



2021 ESG-CV Requisition Process Webinar / Tutorial

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North Carolina Housing Finance Agency**

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ESG Homeless Program Coordinators**

2021 ESG Requisition Documents

The 2021 requisition documents are found on the NC DHHS, Aging and Adult Services website located at:

<https://www.ncdhhs.gov/divisions/aging-and-adult-services/nc-emergency-solutions-grant/nc-emergency-solutions-grant---2>



Eligible Client

Eligible Unit

Eligible Expense

Requisition Submissions

- Email the requisition to the NC ESG Community email: ncesg@dhhs.nc.gov
- Requisitions submitted to other email addresses will not be accepted
- Only one email per Subrecipient, per month, will be accepted; exceptions may be made with prior approval from the NC ESG Office.
- All requisition documents should be sent via one PDF in the order required by the ESG Requisition Checklist.
 - Include corresponding HMIS # (or client identifying #) on all documents, redacting all personal identifying information to preserve client confidentiality.
- Requisitions are processed in the order received. **Once requisitions are processed, they cannot be recalled.**
- All questions regarding requisitions should be submitted to ncesg@dhhs.nc.gov

Requisition Timeline

- Requisition submission must be received by the NC ESG Office in a timely matter. This means no later than 45 days after the last billing day of the month, for which the reimbursement is being requested.
- If approved: the requisition will be submitted for reimbursement to the State Controller office. (turnaround 30 business days)
- If discarded: Subrecipient's financial contact, Executive Director, and/or authorized signer, will receive discard notification and reason for discard by email (see correction process below for resubmission prior to deadline)

Submission Reminders

- Requisition Submissions must be accurate and in order of the ESG Requisition Checklist.
- REMINDER - All documents must include corresponding HMIS # (or client Identifying #), to preserve client confidentiality, names and other client identifiers (Names, DOB, SS#, etc.) should be redacted.
- Per HUD regulations - requisitions must be sent to the NC ESG Office monthly, **even if the requisition is for \$0 and no less than 1 requisition per quarter must be greater than \$0**

Requisition Best Practices

- Review the entire requisition before submission
- Compile all required documents in the order outlined in the ESG Requisition Checklist and scan as one PDF file.
- Review the scanned file to make sure it is legible.
- Ensure adequate prep time for submission, allowing for resubmission of discarded requisition(s) if necessary.
- Refer to the Desk Guide for detailed information regarding requisition submissions.

2021 Requisition Forms

A – NC ESG Requisition Instructions & Checklist

B – NC ESG Requisition Workbook

- Required for submission to ESG office; not required for NC HFA submission

C – NC ESG Client Log Workbook

- Required for submission to ESG office; not required for NC HFA submission

D – NC ESG Timesheet Workbook

- No Required for submission to ESG office and NC HFA

Submission Location

Submit to NC ESG Office

- All annual requisitions
- ESG-CV requisitions for all non-Back@Home rehousing agencies
- All Street Outreach, Emergency Shelter, and HMIS requisitions

Submit to NC HFA Portal

- ESG-CV Homelessness Prevention and Rapid Rehousing requisitions for Back@Home rehousing agencies

Contact Information

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NCHFA Portal Training Back@Home-CV

System User Training

February 2021

1/27/2021 10:00 AM

1/27/2021 10:00 AM

1/27/2021 10:00 AM

1/27/2021 10:00 AM

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:

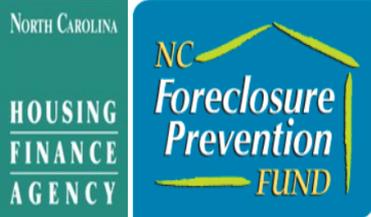
Password:

Keep me logged in
[Forgot Password?](#)
[Forgot Username?](#)

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.

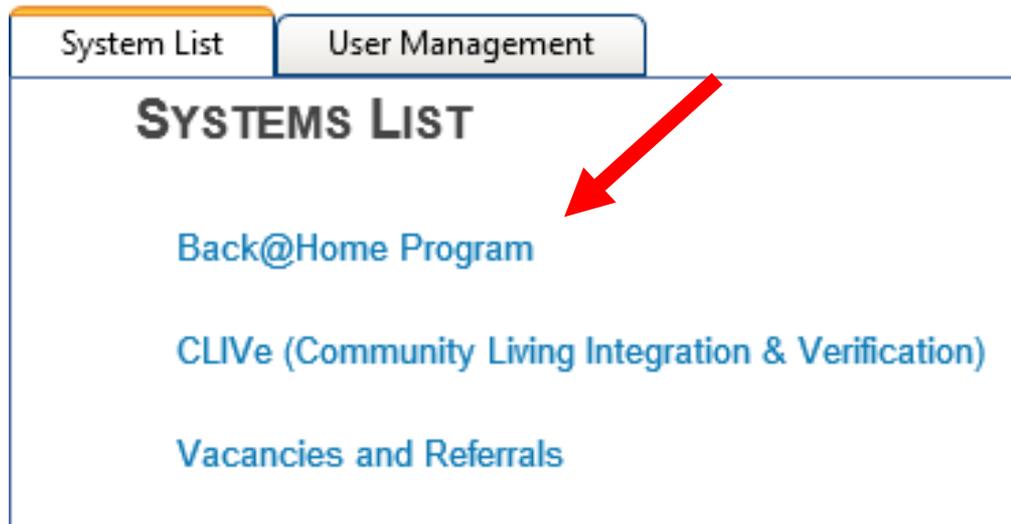
If you are a homeowner interested in the N.C. Foreclosure Prevention Fund, please visit the [N.C. Foreclosure Prevention Fund](#) website for information on how to apply.



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User Set-Up

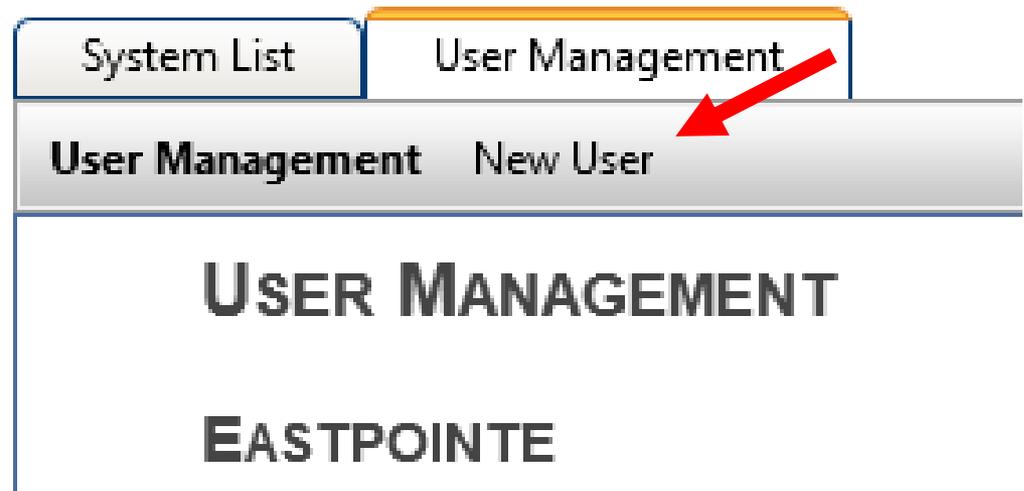
- System Administrator will have the option to set up new users
- Not all administrators or users will have access to all systems
- Click on User Management



The screenshot displays a web interface with two tabs: 'System List' and 'User Management'. The 'User Management' tab is currently selected. Below the tabs, the heading 'SYSTEMS LIST' is visible. Underneath this heading, there are three blue links: 'Back@Home Program', 'CLIVe (Community Living Integration & Verification)', and 'Vacancies and Referrals'. Two red arrows are overlaid on the image: one points to the 'User Management' tab, and the other points to the 'Back@Home Program' link.

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 etestuser ▼

System List | **User Management**

User Management **New User**

NEW USER

Prefix: First: MI: Last: Suffix:

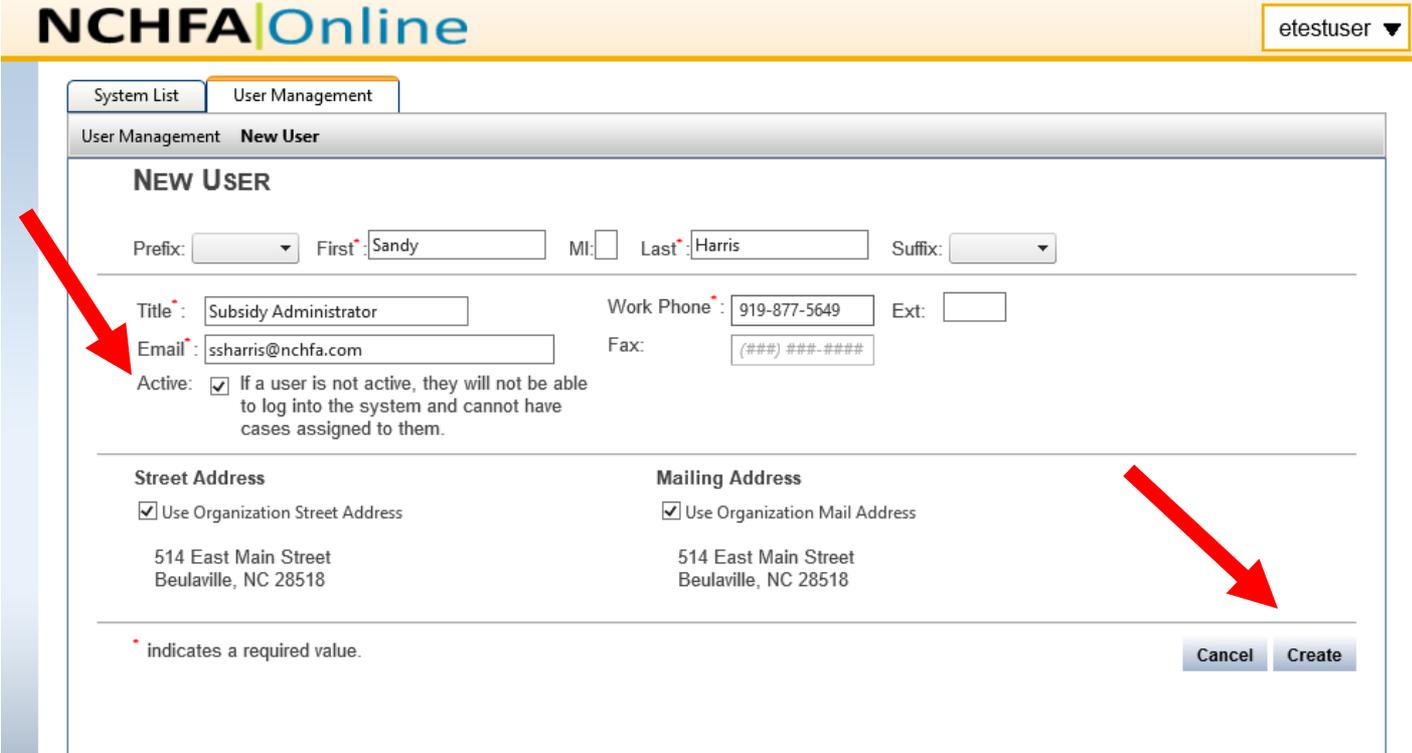
Title: Work Phone: Ext:

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 <input checked="" type="checkbox"/> Use Organization Street Address 514 East Main Street Beulaville, NC 28518	Mailing Address <input checked="" type="checkbox"/> Use Organization Mail Address 514 East Main Street Beulaville, NC 28518
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* indicates a required value.



User Set-Up

User Management Screen

NCHFA Online

System List | **User Management**

User Management | New User

USER MANAGEMENT

EASTPOINTE

Actions	User	Login	Roles	Disp
			<input type="text"/>	
Edit User Edit Login	Andrews, Robin jogbxajn@eebmqoixfe.hys	randrews Inactive		
Edit User Edit Login Reset Password Deactivate Login	Barker, Rosalind mjyndyk@uascqeojra.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 tpepb@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

Review and Accept Tenancy - Cli x NCHFA Online x +

Not secure | training1.nchfa.com/Portal/Site/AccountManagement/LoginEdit.aspx?CID=23220&OID=7199

Training1 Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris ▾

System List User Management

User Management New User

CREATE LOGIN

Organization Name: 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

Review and Accept Tenancy - Cli... NCHFA Online

Not secure | training1.nchfa.com/Portal/Site/AccountManagement/LoginEdit.aspx?CID=23220&OID=7199

Training1 Environment. Please do NOT enter production data

NCHFA Online WebDB.ssharris

System List User Management

User Management New User

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
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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

Review and Accept Tenancy - Client | NCHFA Online

Not secure | training1.nchfa.com/Portal/Site/AccountManagement/LoginEdit.aspx?CID=23220&OID=7199

Training1 Environment: Please do NOT enter production data

NCHFA Online WebDB.ssharris

System List User Management

User Management New User

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
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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

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

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.

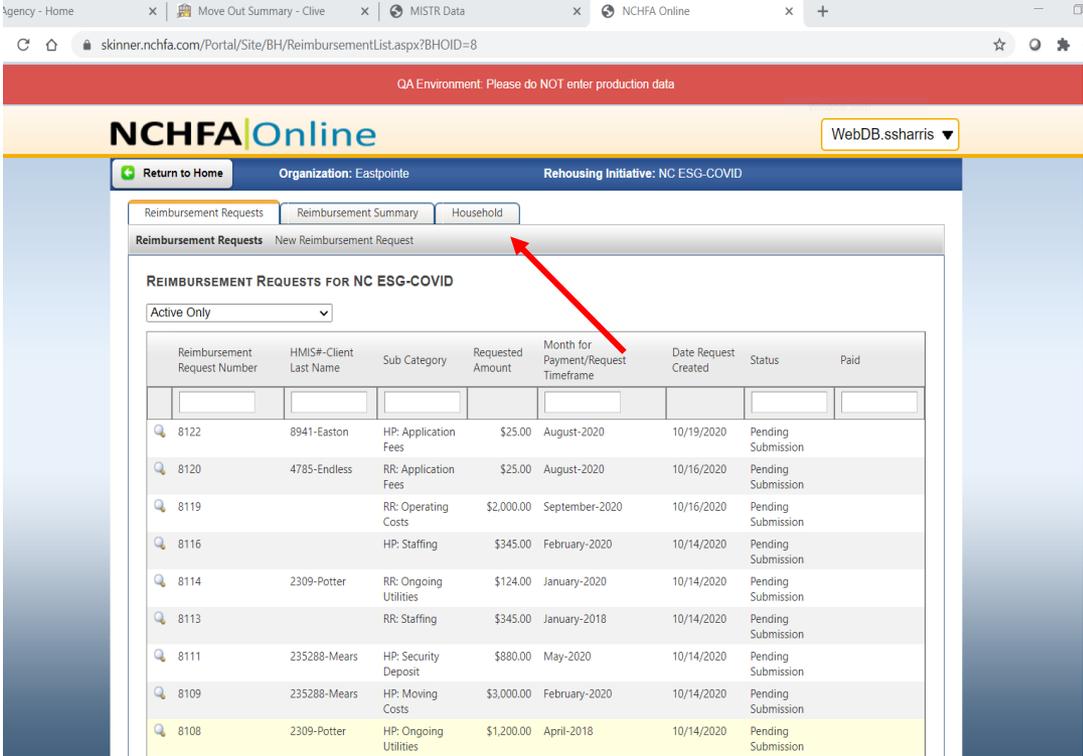
NORTH CAROLINA HOUSING FINANCE AGENCY

NC Foreclosure Prevention FUND

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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

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

Reimbursement Requests Reimbursement Summary Household

Reimbursement Requests New Reimbursement Request

REIMBURSEMENT REQUESTS FOR NC ESG-COVID

Active Only

Reimbursement Request Number	HMIS#-Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Created	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	\$2,000.00	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	235288-Mears	HP: Security Deposit	\$880.00	May-2020	10/14/2020	Pending Submission	
8109	235288-Mears	HP: Moving Costs	\$3,000.00	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

The screenshot shows the NCHFA Online web application interface. At the top, there are browser tabs for 'Move Out Summary - Clive', 'MISTR Data', 'NCHFA Online', and 'Launch Meeting - Zoom'. The URL is 'skinner.nchfa.com/Portal/Site/BH/Household/HouseholdList.aspx?BHOID=8'. A red banner indicates 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominent, with a user dropdown menu showing 'WebDB.ssharris'. Navigation links include 'Return to Home', 'Organization: Eastpointe', and 'Rehousing Initiative: NC ESG-COVID'. Below these are tabs for 'Reimbursement Requests', 'Reimbursement Summary', and 'Household'. The 'Household' tab is active, showing a 'Household List' with a 'New Household' link. A red arrow points to this link. The main content area is titled 'HOUSEHOLDS FOR NC ESG-COVID' and features an 'Active Only' dropdown. Below this is a table with columns: Household First Name, Household Last Name, HMIS#, NCCares360ID, Program, Program Entry Date, Program Exit Date, and Date Created. The table contains seven rows of household data.

Household First Name	Household Last Name	HMIS#	NCCares360ID	Program	Program Entry Date	Program Exit Date	Date Created
Harry	Potter	2309	0C8FFE25-2775-4A4E-B76A-6967E1178492	Rapid Rehousing: Financial Assistance	10/01/2020		10/08/2020
Mark	Petrie	234234	efcef582-815f-4347-aa1e-87d069ff74fb	Rapid Rehousing: Financial Assistance	09/01/2020		10/12/2020
Ben	Mears	235288	fe5b9cb9-35a8-47f3-b520-637747a0c763	Homelessness Prevention: Financial Assistance	09/02/2020		10/12/2020
Emily	Banes	10880	263c7388-8E6A-4F7C-8B73-D121C8D6DE08	Rapid Rehousing: Financial Assistance	10/01/2020		10/15/2020
bob	Jones	22100	263c7388-8E6A-4F7C-8B73-D121C8D6DE08	Homelessness Prevention: Financial Assistance	10/05/2020		10/15/2020
Victoria	Endless	4785	8D9EBCFC-E289-5C1B-21C2-8DE73674DB75	Rapid Rehousing: Financial Assistance	08/03/2020		10/16/2020
Jill	Easton	8941	6518ABA2-637A-F01B-2134-37674F7503BC	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 External ID (found on smartsheet)
- Enter Program
 - Rapid Rehousing Financial Assistance
 - Homelessness Prevention Financial Assistance
- Enter Program Entry Date
- Enter Program End Date (if applicable)
- Click OK

The screenshot displays the NCHFA Online web application interface. The browser tabs at the top include 'Move Out Summary - Clive', 'MISTR.Data', 'NCHFA Online', and 'Post Attendee - Zoom'. The URL is 'skinner.nchfa.com/Portal/Site/BH/Household/NewHouseHold.aspx?BHOID=8'. A red banner at the top of the application reads 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominently displayed, along with a user dropdown menu showing 'WebDB.ssharris'. The application header indicates the 'Organization: Eastpointe' and 'Rehousing Initiative: NC ESG-COVID'. The main content area features a 'Household List' tab with a 'New Household' button. Below this, the 'ADD HOUSEHOLD FOR NC ESG-COVID' form is visible, containing fields for 'Organization' (pre-filled with 'Eastpointe'), 'First Name*', 'Last Name*', 'HMIS#*', 'NCCares360ID:*', 'Program*' (a dropdown menu), 'Program Entry Date:*' (with a date format 'MM/DD/YYYY'), and 'Program Exit Date:' (with a date format 'MM/DD/YYYY'). 'OK' and 'Cancel' buttons are located at the bottom of the form.

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

skinner.nchfa.com/Portal/Site/BH/Household/HouseholdList.aspx?BHOID=8

QA Environment: Please do NOT enter production data

NCHFA Online WebDB.ssharris

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

Reimbursement Requests Reimbursement Summary Household

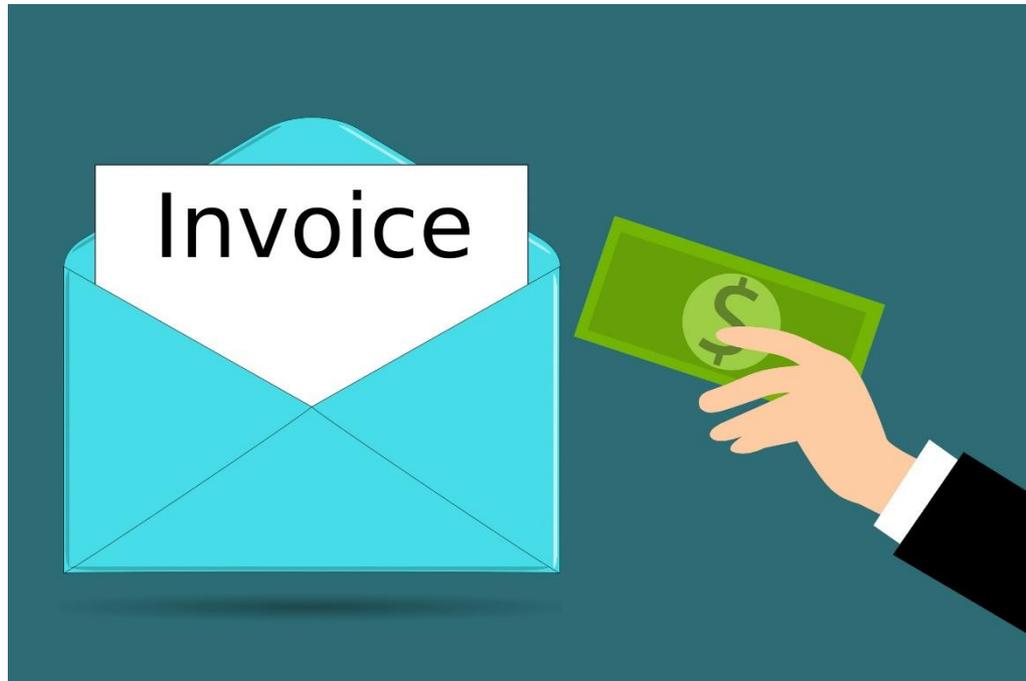
Household List New Household

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	0C8FFE25-2775-4A4E-B76A-6967E1178492	Rapid Rehousing: Financial Assistance	10/01/2020		10/08/2020
Mark	Petrie	234234	efce582-815f-4347-aa1e-87d069ff74fb	Rapid Rehousing: Financial Assistance	09/01/2020		10/12/2020
Ben	Mears	235288	fe5b9cb9-35a8-47f3-b520-637747a0c763	Homelessness Prevention: Financial Assistance	09/02/2020		10/12/2020
Emily	Banes	10880	263C7388-8E6A-4F7C-8B73-D121C8D6DE08	Rapid Rehousing: Financial Assistance	10/01/2020		10/15/2020
bob	Jones	22100	263C7388-8E6A-4F7C-8B73-D121C8D6DE08	Homelessness Prevention: Financial Assistance	10/05/2020		10/15/2020
Victoria	Endless	4785	8D9EBCFC-E289-5C1B-21C2-8DE73674DB75	Rapid Rehousing: Financial Assistance	08/03/2020		10/16/2020
Jill	Easton	8941	6518ABA2-637A-F01B-2134-37674F7503BC	Rapid Rehousing: Financial Assistance	08/19/2020		10/16/2020
Goose	Silly	458796	264C7388-8E6A-4F7C-8B73-D121C8D6DE08	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

The screenshot shows the NCHFA Online portal interface. At the top, there are browser tabs for 'Move Out Summary - Clive', 'MISTR Data', 'NCHFA Online', and 'Post Attendee - Zoom'. The URL is 'skinner.nchfa.com/Portal/Site/BH/Household/HouseholdList.aspx?BHOID=8'. A red banner at the top reads 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominent, with a user dropdown menu showing 'WebDB.ssharris'. Below the logo, navigation links include 'Return to Home', 'Organization: Eastpointe', and 'Rehousing Initiative: NC ESG-COVID'. The main content area has tabs for 'Reimbursement Requests', 'Reimbursement Summary', and 'Household'. Under 'Household List', there is a 'New Household' link and a section titled 'HOUSEHOLDS FOR NC ESG-COVID'. A dropdown menu is set to 'Active Only'. A table lists household details with columns for First Name, Last Name, HMIS#, NCCares360ID, Program, Program Entry Date, Program Exit Date, and Date Created. A red arrow points to the magnifying glass icon next to the 'Goose' household entry.

Household First Name	Household Last Name	HMIS#	NCCares360ID	Program	Program Entry Date	Program Exit Date	Date Created
Harry	Potter	2309	0C8FFE25-2775-4A4E-B76A-6967E1178492	Rapid Rehousing: Financial Assistance	10/01/2020		10/08/2020
Mark	Petrie	234234	efcef582-815f-4347-aa1e-87d069f74fb	Rapid Rehousing: Financial Assistance	09/01/2020		10/12/2020
Ben	Mears	235288	fe5b9cb9-35a8-47f3-b520-637747a0c763	Homelessness Prevention: Financial Assistance	09/02/2020		10/12/2020
Emily	Banes	10880	263C73B8-8E6A-4F7C-8B73-D121C8D6DE08	Rapid Rehousing: Financial Assistance	10/01/2020		10/15/2020
bob	Jones	22100	263C73B8-8E6A-4F7C-8B73-D121C8D6DE08	Homelessness Prevention: Financial Assistance	10/05/2020		10/15/2020
Victoria	Endless	4785	8D9EBCFC-E2B9-5C1B-21C2-8DE73674DB75	Rapid Rehousing: Financial Assistance	08/03/2020		10/16/2020
Jill	Easton	8941	6518ABA2-637A-F01B-2134-37674F7503BC	Rapid Rehousing: Financial Assistance	08/19/2020		10/16/2020
Goose	Silly	458796	264C73B8-8E6A-4F7C-8B73-D121C8D6DE08	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

The screenshot displays the NCHFA Online portal interface. At the top, there are browser tabs for 'Move Out Summary - Clive', 'MISTR Data', 'NCHFA Online', and 'Post Attendee - Zoom'. The URL is 'skinner.nchfa.com/Portal/Site/BH/Household/HouseholdDetails.aspx?BHOID=8&HHID=8'. A red banner at the top of the page reads 'QA Environment. Please do NOT enter production data'. The NCHFA Online logo is prominently displayed, along with a user dropdown menu showing 'WebDB.ssharris'. Below the logo, navigation links include 'Return to Home', 'Organization: Eastpointe', and 'Rehousing Initiative: NC ESG-COVID'. The main content area has tabs for 'Reimbursement Requests', 'Reimbursement Summary', and 'Household', with 'Household' selected. Underneath, there are links for 'Household List' and 'New Household'. The household details for 'HOUSEHOLD: GOOSE SILLY' are listed, including 'Rehousing Initiative: NC ESG-COVID', 'Household First Name: Goose', 'Household Last Name: Silly', 'HMIS#: 458796', 'NCCares360ID: 264C73B8-8E6A-4F7C-8B73-D121C8D6DE08', 'Program: Rapid Rehousing: Financial Assistance', 'Program Entry Date: 09/09/2020', and 'Program Exit Date: (not entered)'. Two buttons, 'ADD NEW REIMBURSEMENT' and 'EDIT HOUSEHOLD', are visible. A red arrow points to the 'ADD NEW REIMBURSEMENT' button. The footer contains copyright information for 2020 North Carolina Housing Finance Agency and logos for 'HOUSING FINANCE AGENCY' and 'BACK @ HOME NORTH CAROLINA'.

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

The screenshot shows a web browser window with multiple tabs: 'Move Out Summary - Clive', 'MISTR Data', 'NCHFA Online', and 'Post Attendee - Zoom'. The address bar shows the URL: `skinner.nchfa.com/Portal/Site/BH/ReimbursementRequest.aspx?BHOID=8&HHID=8&BHCATID=3`. A red banner at the top of the page reads 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominently displayed, along with a user dropdown menu showing 'WebDB.ssharris'. The main navigation bar includes 'Return to Home', 'Organization: Eastpointe', and 'Rehousing Initiative: NC ESG-COVID'. The page content is divided into three tabs: 'Reimbursement Requests', 'Reimbursement Summary', and 'Household'. The 'Reimbursement Requests' tab is active, showing a 'New Reimbursement Request' form. The form title is 'ADD NEW REIMBURSEMENT FOR NC ESG-COVID'. The form fields are as follows:

- Category*: Rapid Rehousing: Financial Assistance (dropdown)
- Sub-Category*: (dropdown)
- HMIS#: 458796 (text)
- Client Last Name*: Silly (text)
- Payment Timeframe(Month/Yr)*: (dropdowns)
- Service Start Date: MM/DD/YYYY (calendar)
- Service End Date: MM/DD/YYYY (calendar)
- #Bedrooms: (text)
- Partner Agency Check Number: (text)
- Partner Payment Date: (text)
- Payee: (text)
- Staff Performing Inspection: (text)
- Requested Amount*: \$ (text)

At the bottom of the form are 'OK' and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2020 North Carolina Housing Finance Agency | Terms and Conditions' and logos for 'South Carolina HOUSING FINANCE AGENCY' and 'BACK2HOME'.

Add Documents

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

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris ▾

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: HP: Application Fees Request Number: 8148
Request Amount: \$50.00 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: 8148
Status: Pending Submission
Created By: WebDB.ssharris - 10/20/2020 8:28:46 AM

Rehousing Initiative: Back@Home-CV
Category: Homelessness Prevention: Financial Assistance
Sub Category: HP: Application Fees
HMIS#: 0008
Client Last Name: NeGailey
NCCares360 ID: B2879785-108C-4844-BF9C-F10DAEC5AF17
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

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North Carolina HOUSING FINANCE AGENCY BACK@HOME

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

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: HP: Application Fees Request Number: 8148
Request Amount: \$50.00 Request Status: Pending Submission

Return to Reimbursement Request List

Reimbursement Request Documents Submit for Payment Withdraw

REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV

Document Type*: Select File*:

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

No Supporting Documents exist.

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North Carolina HOUSING FINANCE AGENCY BACK@HOME

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

The screenshot displays the NCHFA Online portal interface. At the top, there are browser tabs for 'Approve Tenancy - Clive', 'MISTR Data', and 'NCHFA Online'. The URL is 'skinner.nchfa.com/Portal/Site/BH/ReimbursementDocumentList.aspx?BHRID=71608;BHOID=8&RadUrid=5b19465c-80f5-4e5d-8a8e-4c42a64dea4c'. A red banner below the URL reads 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominently displayed, along with a user dropdown menu showing 'WebDB.ssharris'. Below the logo, a blue navigation bar contains the following information: 'Return to Reimbursement Request List' (with a green plus icon), 'Organization: Eastpointe', 'Request Type: HP: Application Fees', 'Request Amount: \$50.00', 'Rehousing Initiative: Back@Home-CV', 'Request Number: 8148', and 'Request Status: Pending Submission'. The main content area has a tabbed interface with 'Documents' selected. The 'REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME-CV' section includes a 'Document Type' dropdown, a 'Select File' button, and an 'Upload' button. A 'Comments' text area is also present. Below this, a note states 'The following file extensions are only available for upload: .pdf'. A list of required documents is shown: 'Lease', 'Check or Ledger Slot', 'Bill or Invoice', and 'Verification Of Homelessness'. At the bottom, a table lists existing documents with 'Delete' and 'View' buttons for each.

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

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North Carolina HOUSING BACK@HOME

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

The screenshot shows the NCHFA Online portal interface. At the top, there are browser tabs for 'Approve Tenancy - Clive', 'MISTR Data', and 'NCHFA Online'. The URL is 'skinner.nchfa.com/Portal/Site/BH/ReimbursementDocumentList.aspx?BHRID=7160&BHOID=8&RadUrid=5b19465c-80f5-4e5d-8a8e-4c42a64dea4c'. A red banner indicates 'QA Environment: Please do NOT enter production data'. The NCHFA Online logo is prominent, along with a user dropdown menu showing 'WebDB.ssharris'. The main content area is a dark blue header with the following information: 'Return to Reimbursement Request List', 'Organization: Eastpointe', 'Request Type: HP: Application Fees', 'Request Amount: \$50.00', 'Rehousing Initiative: Back@Home-CV', 'Request Number: 8148', and 'Request Status: Pending Submission'. Below this is a navigation bar with 'Reimbursement Request', 'Documents', 'Submit for Payment', and 'Withdraw' tabs. The 'Submit for Payment' tab is active. The main content area is titled 'REIMBURSEMENT REQUEST DOCUMENTS FOR BACK@HOME CV'. It features a 'Document Type' dropdown, a 'Select File' input with a 'Select' button, and an 'Upload' button. A 'Comments' text area is also present. A note states: 'The following file extensions are only available for upload: .pdf'. A section titled 'These documents are required:' lists: 'Lease', 'Check or Ledger Slot', 'Bill or Invoice', and 'Verification Of Homelessness'. At the bottom, a table lists uploaded documents:

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

Each row in the table has 'Delete' and 'View' buttons. The footer contains 'Copyright © 2020 North Carolina Housing Finance Agency | Terms and Conditions' and logos for 'North Carolina HOUSING' and 'NCHFA'.

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

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: HP: Application Fees Request Number: 8148
Request Amount: \$50.00 Request Status: Submitted for Payment

Return to Reimbursement Request List

Reimbursement Request Documents

REIMBURSEMENT REQUEST FOR BACK@HOME-CV

Reimbursement Request Number: 8148
Status: Submitted for Payment
Created By: WebDB.ssharris - 10/20/2020 8:28:46 AM

Rehousing Initiative: Back@Home-CV
Category: Homelessness Prevention: Financial Assistance
Sub Category: HP: Application Fees
HMIS#: 0008
Client Last Name: [NeGailey](#)
NCCares360 ID: B2879785-108C-4844-BF9C-F10DAEC5AF17
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

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North Carolina HOUSING FINANCE AGENCY BACK@HOME

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: Eastpointe Rehousing Initiative: Back@Home-CV

Reimbursement Requests Reimbursement Summary Household

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-NeGailey	RR: Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8148	0008-NeGailey	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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HOUSING FINANCE AGENCY NORTH CAROLINA 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

skinner.nchfa.com/portal/site/bh/ReimbursementList.aspx?BHOID=8

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris ▼

[Return to Home](#) Organization: Eastpointe Rehousing Initiative: Back@Home-CV

Reimbursement Requests | Reimbursement Summary | Household

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-NeGailey	RR: Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
 8143	0008-NeGailey	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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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

skinner.nchfa.com/portal/site/bh/ReimbursementRequest/BHReimbursement.aspx?BHOID=8&BHRID=7161&TAB=1

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris ▾

Organization: Eastpointe Rehousing Initiative: Back@Home-CV
Request Type: RR: Application Fees Request Number: 8149
Request Amount: \$25.00 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: 8149
Status: Pending Submission
Created By: Pam Eckardt - 10/20/2020 10:17:32 AM

Rehousing Initiative: Back@Home-CV
Category: Rapid Rehousing: Financial Assistance
Sub Category: RR: Application Fees
HMIS#: 9876
Client Last Name: Rogers
NCCares360 ID: 8D9EBCFC-E2B9-5C1B-21C2-8DE73674DB75
Payment Month: August-2020
Service Start Date: {not entered}
Service End Date: {not entered}
Number Of Bedrooms: {not entered}
Partner Agency Check Number: {not entered}
Partner Payment Date: {not entered}
Payee: {not entered}
Staff Performing Inspection: {not entered}
Requested Amount: \$25.00

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North Carolina HOUSING FINANCE AGENCY BACK@HOME

Withdraw Request

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

skinner.nchfa.com/portal/site/bh/ReimbursementList.aspx?BHOID=8

QA Environment: Please do NOT enter production data

NCHFA|Online WebDB.ssharris ▼

[Return to Home](#) Organization: Eastpointe Rehousing Initiative: Back@Home-CV

Reimbursement Requests | Reimbursement Summary | Household

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
8149	9876-Rogers	RR: Application Fees	\$25.00	August-2020	10/20/2020	Pending Submission	
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-NeGailey	RR: Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8148	0008-NeGailey	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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North Carolina HOUSING FINANCE BACK@HOME

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

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

Reimbursement Requests Reimbursement Summary Household

Reimbursement Requests New Reimbursement Request

REIMBURSEMENT REQUESTS FOR BACK@HOME-CV

Active Only

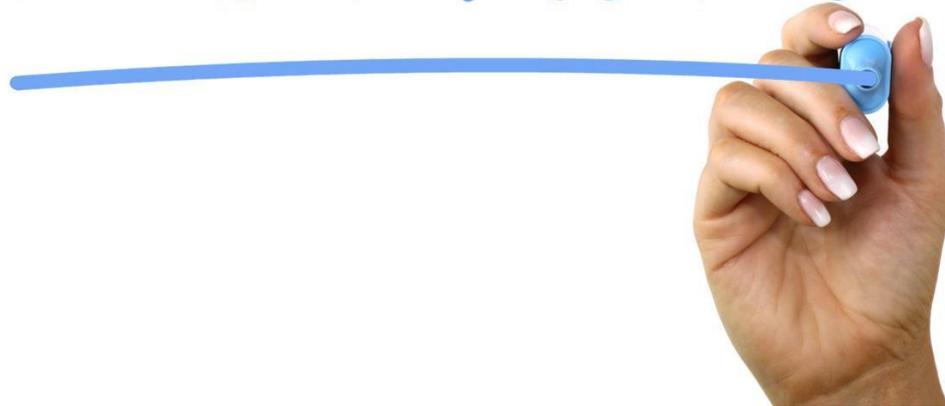
Reimbursement Request Number	HMIS#-Client Last Name	Sub Category	Requested Amount	Month for Payment/Request Timeframe	Date Request Created	Status	Paid
8146		RR:Mileage	\$45.00	June-2020	10/19/2020	Pending Submission	
8145		HP:Volunteer Incentives	\$59.00	July-2020	10/19/2020	Pending Submission	
8144	0008-NeGailey	RR: Application Fees	\$180.00	March-2020	10/19/2020	Pending Submission	
8148	0008-NeGailey	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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HOUSING FINANCE AGENCY NORTH CAROLINA 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



The screenshot displays the NCHFA Online interface. At the top, the logo 'NCHFA|Online' is visible. Below it, a blue bar indicates the current organization: 'Organization: First Fruit Ministries'. The main content area is divided into three sections. The top section is titled 'Reimbursement Requests' and contains a button labeled 'New Reimbursement Request', which is highlighted with a yellow circle and a green arrow. The middle section is titled 'Reimbursement Requests' and contains the text '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

The screenshot displays the NCHFA Online interface. At the top, the logo 'NCHFA|Online' is visible on the left, and a user profile 'WebDB.ssharris' is on the right. Below the logo, a navigation bar includes a 'Return to Home' button, the organization name 'Organization: Eastpointe', and the rehousing initiative 'Rehousing Initiative: Back@Home-CV'. The main content area features three tabs: 'Reimbursement Requests', 'Reimbursement Summary', and 'Household'. The 'Reimbursement Requests' tab is active, showing a sub-tab for 'New Reimbursement Request'. The form title is 'ADD NEW REIMBURSEMENT FOR BACK@HOME-CV'. The form fields are as follows:

Category*:	<input type="text" value="Rapid Rehousing: Services"/>
Sub-Category*:	<input type="text" value="RR: Hazard Pay"/>
Request Timeframe(Month/Yr)*:	<input type="text" value="November"/> <input type="text" value="2020"/>
Total # of Staff with hours billed To Back@Home:	<input type="text" value="10"/>
Total # of Housing Service Hrs:	<input type="text" value="162"/>
Requested Amount*:	<input type="text" value="\$ 7,858"/>

At the bottom of the form, there are two buttons: 'OK' and 'Cancel'.

Adding Reimbursement Requests / Non-Client Expense

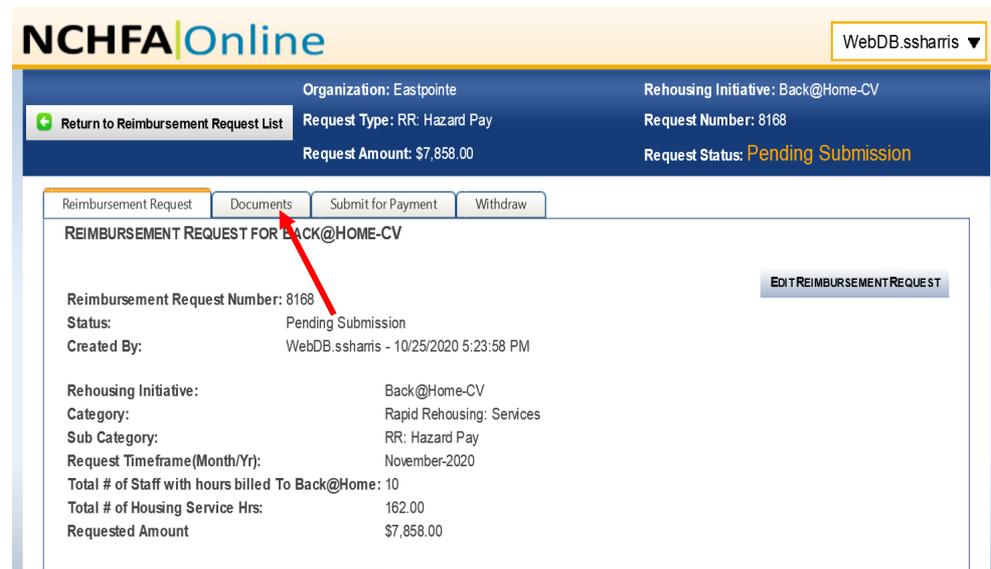
- Once reimbursement request has been entered, the information will summarize as noted
- You have the ability to editor withdraw your request until you have submitted
- Be sure to confirm data entered matches supporting documents to avoid delay in processing

The screenshot displays the NCHFA Online interface. At the top, the logo 'NCHFA|Online' is on the left, and a user dropdown menu 'WebDB.ssharris' is on the right. Below the header is a dark blue navigation bar with a '+ Return to Reimbursement Request List' button on the left. The right side of this bar contains summary information: 'Organization: Eastpointe', 'Request Type: RR: Hazard Pay', 'Request Amount: \$7,858.00', 'Rehousing Initiative: Back@Home-CV', 'Request Number: 8168', and 'Request Status: Pending Submission'. Below the navigation bar are four tabs: 'Reimbursement Request' (active), 'Documents', 'Submit for Payment', and 'Withdraw'. The main content area is titled 'REIMBURSEMENT REQUEST FOR BACK@HOME-CV' and contains a list of details: 'Reimbursement Request Number: 8168', 'Status: Pending Submission', 'Created By: WebDB.ssharis - 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: 162.00', and 'Requested Amount: \$7,858.00'. An 'EDIT REIMBURSEMENT REQUEST' button is located in the top right corner of the details section.

REIMBURSEMENT REQUEST FOR BACK@HOME-CV	
Reimbursement Request Number:	8168
Status:	Pending Submission
Created By:	WebDB.ssharis - 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:	162.00
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

Reimbursement Request Number: 8168 [EDIT REIMBURSEMENT REQUEST](#)
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: 162.00
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 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 DOCUMENTS FOR BACK@HOME-CV

Document Type: [Dropdown] Select File: [Input] [Select] [Upload]

Comments: [Text Area]

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

These documents are required:

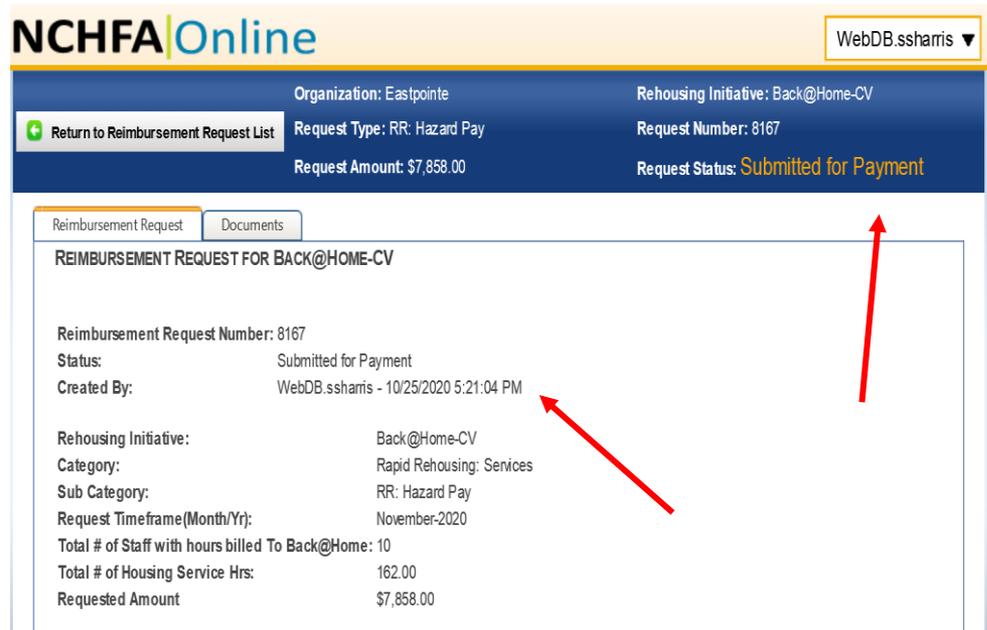
- Timesheets
- Pay stubs

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



The screenshot shows the NCHFA Online interface for a reimbursement request. The header includes the NCHFA Online logo and a user dropdown menu for WebDB.ssharris. The main navigation bar displays the following information:

- 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

Below the navigation bar, there are two tabs: "Reimbursement Request" (selected) and "Documents". The main content area displays the following details for the request:

REIMBURSEMENT REQUEST FOR BACK@HOME-CV

Reimbursement Request Number: 8167
Status: Submitted for Payment
Created By: WebDB.ssharis - 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

Two red arrows are present: one pointing to the "Submitted for Payment" status in the top right, and another pointing to the "Created By" field in the main details area.

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	HMIS#-Client Last Name	Sub Category	Requested Amount	Payment Timeframe	Request Timeframe	Portal Enabled	Date Request Submitted	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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	1802-Wright	Security Deposit	\$1,200.00	October-2018		Yes	11/19/2018	Submitted for Payment
1019-Initial Rent-\$587.25-11/19/2018	1802-Wright	Initial Rent	\$587.25	October-2018		Yes	11/19/2018	Submitted for Payment
1020-Ongoing Rent-\$600.00-11/19/2018	1802-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



Frequently Asked Questions

- Where do I get the External ID number required for the portal?
 - This number is found on the agency smartsheet
- Where do I get the debarment checks?
 - inspections@socialserve.com
- Should I submit multiple non-client expenses monthly or submit all at once?
 - You should submit them once for the month. An example would be all staffing for the month of March would be submitted in one requests vs. multiple requests. This applies to all of the non-client reimbursable expenses.
- Which timesheets should our staff be using?
 - All partners should use the timesheets provided by ESG.
- Can NCHFA waive the documentation requirements?
 - NCHFA must follow the guidelines DHHS has provided. Any waivers would need to be obtained by DHHS and submitted with your request.