



# **Covid 19 Relief Assistance Policies and Procedures**

# Initial Intake /Admission

**Objective:** To determine the eligibility of clients who were affected by the Covid 19 shutdown.

## **Policy/Standards**

- Applicants must provide documentation to demonstrate that they were affected by the Covid 19 shutdown and have mortgage/rental, utility and food needs.
- Determine whether the applicant or household has applied for or received any benefits that duplicate the Covid 19 Relief Assistance Effort.
- The applicants must provide verification that their housing need is for their primary residence at the time of the Covid 19 shutdown.
- Determine whether the applicant or household is eligible for Workforce New Jersey, Emergency Assistance or Supplemental Security Income.
- The applicant must provide evidence that at least one member of the applicant's household is United States citizen or an eligible alien.
- An Affidavit must be signed.
- If there is more than one person on the mortgage both parties must sign the initial affidavit.
- The applicant and members of the household must be entered into EMPOWER if they are determined eligible for the Covid 19 Relief Assistance.
- All assistance payments will be in check form issued directly to landlord/mortgage holders.

## **Procedures**

1. Obtain an intake folder containing notes, program worksheet, affidavit, Ocean Inc. Consent to the Release of Confidential Information form, and copies of supporting documents.
2. Call the applicant(s) into the office based on scheduled appointment calendar. The applicant will have already signed in and selected "Appt" on the sign-in-sheet.
3. Open the folder and categorized documents to the front of the folder and initial program worksheet to the inside of the folder, directly behind the notes sheet.
4. Write the applicant's name, address, phone number, social security number and the initial intake date on the program worksheet.
5. Explain the program to the applicant.
6. Ask the applicants how they were impacted by the Covid 19 shutdown. If eligible proceed, if not the applicant is not eligible for the assistance.
7. Determine whether the applicants or household are eligible for Workforce New Jersey Emergency Assistance or Supplemental Security Income. If so, the applicants must obtain a letter from the board of Social Services stating that they are not eligible for benefits that duplicate Covid 19 Relief Assistance.
8. Ask the applicant whether they have applied for or received any funding or benefits as a direct result of the shutdown.
9. Acquire any applicant's eligibility letter from other funding in result of the shutdown.

10. Obtain a copy of the primary applicant's and spouse's driver's licenses, if applicable, as well as, any other member of the household who has a driver's license.
11. Obtain a copy of the applicant's most recent income tax return and bank account statement.
12. If the applicant or household is not receiving any income, they may be eligible for programs through the Board of Social Services. Ask the applicant to obtain a letter from the Board of Social Services stating that they are not eligible for benefits that duplicate the Covid 19 Relief Assistance.
13. If members of the household are not listed on the income tax return, acquire additional documentation to determine household composition.
14. Obtained required documents; such as, birth certificates for every member of the household and social security cards for members of the household.
15. Obtain current proof of mortgage, rent, and utilities as per instructions in the information guide and worksheet.
16. Based on the paperwork collected, determine the eligibility of the applicant.
17. Staple signed forms together, any forms of identification together and any documentation that is more than one page.
18. Every person on the mortgage and rental lease must sign and date the initial affidavit.
19. Record the services provided under the "Services Authorized" section of the worksheet.
20. Enter the applicant, members of the household and services provided into EMPOWOR
21. Copy all documents including application and placed in folder. Then file folder in designated area.
22. Once the applicant leaves, complete a check request for each bill.

TO SCHEDULE AN APPOINTMENT:

- When scheduling an appointment, explain what they are coming in for and administered the Prescreening Tool.
- The applicant is assigned a day and time to meet with the case manager.
- The applicant is provided with a Relief Assistance Packet.
- The day of scheduled appointment, the case manager calls the applicant into their office. The applicant will have already signed in on the sign in sheet.

TO COMPLETE THE AFFIDAVIT:

- Explain to the applicant(s) that the top section of the affidavit must be filled out to attest to their housing need.
- Employee will have the applicant(s) read, sign and date the affidavit during the initial intake.
- The agency representative must then sign and date the affidavit.

- Place the affidavit inside of the folder and staple to the Ocean Inc. Consent to the Release of Confidential Information form.
- Check request must be entered in the Web Portal system for rental payments. Employees will need to enter each request in Web Portal for approval. All documentation will need to be scanned and uploaded to the record

TO COMPLETE THE PROGRAM WORKSHEET:

- Record the applicant's demographic information on the top portion of the form including name(s) current address, phone number, social security number of the primary client and date of the initial intake.
- Answer all of the questions completely under "Eligibility Criteria".
- Confirm that all necessary documents have been obtained under "Eligibility Criteria".
- Check all service items and amount that applies.