



EFA program (Emergency Financial Assistance)

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Objective

Empower service providers in assisting clients with:

Assessing the clients temporary financial crisis in order to properly document the crisis.

Collecting all required documentation.

Completing emergency financial assistance (EFA) application.

Submitting an eligible/complete EFA application.

Following up with both clients and AFC with regards to the EFA Status.

Policy

AFC receives funding from a variety of sources to assist low income clients (households) who reside in the following counties: Cook, DeKalb, DuPage, Grundy, Kane, Kendall, Lake, McHenry & Will

The EFA program is not intended to provide continuous or long-term assistance. The funds are defined as being “needs-based” and “short-term”

The EFA program is based on funding availability and is subject to the eligibility requirements of the funding source.

Eligible Costs



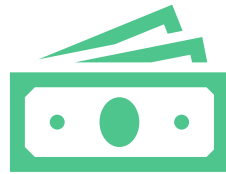
Rent/Mortgage

Payment Capped at \$1000 (up to 3 months of service)

Past Due Rent

Past Due Mortgage

1st & Last Month's Rent



Utilities

Payment Capped at \$1000 (up to 3 months of service)

Past Due Gas

Past Due Electric

Past Due Water



Ineligible Costs

Security Deposit

Move In Fees

Non- Essential Utilities: Cable,
Internet, Phone

- The principal purpose of the emergency financial assistance program (EFA) is to stabilize individuals and families in their current home, to decrease the amount of time spent in shelters, and to help individuals and families secure and maintain affordable housing.

Purpose

EFA Options

One-Time EFA

- For clients who have experienced a temporary financial crisis to cover past due rent/mortgage, past due utilities, or first & last months rent.

90 Day EFA

- For clients who have/are experiencing a significant loss of income due to a temporary financial crisis to cover past due rent/mortgage and/or past due utilities for up to 90 days (3 months).

Eligibility Criteria

Household Must

- Someone in the household must be able to document HIV+ diagnosis
- Someone in the household must be able to document a temporary financial crisis

Household Must

- Only one of the three must apply
- Be in imminent danger of eviction or foreclosure
- Be in imminent danger of homelessness
- Be homeless

Household Must

- The household must be able to document the ability to maintain stable housing after receiving the assistance.

Temporary Financial Crisis

Household Must

Be able to document a temporary financial crisis beyond their control.

The following are examples of an eligible crisis:

- Loss of employment
- Medical Disability/Emergency
- Loss or delay of public benefits
- Natural Disaster
- Substantial change in household composition
- Victimization by criminal activity
- Illegal action by a landlord
- Displacement by government or private action
- Client is moving from homelessness to permanent housing
- Client is trying to obtain/maintain subsidized housing
- Client is moving into more affordable housing that promotes long term stability

Documenting the Crisis



Loss of Employment

Letter of termination/furlough
from employer

Unemployment (IDES)
documentation



Medical Disability or Emergency

Letter from medical provider
confirming inability to work due
to medical emergency.

Proof of paid medical expenses



Natural Disaster

Documentation from the Red
Cross confirming fire/flood etc.

Documenting the Crisis



Substantial Change in Household Composition

If the household gained a member (i.e. birth of a child, obtaining guardianship), birth certificate can be submitted and/or court documentation.

If the household lost a member (i.e. loss of a roommate, death of a member), death certificate can be submitted and/or old lease with roommate info)



Victimization by Criminal Activity

Police Report can be submitted if the client has experience domestic violence or robbery.

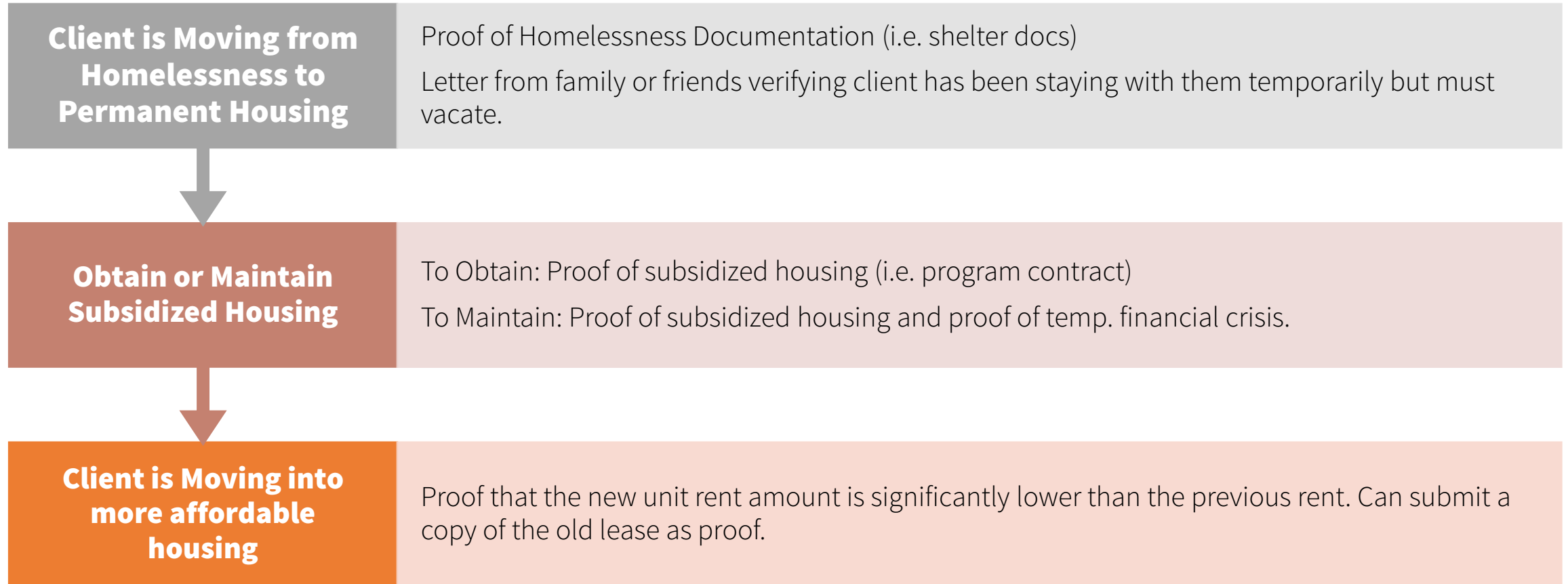


Illegal Action by a Landlord

Foreclosure Documents

Proof unit is uninhabitable

Documenting the Crisis

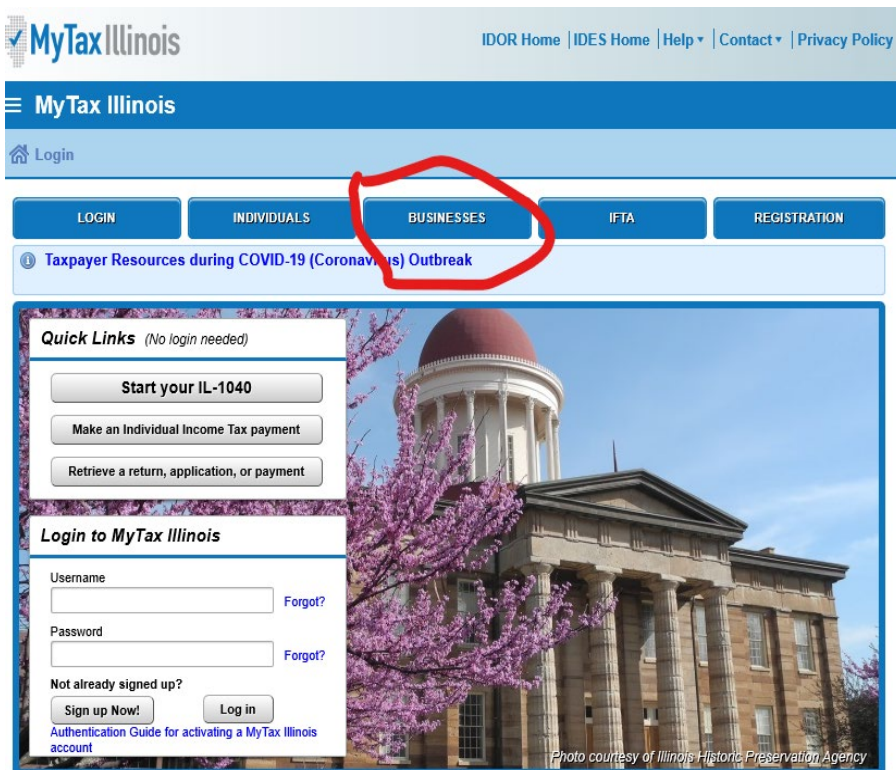


Required Documentation

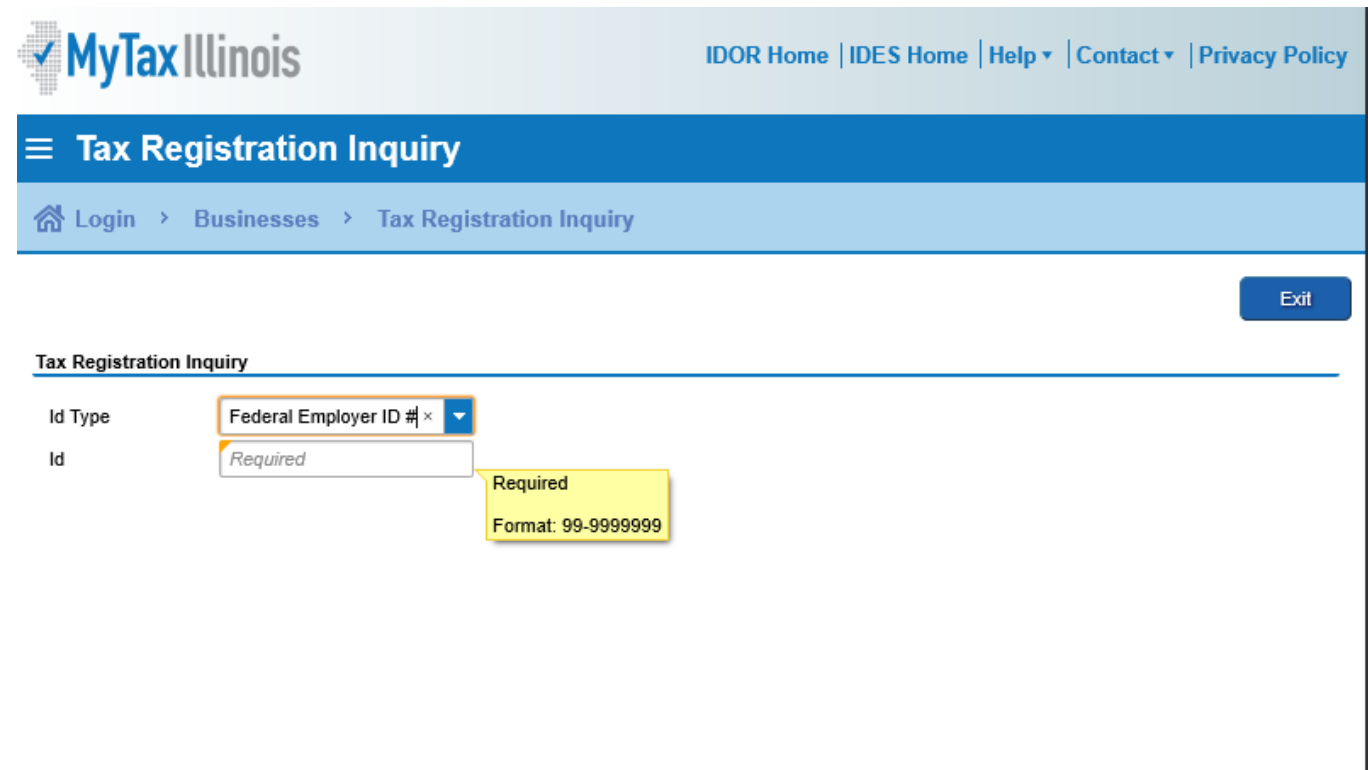
- Completed Application (Pg. 1-8)
- Signed AFC Rights & Responsibilities and Grievance Form
- Signed AFC Consent to Release of Information
- Temporary Financial Crisis Supporting Documentation
- Current Lease or Rental Agreement Form
- Past Due Notice (i.e. 5/10/30 day notice, landlord statement form)
- Documentation of Household Income
- Copy of the Client's Govt Issued ID
- Proof of HIV Diagnosis
- Landlord Documentation
 - W9
 - EIN or SS# Verification
 - Proof of ownership (only for individual landlords i.e. sole proprietor)
- Signed CDPH/HOPWA Authorization to Use and Disclose Confidential Information
- Signed IDPH/Ryan White Part B Authorization for Release of Health Information

How to obtain proof of EIN

- Go to: <https://mytax.illinois.gov>



The screenshot shows the MyTax Illinois homepage. At the top, there is a navigation bar with links for IDOR Home, IDES Home, Help, Contact, and Privacy Policy. Below this is a blue header with the MyTax Illinois logo and a 'Login' link. A row of buttons includes LOGIN, INDIVIDUALS, BUSINESSES (circled in red), IFTA, and REGISTRATION. Below the buttons is a link for 'Taxpayer Resources during COVID-19 (Coronavirus) Outbreak'. The main content area features a 'Quick Links' section with buttons for 'Start your IL-1040', 'Make an Individual Income Tax payment', and 'Retrieve a return, application, or payment'. Below this is a 'Login to MyTax Illinois' section with fields for Username and Password, each with a 'Forgot?' link. There are also links for 'Not already signed up?' (Sign up Now!) and 'Log in'. A photo of the Illinois State Capitol building is visible in the background.



The screenshot shows the 'Tax Registration Inquiry' page. At the top, there is a navigation bar with links for IDOR Home, IDES Home, Help, Contact, and Privacy Policy. Below this is a blue header with the MyTax Illinois logo and a 'Login' link. A row of buttons includes LOGIN, INDIVIDUALS, BUSINESSES, IFTA, and REGISTRATION. Below the buttons is a link for 'Taxpayer Resources during COVID-19 (Coronavirus) Outbreak'. The main content area features a 'Quick Links' section with buttons for 'Start your IL-1040', 'Make an Individual Income Tax payment', and 'Retrieve a return, application, or payment'. Below this is a 'Login to MyTax Illinois' section with fields for Username and Password, each with a 'Forgot?' link. There are also links for 'Not already signed up?' (Sign up Now!) and 'Log in'. A photo of the Illinois State Capitol building is visible in the background.

How to obtain proof of LL ownership

The screenshot shows the official website of Maria Pappas, Cook County Treasurer. The header includes the name and title, along with a navigation menu. The main content area is titled "Get a Copy of Your Cook County Property Tax Bill" and provides instructions for taxpayers. Below this, there is a search section with two tabs: "Search By Property Index Number (PIN)" and "Search By Property Address". The "Search By Property Index Number (PIN)" tab is active, showing a form with five input fields for the PIN and "Continue" and "Reset" buttons. The footer contains contact information, a list of services (Payments, Exemptions and Savings, Refunds, etc.), and a language translation service.

MARIA PAPPAS, COOK COUNTY TREASURER

Payments Exemptions Refunds Seniors Your Tax Bill Tax Sale Foreign Language Brochures Forms About The Office News and Video

Get a Copy of Your Cook County Property Tax Bill

Taxpayers are required to provide a tax bill payment coupon with their payment if paying by mail, in person or at Chase Bank. Taxpayers may also make an online payment.

Use the search field below to download a duplicate bill.

For copies of specialty bills such as arrearage, omitted assessment and railroad bills, [contact us](#).

Search By Property Index Number (PIN) Search By Property Address

Search By Property Index Number (PIN)

- - - -

[Continue](#) [Reset](#)

COOK COUNTY TREASURER'S OFFICE

Cook County Treasurer's Office
118 North Clark Street, Room 112
Chicago, Illinois 60602
(312) 443-5100

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CONTACT US

Office Hours
Contact Us by Phone
Contact Us by Email
Sign Up for Electronic Tax Billing
Sign Up for Email Notifications
Research a Topic

COOK COUNTY GOVERNMENT

Cook County Government
County Assessor
Board of Review
County Clerk
Recorder of Deeds
County Treasurer
Cook County Property Tax Portal

PAYMENTS

Check Your Payment Status or Make an Online Payment
Pay By Mail or In Person
Pay At Chase Bank
Pay At Your Local Community Bank
Get a Copy of Your Tax Bill
Returned Checks
Information about Prior Year Property Taxes
Paying First Installment Property Taxes Early
If Taxes Were Sold
Single or Multiple Payments Via ACH
Multiple Payments Via Wire Transfer

EXEMPTIONS AND SAVINGS

Exemption History Search
Lists of Properties Missing Senior Exemptions
Homeowner Exemption
Senior Citizen Homestead Exemption
Senior Citizen Assessment Freeze Exemption
Home Improvement Exemption
Property Tax Relief for Military Personnel
Disabled Veteran Homestead Exemption
First Responder's Surviving Spouse Tax Abatement

REFUNDS

Overpayment Refund Search
Overpayment Refund Status Search
How to Apply for a Property Tax Refund
Uncashed Check Search
Property Tax Appeal Board Refunds
Estate Search

SERVICES FOR SENIORS

Exemptions
The Senior Citizen Real Estate Tax Deferral Program
Third-Party Notification
Disabled Veteran Homestead Exemption

UNDERSTANDING YOUR TAX BILL

Understanding Your Bill
Get a Copy of Your Tax Bill
About Your Property Index Number (PIN)
Update Your Name or Mailing Address
Monitoring Your Mortgage
Taxing Districts' Financial Statements and Disclosures
Sign in to Your Electronic Billing Account

TAX SALE

Avoid the Tax Year 2018 Annual Tax Sale
Tax Year 2018 Annual Sale Information
Search Tax Year 2015-2017 Annual Tax Sale Results

FOREIGN LANGUAGE BROCHURES

Foreign Language Brochures

FORMS

Update Your Name or Mailing Address
Duplicate or Overpayment Refund
Property Tax Appeal Board Refunds
Certificate of Error Refund
Third Party Notification Request
Property Tax Relief for Military Personnel
Freedom of Information Act (FOIA) Request

ABOUT THE OFFICE

Duties and Responsibilities of the Cook County Treasurer
Maria Pappas, Cook County Treasurer's Biography
Maria Pappas, Cook County Treasurer's Resume
Freedom of Information Requests
State of the Office
Investment Policy

NEWS AND VIDEO

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The Cook County Treasurer's Office website was designed to meet the Illinois Information Technology Accessibility Act and the Americans with Disabilities Act.

Go to:

<https://cookcountytreasurer.com/setsearchparameters.aspx>

Enter the property PIN obtained from the cook county assessors or property address. Print the most current tax bill available.

Procedure



Step 1

Prior to completing the application, the service provider must assess the clients eligibility and determine a temporary financial crisis to document.



Step 2

Gather all the required documentation, use Pg. 1 of the application “Documentation Checklist” to help inform the client what is required to submit an application.



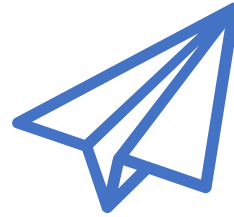
Step 3

Complete the application, use page Pg. 5 to document the household income & expenses. The households budget must not show a budget deficit. Please use Pg. 6 to summarize the client’s temporary financial crisis and how they will be able to maintain moving forward.

Review Process



Submit the complete EFA
Send to:
support@aidschicago.jitbit.com
Subject Line: Client Name/EFA



AFC staff will review the application
within 72 hours (3 business days)
from receipt.



The Service Provider will be
notified if the application is eligible
and complete or if the application
is ineligible and or incomplete.

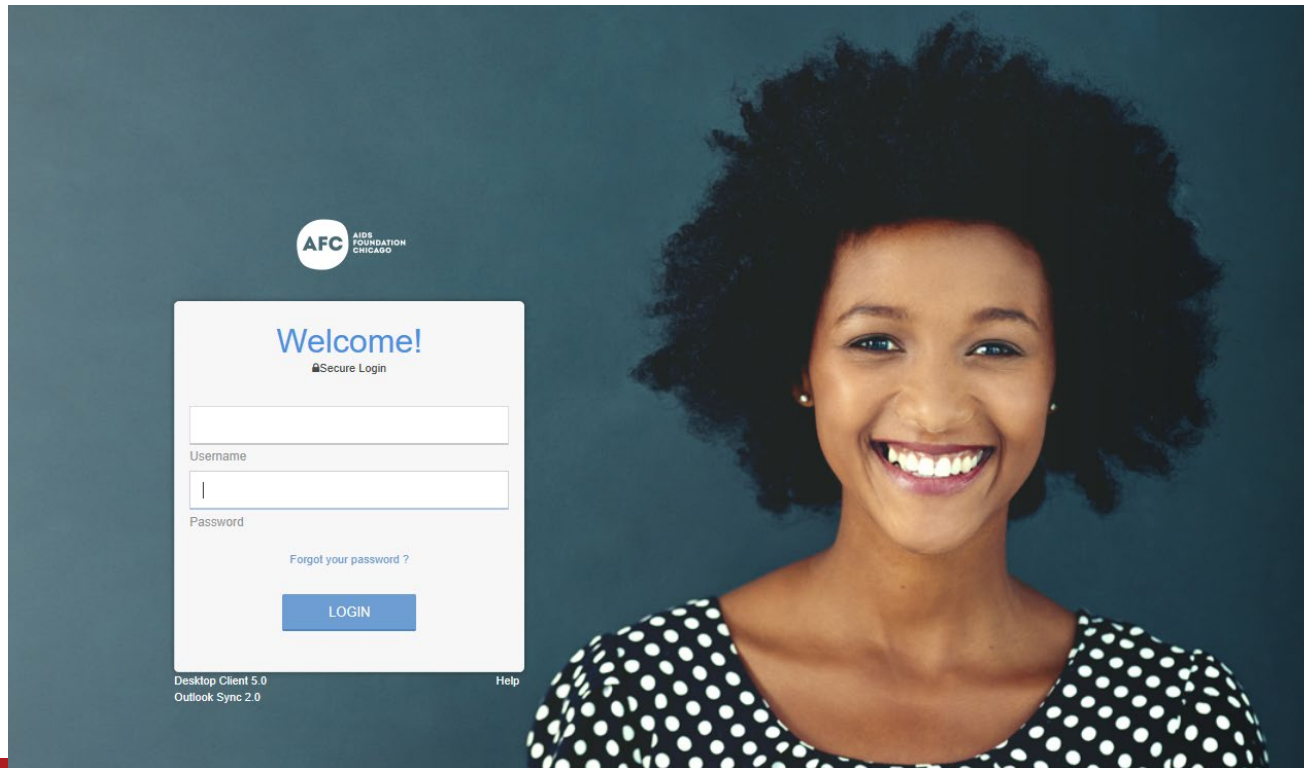
Review Process

If the application is found Eligible/Complete, you will be notified via approval confirmation letter. The letter will have the approval amount and the Check Date.

If the application is found Ineligible or Incomplete, you will be notified via Jitbit response. The msg will indicate the reasons of determination.

If the client would like to appeal and or submit new or missing documentation, they have 14 Business Days from notification to submit.

CASEWORTHY



- EFA APPLICATIONS WILL SOON BE AVAILABLE FOR SUBMISSION IN AFC'S DATABASE:
- NO MORE PAPER DOCUMENTS!!!
- APPLICATIONS WILL BE ENTERED DIRECTLY INTO THE DATABASE.
- SUPPORTING DOCUMENTATION WILL BE UPLOADED DIRECTLY INTO THE DATABASE.
- LANDLORD DOCUMENTATION WILL BE STORED IN THE DATABASE.
- SERVICE PROVIDERS WILL BE ABLE TO MANAGE AND VIEW ALL APPLICATIONS DIRECTLY IN THE DATABASE.

CONFIDENTIALITY



AFC has updated the landlord documents with the Center for Housing and Health logo and all reference to AFC has been removed!



Landlords should NEVER receive a full copy of any EFA application ONLY landlord documents

Working remotely...

- **In early April due to the pandemic AFC started approving EFA applications without client signatures. Service Providers must submit a written statement certifying that the client gave verbal consent to following forms on agency letterhead.**
- AFC's EFA Release of Info
- AFC's EFA Rights/Responsibilities /Grievance
- CDPH's HOPWA Authorization to Use & Disclose Confidential Information
- IDPH's Authorization for Release of Health Information

Working remotely...



Service Providers must complete all portions of the EFA applications with client's information as well as their own.



The Service Provider's written statement to certify client signature should be added at the end of application when organizing pages.



Service Providers must mail/email copy of all listed forms to clients.

Client Signatures

- IDPH recognizes digital/electronic signature obtained through using:
 - 1.A signature pad, and/or
 - 2.A tablet or other mobile device(e.g., DocuSign)
 - 3.Adobe signature with the ink pen via the mouse
 - Block/font signatures are not allowed



Questions

Please submit via Jitbit:

support@aidschicago.jitbit.com