

A photograph of two young people, a man and a woman, sitting at a table in a library. They are both wearing light blue surgical masks and looking intently at a silver laptop. The man is on the left, wearing a tan button-down shirt, and the woman is on the right, wearing a plaid shirt over a white t-shirt. Bookshelves filled with books are visible in the background.

COVID-Related Emergency Rental Assistance

- ▶ CVR is one of the nation's leading rental assistance consultants, with demonstrated successful experience managing COVID-related programs. Our extensive experience in the affordable housing industry affords us the knowledge to ensure compliance with the federal regulations required when offering rental assistance.

CVR offers complete ERA program management, including CVR's proprietary technology and portal (ERAP), outreach, case management (eligibility determination), call center support, and payment determination and processing.



Emergency Rental Assistance Portal (ERAP)

- Employs federal and HUD rental assistance guidelines to ensure compliance
- Collects applications online in a secure fashion, protecting applicant and landlord PII
- Utilizes a user-friendly design accessible on various desktop and mobile devices
- Displays FAQs and how-to-apply videos to assist applicants
- Configurable in multiple languages
- Customizable to program-specific requirements, such as geographic boundaries
- Contains a robust workflow to efficiently manage the eligibility determination process
- Offers communication via both text and email
- Allows for access by both applicants and landlords
- Includes strong reporting capabilities



Outreach

- Recommends affirmative steps to encourage applications by individuals in underserved populations
- Provides technical assistance in the development of an Outreach Plan and the leveraging of partnerships with local social service organizations
- Offers application assistance training for partner community-based organizations



Case Management

- Provides trained and knowledgeable staff with technical expertise to verify household eligibility
- Reviews and certifies household income, leases, and other relevant information
- Communicates with landlords and utility providers, collecting required information
- Collects all missing documentation
- Ensures all eligibility requirements are met
- Conducts quality control reviews to ensure funds are dispersed accurately



Call Center and Customer Service

- Maintains a project support call center utilizing bilingual staff, with multiple languages available
- Assists applicants in completing applications, as needed
- Answers FAQs and escalates calls as appropriate for more complex questions
- Ensures the best possible customer service is provided to applicants and the community



Payment Determination and Processing

- Determines the amount of benefits payable, to include determination of monthly amount and if the household is eligible for multi-month rent assistance payments
- Uses Taxpayer Identification Number (TIN) Matching Program to tie 1099 payee information to IRS records
- Creates disbursement package to process payments
- Completes post-disbursement resolution to include bank exceptions and direct follow-up
- Provides ongoing monitoring of the banking functions and updates reconciliations of funds
- Prepares and distributes Form 1099 to the fund recipients