCHFA Online WebDB.ssharris

Return to Home Organization: Endpointe Rehousing Initiative: Back@Home CV

Reimbursement Requests New Reimbursement Request

REIMBURSEMENT REQUESTS FOR BACK@HOME-CV

Active Only

Reimbursement Request Number	HMIS#-Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Created	Status	Paid
8146		RR-Mileage	\$45.00	June-2020	10/19/2020	Pending Submission	
8145		HP-Volunteer Incentives	\$59.00	July-2020	10/19/2020	Pending Submission	
8144	0008-NeGaley	RR-Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8148	0008-NeGaley	HP-Application Fees	\$50.00	September-2020	10/20/2020	Submitted for Payment	
8147		HP-Overhead	\$30.00	September-2020	10/19/2020	Submitted for Payment	

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ROBERTS FINANCE GROUP BACK@HOME NORTH CAROLINA

Withdraw Request

- Reasons to withdraw a request may include a duplicate entry or wrong data entered
- Click the magnifying glass for the request to be withdrawn

QA Environment. Please do NOT enter production data

NCHFA Online WebDB.ssharris

Return to Home Organization: Endpointe Rehousing Initiative: Back@Home CV

Reimbursement Requests New Reimbursement Request

REIMBURSEMENT REQUESTS FOR BACK@HOME-CV

Active Only

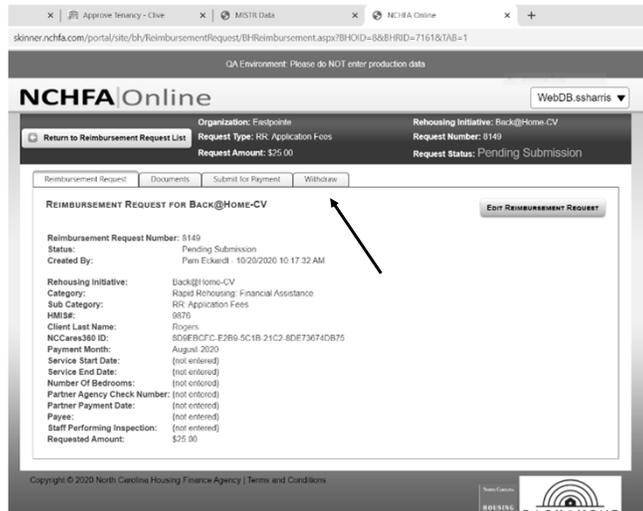
Reimbursement Request Number	HMIS#-Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Created	Status	Paid
8146		RR-Mileage	\$45.00	June-2020	10/19/2020	Pending Submission	
8145		HP-Volunteer Incentives	\$59.00	July-2020	10/19/2020	Pending Submission	
8144	0008-NeGaley	RR-Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8148	0008-NeGaley	HP-Application Fees	\$50.00	September-2020	10/20/2020	Submitted for Payment	
8147		HP-Overhead	\$30.00	September-2020	10/19/2020	Submitted for Payment	

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ROBERTS FINANCE GROUP BACK@HOME NORTH CAROLINA

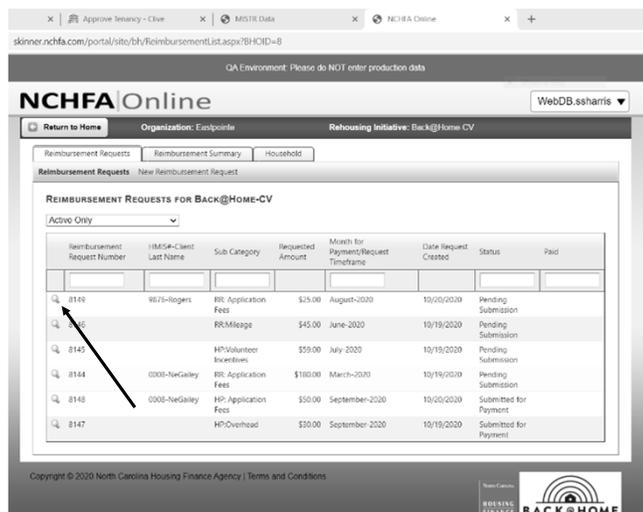
Withdraw Request

- Click the Withdraw tab
- Confirm you wish to withdraw
 - NOTE – Once you withdraw it goes away and you will not have the option to resubmit. You will have to recreate the request from the start
- Click Withdraw



Withdraw Request

- You are only able to withdraw requests prior to submission
- Click the magnifying glass for the request to be withdrawn



Withdraw Request

- You are not able to withdraw requests once submitted
- Search features are available to only see certain requests such as
 - Paid
 - Pending Submission
 - Search by HMIS #
- Payment status is also shown on this screen

QA Environment. Please do NOT enter production data

NCHFA Online WebDB.ssharris

Organization: Endpoints Rehousing Initiative: Back@Home CV

Reimbursement Requests New Reimbursement Request

REIMBURSEMENT REQUESTS FOR BACK@HOME-CV

Active Only

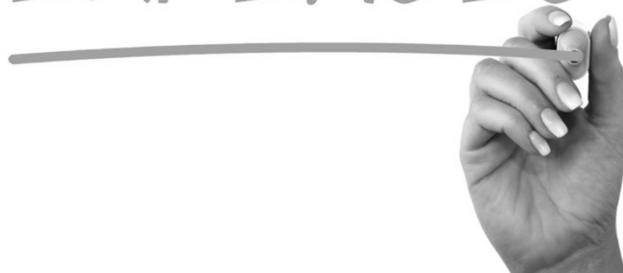
Reimbursement Request Number	HMIS-Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Created	Status	Paid
8146		RR-Meals	\$45.00	June-2020	10/19/2020	Pending Submission	
8145	HP-Volunteer Incentives		\$39.00	July-2020	10/19/2020	Pending Submission	
8144	0008-NeSally	RR-Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8143	0008-NeSally	HR-Application Fees	\$50.00	September-2020	10/20/2020	Submitted for Payment	
8147	HP-Overhead		\$30.00	September-2020	10/19/2020	Submitted for Payment	

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North Carolina HOUSING FINANCE AGENCY BACK@HOME NORTH CAROLINA

Reimbursable Expenses

EXPENSES



Financial Assistance Related Expenses

Types of Reimbursement Requests

Financial Assistance Expenses include:

- Application Fees
- Security Deposit
- Rent Arrears
- Initial Rent
- Ongoing Rent
- Utility Arrears
- Utility Deposit
- Ongoing Utilities



Types of Reimbursement Requests (continued)

Financial Assistance Expenses include:

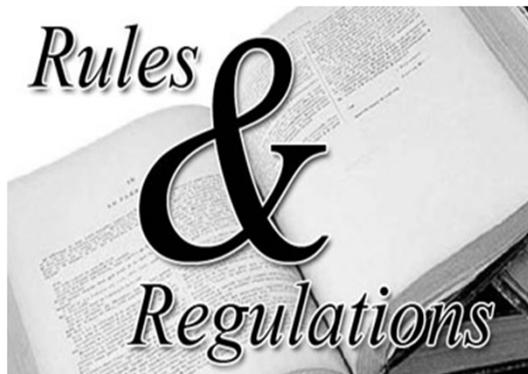
- Moving Costs
- HQS Inspection
- Housing Related Move-in Expense
- Moving Costs
- HQS Inspection
- Landlord Incentives
- Pet Deposit
- Hotel/Motel



Coronavirus Relief Funds(CRF)Only - Allowable Expenses

Financial Assistance Expenses for CRF only include:

- Transportation
- Move-in Goods
- Unit Upfit
- Other
- NOTE – These reimbursement requests are **NOT** submitted via the portal. DHHS will provide another method for reimbursement.



Services and Non-Client Related Expenses

Services / Non-Client Related Expenses

Eligible expenses include:

- Staffing (direct service providers)
- Hazard Pay
- Volunteer Incentives
- COVID-19 and Public Health Training
- Mileage (direct service providers)
- Overhead
- Administration



Reimbursement Request

NCHFA Online

Organization: First Fruit Ministries

Reimbursement Requests

Reimbursement Requests New Reimbursement Request

Reimbursement Requests
No Reimbursement Requests exist for this organization.

Adding Reimbursement Requests/Services and Non-Client Expense

How to enter reimbursement request

- Click "New Reimbursement Request"
- Add Category
- Add Sub-Category
- Request Timeframe (Month/Yr)
- Total # of Staff with hours billed to Back@Home
- Total # of Housing Service Hours
- Total Requested Amount
- Click Ok

NCHFA Online

WebDB.ssharris

Return to Home Organization: Eastpointe Rehousing Initiative: Back@Home-CV

Reimbursement Requests Reimbursement Summary Household

Reimbursement Requests **New Reimbursement Request**

ADD NEW REIMBURSEMENT FOR BACK@HOME-CV

Category*: Rapid Rehousing- Services

Sub-Category*: RR Hazard Pay

Request Timeframe(Month/Yr): November 2020

Total # of Staff with hours billed To Back@Home: 10

Total # of Housing Service Hrs: 162

Requested Amount*: \$ 7,838

OK Cancel

Adding Reimbursement Requests / Non-Client Expense

- Once reimbursement request has been entered, the information will summarize as noted
- You have the ability to editor withdraw your request until you have submitted
- Be sure to confirm data entered matches supporting documents to avoid delay in processing

NCHFA Online WebDB.ssharris

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
 Request Type: RR: Hazard Pay Request Number: 8168
 Request Amount: \$7,858.00 Request Status: Pending Submission

Return to Reimbursement Request List

Reimbursement Request Documents Submit for Payment Withdraw

REIMBURSEMENT REQUEST FOR BACK@HOME-CV [EDIT REIMBURSEMENT REQUEST](#)

Reimbursement Request Number: 8168
 Status: Pending Submission
 Created By: WebDB.ssharris - 10/25/2020 5:23:58 PM

Rehousing Initiative: Back@Home-CV
 Category: Rapid Rehousing: Services
 Sub Category: RR: Hazard Pay
 Request Timeframe(Month/Yr): November-2020
 Total # of Staff with hours billed To Back@Home: 10
 Total # of Housing Service Hrs: 182.00
 Requested Amount: \$7,858.00

Adding Reimbursement Requests / Non-Client Expense

- Click Documents to upload required supporting documentation
- The system will not allow you to submit if you have not uploaded the required documents

NCHFA Online WebDB.ssharris

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
 Request Type: RR: Hazard Pay Request Number: 8168
 Request Amount: \$7,858.00 Request Status: Pending Submission

Return to Reimbursement Request List

Reimbursement Request Documents Submit for Payment Withdraw

REIMBURSEMENT REQUEST FOR BACK@HOME-CV [EDIT REIMBURSEMENT REQUEST](#)

Reimbursement Request Number: 8168
 Status: Pending Submission
 Created By: WebDB.ssharris - 10/25/2020 5:23:58 PM

Rehousing Initiative: Back@Home-CV
 Category: Rapid Rehousing: Services
 Sub Category: RR: Hazard Pay
 Request Timeframe(Month/Yr): November-2020
 Total # of Staff with hours billed To Back@Home: 10
 Total # of Housing Service Hrs: 182.00
 Requested Amount: \$7,858.00

Adding Reimbursement Requests / Non-Client Expense

Required supporting documentation must be uploaded

- Each required document type must be uploaded separately
- The portal will only accept pdf file format
- Add comments to provide additional clarification of documents uploaded
- Click Upload

NCHFA Online

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: RR: Hazard Pay Request Number: 8168
Request Amount: \$7,858.00 Request Status: Pending Submission

REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV

Document Type: [dropdown] Select File: [button] [button] [button] Upload

Comments: [text area]

The following file extensions are only available for upload: .pdf

These documents are required:

- Timesheets
- Pay stubs

No Supporting Documents exist.

Adding Reimbursement Requests / Non-Client Expense

Required supporting documentation must be uploaded

- Once all documents uploaded you may submit
- Click Submit
- Request Status changes to Submitted for Payment

NCHFA Online

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: RR: Hazard Pay Request Number: 8167
Request Amount: \$7,858.00 Request Status: Submitted for Payment

REIMBURSEMENT REQUEST FOR BACK@HOME-CV

Reimbursement Request Number: 8167
Status: Submitted for Payment
Created By: WebDB.sshams - 10/25/2020 5:21:04 PM

Rehousing Initiative:	Back@Home-CV
Category:	Rapid Rehousing: Services
Sub Category:	RR: Hazard Pay
Request Timeframe(Month/Yr):	November:2020
Total # of Staff with hours billed To Back@Home:	10
Total # of Housing Service Hrs:	162.00
Requested Amount	\$7,858.00

Required Supporting Documentation



Returned Requisitions

Back@Home-CV

Returned Reimbursement Requests

- NCHFA will provide reason for return and instructions to correct
- Be sure to check this periodically since you will not receive an email regarding the return

Organization: Eastpointe Agency Project Number: 9249193

Return to Reimbursement Request List Reimbursement Request: 1022-Security Deposit-\$555.00-11/26/2018 Portal Enabled Reimbursement Request Status: Returned

General Reimbursement Request Documents Submit for Payment Withdraw

GENERAL
 Reimbursement Request Number: 1022
 Status: Returned
 Is Portal Enabled: Yes
 Created By: WebDB.Dev_MAGGIE - 11/26/2018 4:26:25 PM

Returned Reimbursement Request Status:

Prior Status	Reason	Instructions	Date	Created By
Submitted for Payment	Security deposit amount on lease does not match amount on receipt	Correct security deposit amount on lease and have resident and owner initial and resubmit - Correct amount entered to match receipt/lease	11/26/18	Vaishali Rana

Returned Reimbursement Requests

- Returned requests will be noted in the Status column
- Be sure to check this periodically since you will not receive an email regarding the return

Organization: Eastpointe Agency Project Number: 9249193

Reimbursement Requests

Reimbursement Requests New Reimbursement Request

Reimbursement Request	HMSA-Client Last Name	Sub Category	Requested Amount	Payment Timeframe	Request Timeframe	Portal Enabled	Date Request Submitted	Status
1011-Staff Hours and Administration-\$12.65-11/16/2018		Staff Hours and Administration	\$12.65		January-2018	No	11/16/2018	Pending Submission
1017-Application Fees-\$50.00-11/19/2018	1275-Brown	Application Fees	\$50.00	October-2018		Yes	11/19/2018	Submitted for Payment
1018-Security Deposit-\$1,200.00-11/19/2018	1800-Wright	Security Deposit	\$1,200.00	October-2018		Yes	11/19/2018	Submitted for Payment
1019-Initial Rent-\$587.25-11/19/2018	1800-Wright	Initial Rent	\$587.25	October-2018		Yes	11/19/2018	Submitted for Payment
1020-Ongoing Rent-\$600.00-11/19/2018	1800-Wright	Ongoing Rent	\$600.00	November-2018		Yes	11/19/2018	Pending Submission
1021-Application Fees-\$555.00-11/26/2018	12356-Harris	Application Fees	\$555.00	November-2018		Yes	11/26/2018	Submitted for Payment
1022-Security Deposit-\$555.00-11/26/2018	56789-Kimball	Security Deposit	\$555.00	December-2018		Yes	11/26/2018	Returned

Pre-Approved Payment Caps



Pre-Approved Payment Cap

- Initial Rent
 - Two Month's Rent
- Rent Arrears
 - Six Months
- Initial Rent
 - Rent Reasonableness
- Ongoing Rent
 - See above
 - 24 months in a 3 year period*
- Security Deposit
 - Two month's rent

Pre-Approved Payment Caps

- Landlord Incentives
 - Signing Bonus
 - Security Deposit up to 3 times rent
 - Cleaning/maintenance
 - Damage repairs
- Pet Deposit
 - \$250 per pet
 - 2 pet limit
- Initial Rent
 - Rent Reasonableness
- Hotel/Motel
 - No appropriate emergency shelter available

NCHFA Contacts

Back@Home-CV

NCHFA Contact Information

- If I have questions regarding submitted requisitions or technical assistance, who do I contact?
 - Sandy Harris - ssharris@nchfa.com – 919.877.5649
 - Amy Barnes – aebarnes@nchfa.com – 919.850.2869
 - Louise Gardner – rlgardner@nchfa.com – 919.877.5663
 - Dorian Minters – dlminters@nchfa.com – 919.981.4470
 - Deborah Simmons – dlsimmons@nchfa.com – 919.981.4471

