



HUD Section 811 PRA

Case Manager

User Guide

Updated February 2023
By Stéphane Delma

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

Login

* Username: (typically a full email address)

* Password:

Need an account or more information?

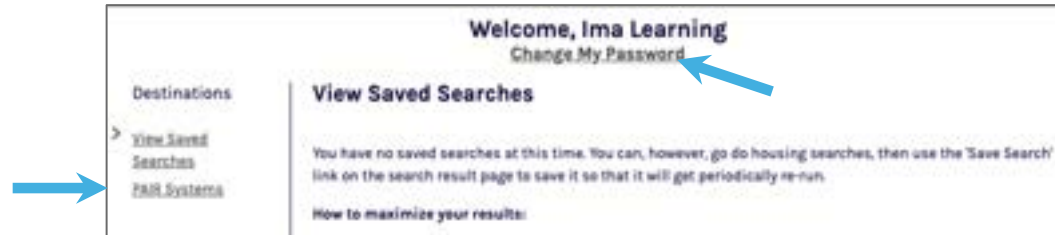
- [Need an account to list properties?](#)
- [Forgot your password?](#)
- [Looking for local information \(FAQs, FMRs, etc.\)?](#)

Session cookies must be enabled to use this service.

[Click here to continue](#)

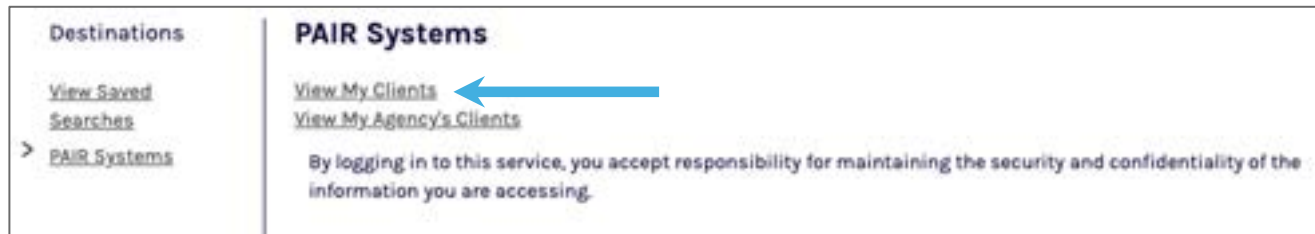
Accessing the System

- 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

- 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

Select list name link to view details

- 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.

The screenshot shows the 'My Clients' page with the following elements:

- Buttons: Help, Prescreen Applicant, Feedback (with envelope icon)
- Section: My Clients
- Filters:
 - Applicant Status: Incomplete (0), Pending (0), Waiting (0)
 - Program Applicants (Pending/Waiting): ME HUD 811 PRA (0)
 - Need Attention: Certification Due (0), Open Offers (0), Offers needing response (0)
- Navigation: My Clients, My Agency's Clients (highlighted with a blue arrow), Open Filters
- Message: You currently have no clients. You may begin by pre-screening your first client by using an above link.

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.

The screenshot shows a web form titled "Prescreening". It contains several input fields and checkboxes. Two callout boxes with blue arrows point to specific parts of the form:

- The first callout points to a question mark icon next to the "Household size" field, with the text: "Click a ? to view more information about a field".
- The second callout points to a grid of county checkboxes, with the text: "Be accurate! Only select counties where your client is willing to live".

The form fields include:

- Date of Birth: (Ex. 5/19/1956)
- Household Income \$ Yearly
- Household size ?
- Medicaid Number Enter 9-digit Medicaid number
- Is the applicant disabled as defined for HUD 811? [More Info](#)
- Eligible for long-term care services? ?
- Lifetime registered sex offender?
- Convicted of Methamphetamine production on Federally Assisted property?
- Which county(ies) are the applicant interested in living in? ?
- Uncheck All | Check All
- Counties: Adams, Alexander, Bond, Boone, Brown, Bureau, Calhoun, Carroll

Completing an Application for New Clients

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.

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

Back button will NOT work

* = Required Field
Do not use the back button; changes can be made after page 3

Application Progress: **Page 1 of 3**

Personal Data

First Name *	<input type="text"/>	Middle Name	<input type="text"/>
Last Name *	<input type="text"/>	Suffix	<input type="text"/>
Date of Birth *	<input type="text" value="01/01/1965"/>	Gender *	<input type="text" value="Select one"/>
Race ? *	<input type="checkbox"/> White	<input type="checkbox"/> Black or African-American	<input type="checkbox"/> American Indian or Alaskan Native

Check all that apply

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.

Wait List: HUD 811 Project Rental Assistance
Applicant: John Smith (ID: 7067)
Status: [Pending: New](#)

DOB: 01/01/1965 Gender: Male Priority [?] : 1

Applicant Info

Edit Personal Edit Housing Edit Income and Household Add Event / Note

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.

Need Attention

- Certification Due 5
- Open Offers 0
- Offers needing response 0

Please note the following:

- Applicant information needs case manager certification (overdue 47 days). Review the applicant information, make updates, then use the Certify button at the bottom of the application to certify data accuracy.

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.

Applicant Information [Edit](#)

(Added To System: 03/09/2017 17:21:39)
Last Certified by Cheryl Hemmer (cdhemmer) 04/25/2018; next certification due 04/25/2019 ?



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.

Help Prescreen Applicant Feedback

My Clients

Applicant Status	Program Applicants (Pending/Waiting)	Need Attention
Incomplete 1	Weinberg Apts 2	Certification Due 5
Pending 0	MD HUD 811 PRA 0	Open Offers 0
Waiting 0	MFP Bridge 3	Offers needing response 0

My Clients My Agency's Clients Open Filters

→ Displaying 6 applicants Download this list

Name ^	Date of Birth ↓	Gender ↓	Applicant Status ? ↓	Alerts ? ↓	Applied ↓
Elvis, No (6527)	11/29/1975	Female	Weinberg Apartments Pending: Removal by administrator		11/03/2014

View applicant alerts

- Nearing or at program age limit
- Missing data
- Applicant certification due
- Eligibility or data issues
- An offer letter has not been acknowledged

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.

The screenshot shows a dashboard titled "My Clients" with three summary cards: "Applicant Status" (Incomplete: 0, Pending: 0, Waiting: 2), "Program Applicants (Pending/Waiting)" (IL HUD 811 PRA: 1, Illinois SRN Applicant Registry: 1), and "Need Attention" (Certification Due: 2, Open Offers: 2, Offers needing response: 2). Below these is a table of applicants with columns for Name, Date of Birth, Gender, Applicant Status, Alerts, and Applied. Two applicants are listed, both with a blue house icon in the Alerts column.

Name	Date of Birth	Gender	Applicant Status	Alerts	Applied
Wes, Ram (8726)	10/19/1988	Female	IL HUD 811 Project Rental Assistance Waiting: Approved	🏠	08/14/2015
Wes, Ram (8726)	10/19/1988	Female	IL Statewide Referral Network Waiting: Approved	±	08/14/2015

Open Offers are designated with a blue house. Clicking on the blue house will take you to the Open Offers page.

Open Offers that need an interest response are designated with a ± symbol.

Using Filters

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

Minimize filters on page by using
“Close Filters” button

The screenshot shows a filter interface for finding clients. It includes several filter fields: 'Type' with radio buttons for 'Active', 'Inactive', and 'Both'; 'Status' with a dropdown menu showing 'Waiting: Approved'; 'ID' with an empty text input; 'Last Updated' with a dropdown menu showing 'Any Time'; 'Last Name' with a text input containing 'Smith'; 'First Name' with an empty text input; 'Date of Birth' with an empty text input; 'Limit clients' with an empty text input; and 'Case Manager Username' with an empty text input. At the bottom of the filter section are two buttons: 'Filter' and 'Clear filters'. A 'Close Filters' button is located in the top right corner of the filter panel. Annotations with arrows point to the 'Filter' button, the 'Clear filters' button, and the 'Close Filters' button.

Fill in desired fields and select
“Filter” to filter the list

Select “Clear filters” to reset filters

Close Filters

Active Inactive Both

Status: Waiting: Approved

ID: []

Last Updated: Any Time

Last Name: Smith

First Name: []

Date of Birth: []

Limit clients: []

Case Manager Username: []

Filter Clear filters

Displaying 5 applicants

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.

Name ▲	Date of Birth ↕	Gender ↕	Assume Responsibility	Client Status ↕ ?	Case Manager ↕	User ↕
Amedeo, Patty	04/21/1993	Other	<input type="checkbox"/>	North Carolina Supportive Housing Waiting: In Progress	Ima Learning	imalearning@gmail.com
Ami, Jeany	11/29/1957	Male	<input type="checkbox"/>	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.

The image shows a screenshot of the HUD 811 PRA interface. On the left, a box displays applicant information: "MD HUD 811 Project Rental Assistance Applicant: Takeuchi Earl (ID: 40639) Status: [Waiting: Approved](#)". A blue arrow points from a callout box below to the status link. The callout box contains the text: "Select the status link to change your applicant's status". On the right, a box titled "Applicant Status" shows a list of status options with radio buttons. The "Waiting: Approved (unauthorized)" option is selected. The list includes: "Pending: Verification Needed (unauthorized)", "Pending: Removal by administrator (unauthorized)", "Waiting: Approved (unauthorized)", "Removed: No Longer Eligible (unauthorized)", "Removed: Declined Too Many Units (unauthorized)", "Removed: Deceased", "Removed: Withdrawn By Applicant", "Removed: Non-responsive (unauthorized)", "Removed: Housed through another program (unauthorized)", "Removed: Duplicate", and "Removed: Other". A blue arrow points from the callout box to the "Applicant Status" list.



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)

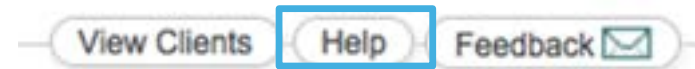


Helpful Hints

- 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.





HUD Section 811 PRA