HUD Section 811 PRA

Case Manager

User Guide

Updated February 2023

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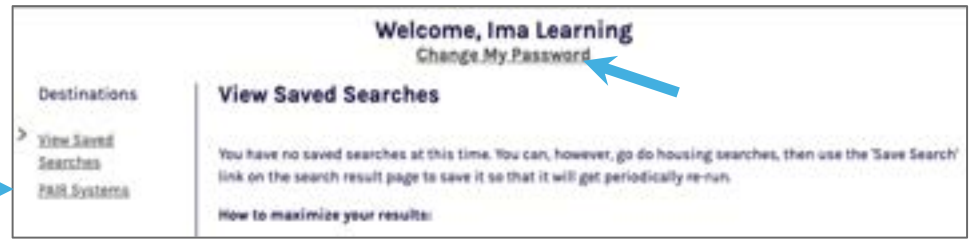
Accessing the System

- Go to www.myhousingsearch.com and enter your username and password.
- If you do not have a username and password, call (877) 496-4954 or email PAIR@emphasys-software.com.
- You must login within 30 days upon new account creation or it will be deleted
- If you fail to login for a period of 1.5 years, your account will be deleted

If you forget your password, you can reset it from the login dialog box

Accessing the System

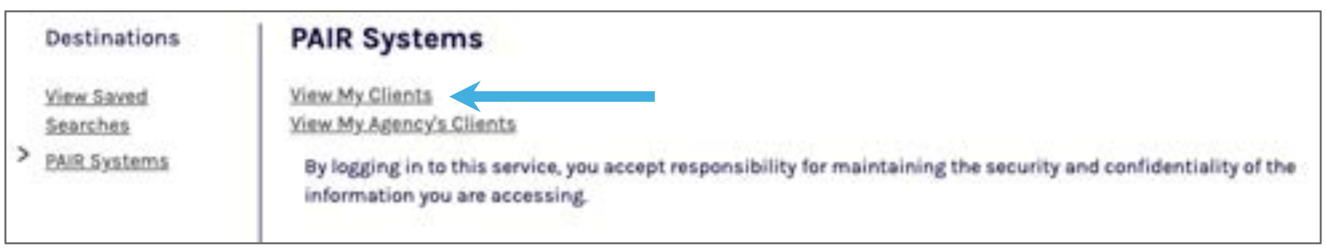
- From your personalized welcome page, you can reset your password and access your client list.



To see your clients:

1. Under the “Destinations” heading, select PAIR Systems.

2. Then select View My Clients.



Finding Your Clients

Select list name link to view details

- The "View Clients" / "My Clients" page lists clients who are assigned to you.

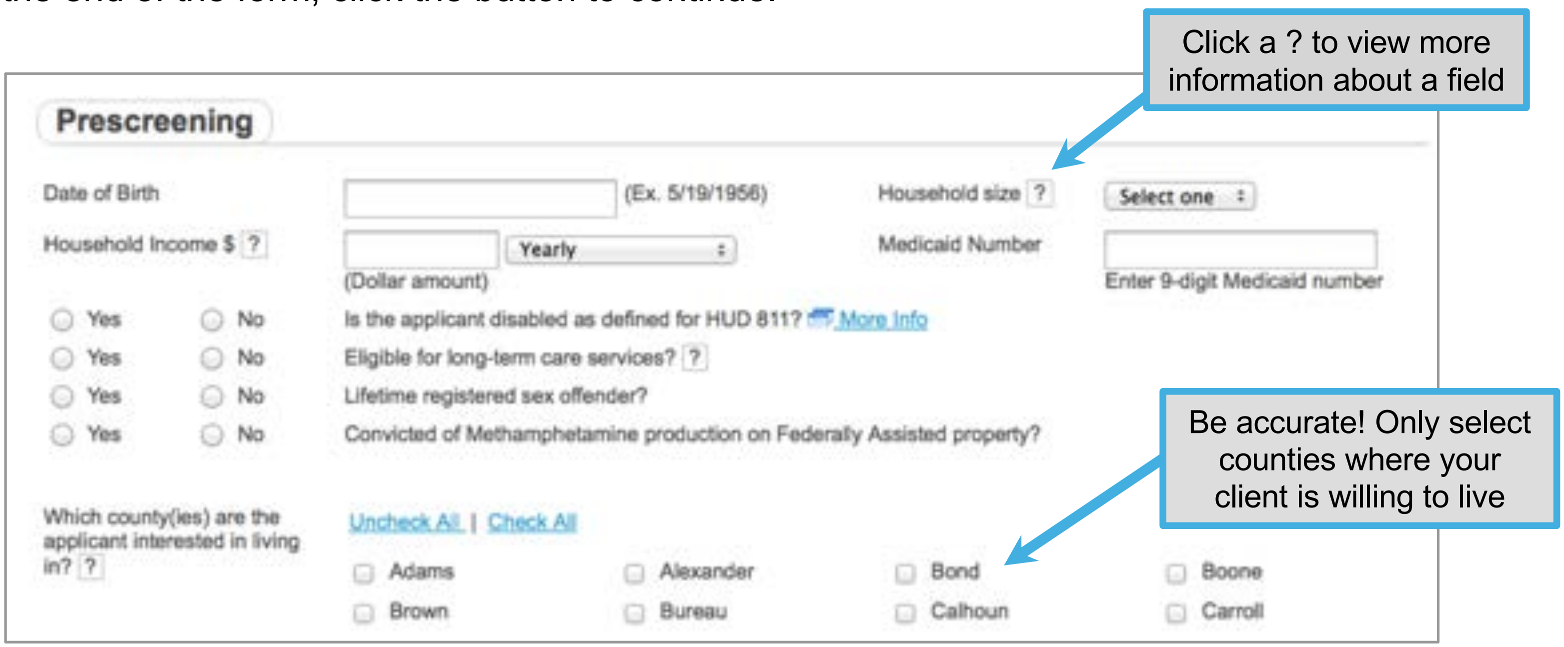
Name	Date of Birth	Gender	Applicant Status
Bruno, Karl	02/08/1955	Other	IL HUD 811 Project Rental Assistance

- If you do not have any clients listed, choose "Prescreen Applicant" to screen a new client.

- Or select "View My Agency's Clients" to select someone already listed by your agency.

Prescreening for New Clients

- When screening a new client for program eligibility, enter accurate information for all fields.
- At the end of the form, click the button to continue.


Prescreening

Date of Birth (Ex. 5/19/1956) Household size ? Select one

Household Income $? Yearly (Dollar amount) Medicaid Number Enter 9-digit Medicaid number

Yes No Is the applicant disabled as defined for HUD 811? More Info

Yes No Eligible for long-term care services? ?

Yes No Lifetime registered sex offender?

Yes No Convicted of Methamphetamine production on Federally Assisted property?

Which county(ies) are the applicant interested in living in? ? Uncheck All | Check All

Adams Alexander Bond Boone

Brown Bureau Calhoun Carroll

Completing an Application for New Clients

YOU CANNOT USE THE BACK BUTTON TO CHANGE THE APPLICATION:
Use menu bar options to edit pages

If your client is found to be potentially eligible for the program:

1. Select "Continue with application process."
2. Enter information on all **three** application pages.

If a mistake is made after the page has been submitted, use the menu bar options to navigate pages. You can also edit the application after it has been submitted.

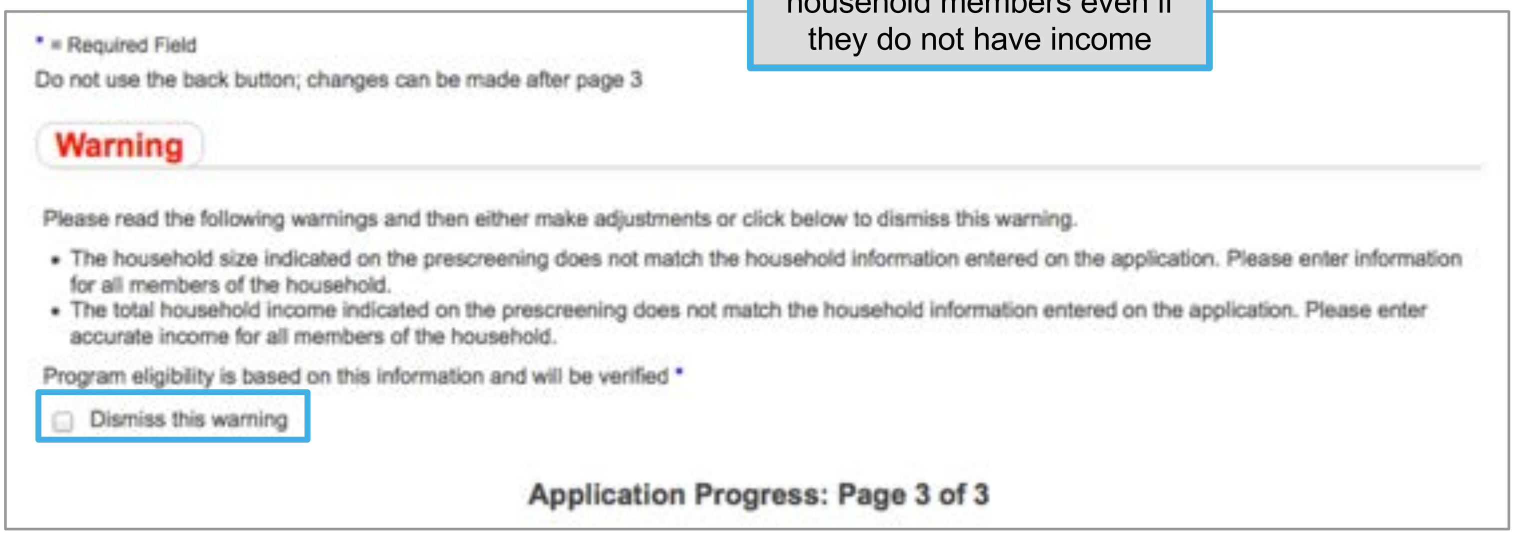
Back button will NOT work

Enter accurate "Unit Size Needed": eligibility rules apply

Enter Information about ALL Household Members

If the application information differs from what was entered on the prescreening you will get a Warning. Either correct the data or check "Dismiss this warning" if what you entered is correct and re-submit the form.

Enter information for ALL household members even if they do not have income



* = Required Field

Do not use the back button; changes can be made after page 3

Warning

Please read the following warnings and then either make adjustments or click below to dismiss this warning.

- The household size indicated on the prescreening does not match the household information entered on the application. Please enter information for all members of the household.
- The total household income indicated on the prescreening does not match the household information entered on the application. Please enter accurate income for all members of the household.

Program eligibility is based on this information and will be verified *

☐ Dismiss this warning

Application Progress: Page 3 of 3

Confirm Data Accuracy

You will be asked to check that you confirm that the information that you have entered is correct to the best of your knowledge. You will be required to review this information and certify its accuracy at least annually.

Certification

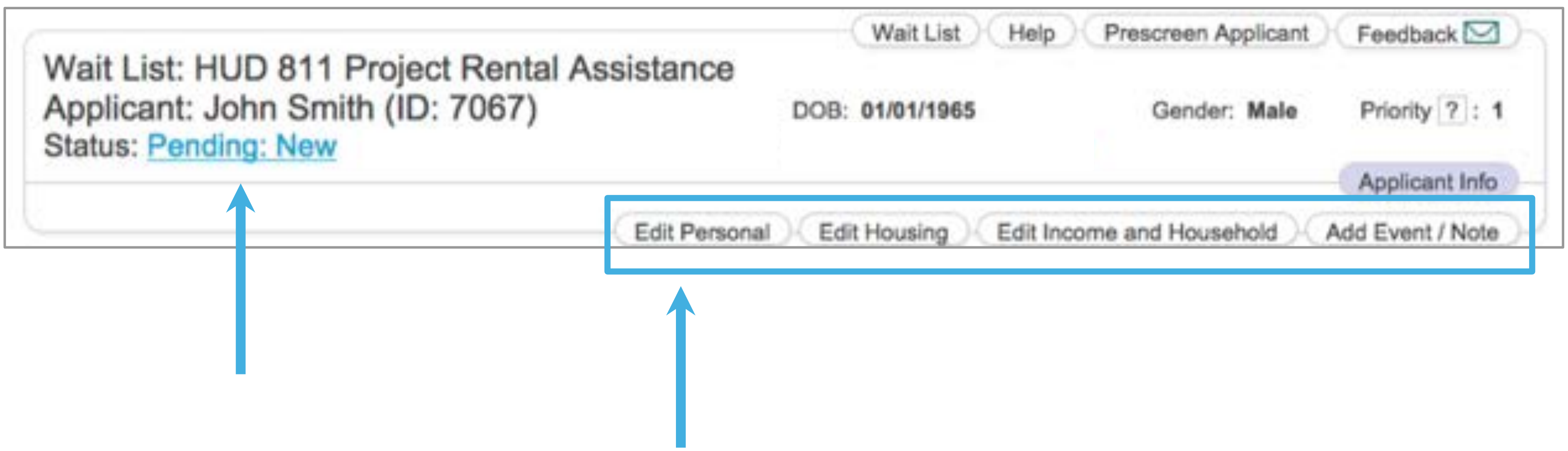
I do solemnly declare and affirm under the penalties of perjury that the contents of this application are true and correct to the best of my knowledge, information and belief. I further affirm that I will review and update this application on a periodic basis so that the application remains true and correct to the best of my knowledge, information and belief. I understand that I must review and update this application at least annually. *

☐ Confirm

Check the “Confirm” box before continuing

Keeping Client Information Up to Date

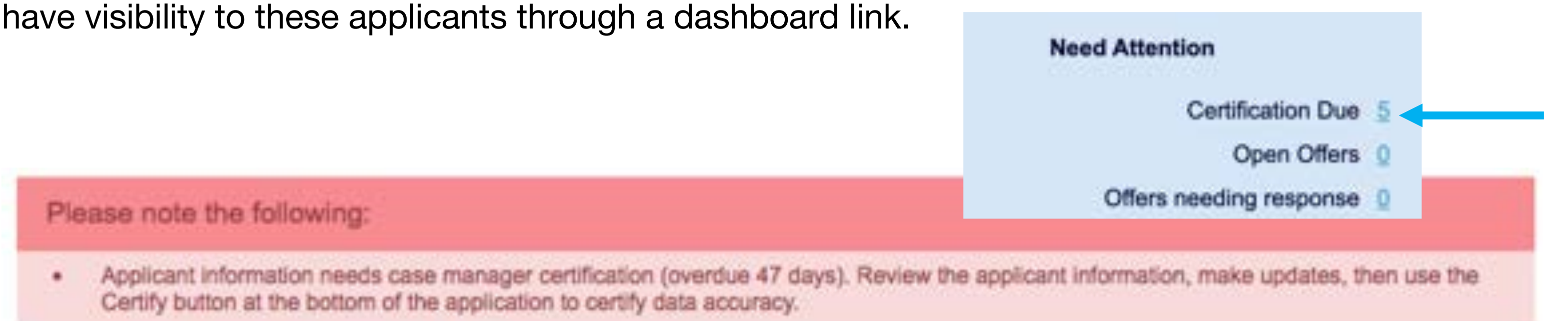
Successful completion of the application will result in your client application in a “Pending: New” status.



After your client is on the list, you can **edit and update** the application information using menu bar buttons.

Verify Accuracy of Applicant Information at Least Once a Year

If you have not certified the application data in the last year, you will see an alert reminding you to do so and have visibility to these applicants through a dashboard link.



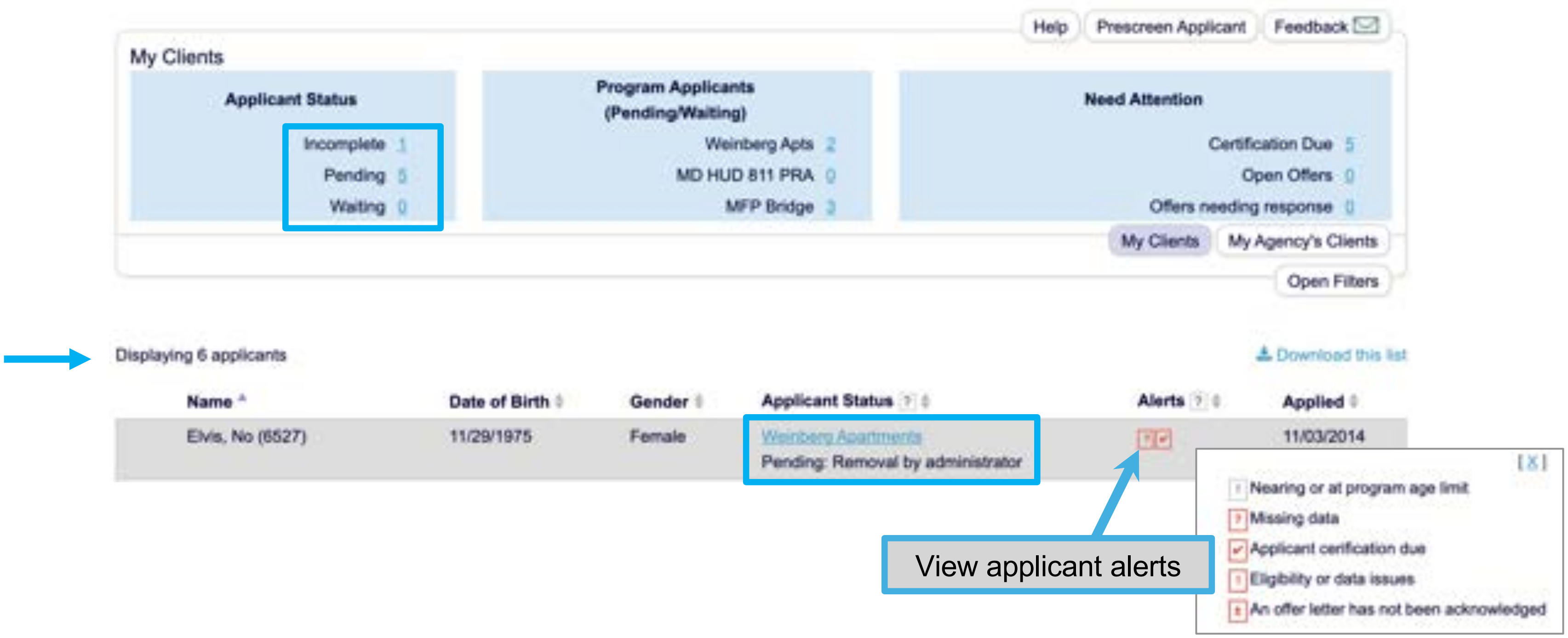
Review all the application information and make any necessary updates. When it is accurate, use the "Certify" button at the bottom of the applicant information page to confirm.

You can easily see when the last certification was done and by whom under the Application Information section when viewing an applicant.

Viewing Your Clients through the Dashboard

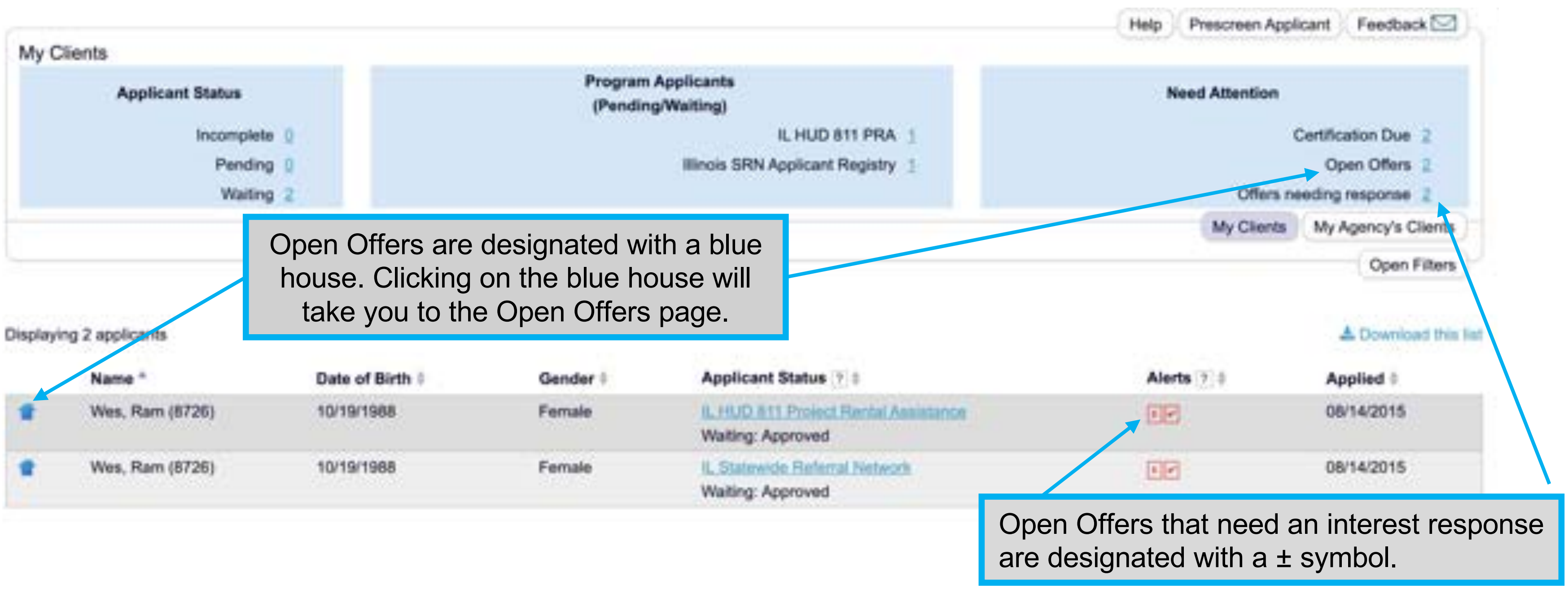
• The dashboard at the top of the "View Clients" and "View My Agency's Clients" pages gives a quick summary of the make-up of clients assigned to you or your agency.

• Select links on the dashboard to filter the list and see your clients included in the summary count.



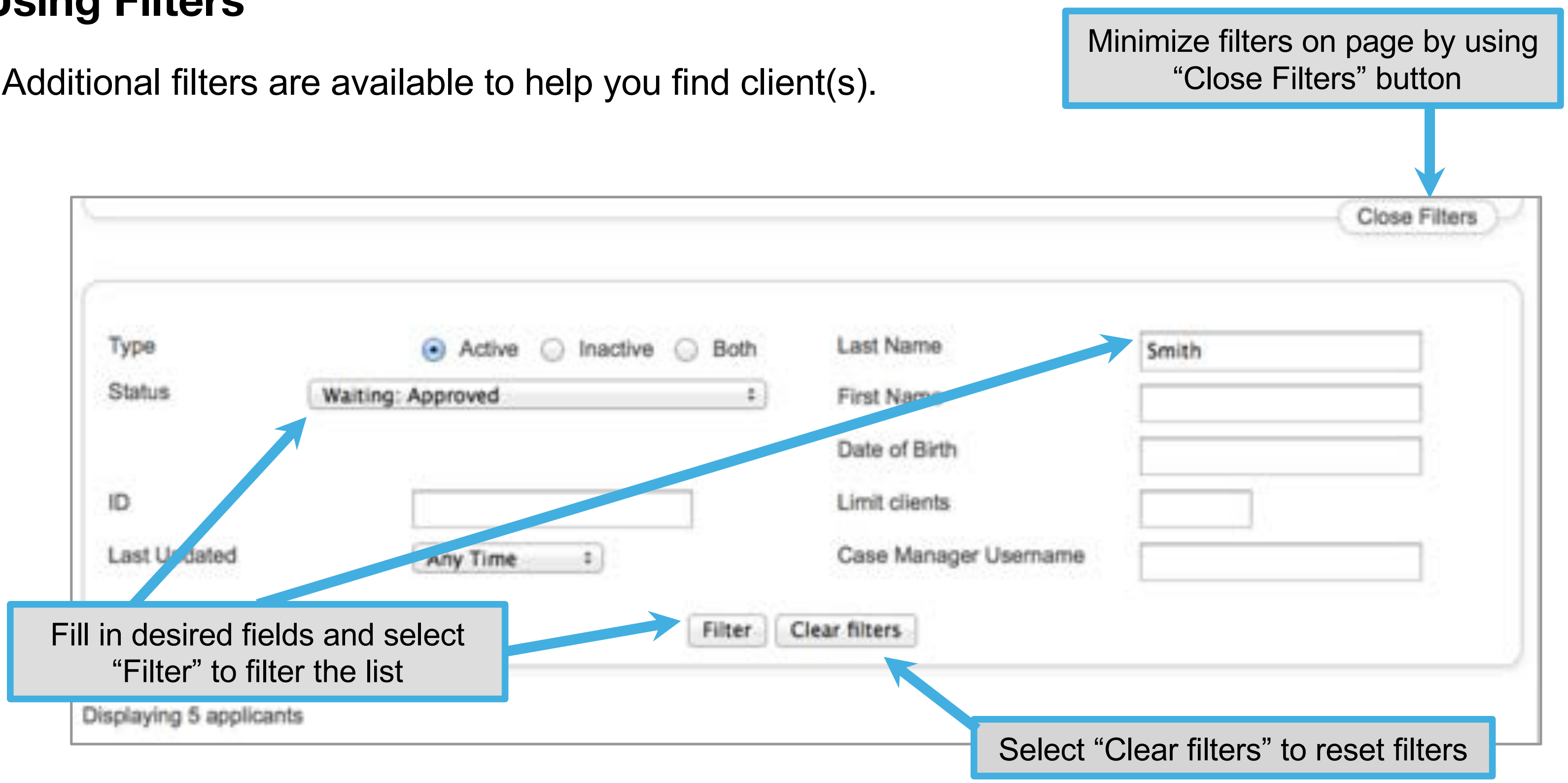
Acknowledging Interest in an Offer

- Clients that have been selected and are viable as a potential tenant of an available program unit have an "Open Offer".
- Case managers can respond to notices of availability directly through the Open Offers page.
- See counts of clients who have open offers and need responses on the dashboard.

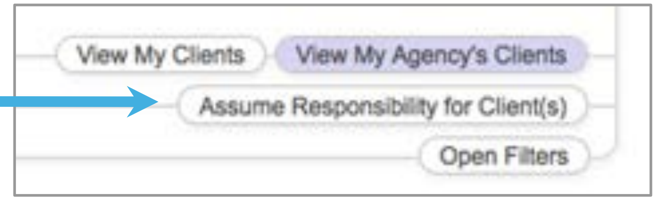


Using Filters

- Additional filters are available to help you find client(s).



Assuming Responsibility for Clients (for case turnover)



• On the “View My Agency’s Clients” page use filters to find clients then select “Assume Responsibility for Client(s).”

• Checkboxes will appear next to the status of each client in the list. Select your clients and choose “Assume Responsibility” just above the table.

• After you confirm this action, these clients will appear on your “My Clients” page.

Select the applicants you wish to assume responsibility over from those listed below.

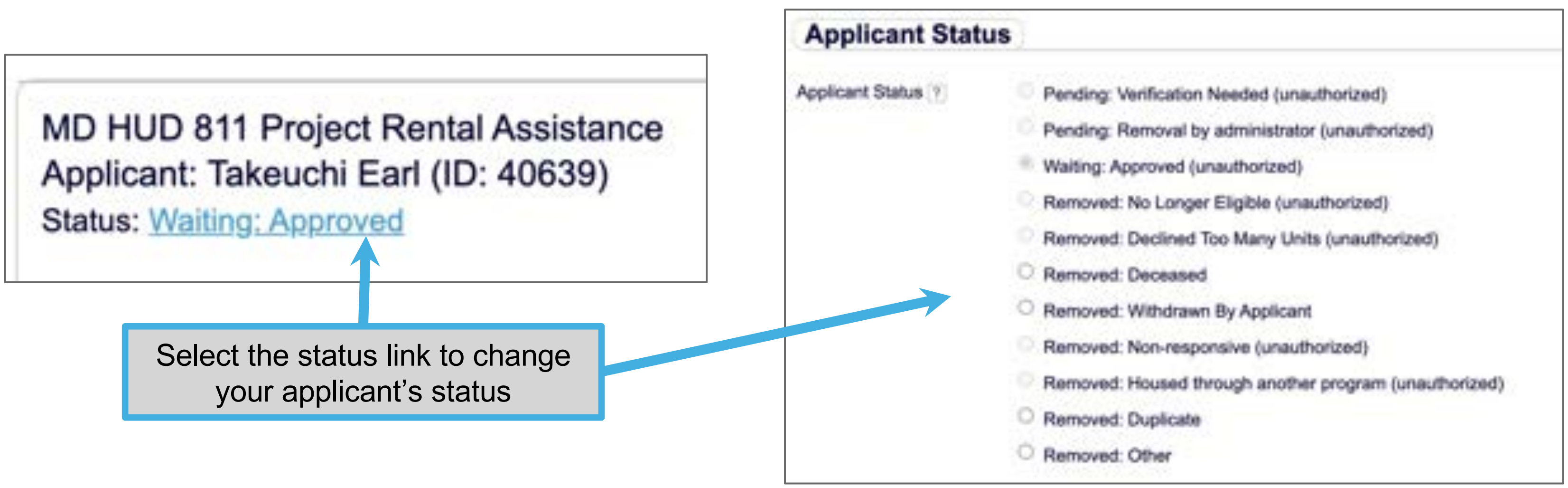
Assume Responsibility

Name	Date of Birth	Gender	Client Status ?	Case Manager	User
Amedeo, Patty	04/21/1993	Other	North Carolina Supportive Housing Waiting: In Progress	Ima Learning	imalearning@gmail.com
Ami, Jeany	11/29/1957	Male	North Carolina Supportive Housing Incomplete: Incomplete	Ima Learning	imalearning@gmail.com

Removing Applicants from the List

Applicants are never deleted from the list for historical purposes. You can change the applicant's status to one of the "Removed" or "Pending: Removal..." status values available to you to indicate that your applicant should no longer be considered for housing.

Do NOT remove an applicant that has been housed in a program unit. The program administrator needs to do this for proper reporting.



Understanding Status Values

The applicant's status indicates the state of the application.

Incomplete: System set; needs the attention of the case manager (applicants in this status for 90 days will be automatically removed by the system)

Pending: Set by system or admin; needs the attention of the waitlist admin or case manager

Waiting: Used by admin; ready to be referred to property managers

Removed: Used by admin, case manager, or system set; indicates that the individual is no longer waiting for a unit

Exited: Used by admin; records when a participant exits the program (for HUD reporting)

Helpful Hints

- Keep client information up to date by logging in and editing their application.
- You and your client will be contacted if/when there is a housing match for your client.
- Clients may be subject to additional eligibility requirements by property providers.

Need Help? Have Feedback?

- Contact the program administrator for questions about the program and process.
- For technical support, call (877) 496-4954 or email PAIR@emphasys-software.com.
- System feedback is welcome through the feedback link.
- Online help is available in the menu bar.

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