

 **Program Step**

 **Turnaround Time**

STEP 1: Pre-Screen

Initial determination whether an applicant is eligible to apply.

1 Hour

This is dependent on the applicant and their readiness for screening questions and documentation.

STEP 2: Application

Complete application and submit required documentation.

Varies by Applicant

This can range from 1 hour to multiple days, this is entirely dependent on the applicant.

INCOMPLETE APPLICATIONS

Processing will be delayed if application submissions are incomplete.

STEP 3: Application/Eligibility Review

Case manager reviews the application for completeness, eligibility, and income, ultimately determining if the applicant qualifies for program assistance.

1-12 business days

Due to high application volume, the following time frame begins after you are contacted by your assigned case manager.

STEP 4: Quality Control Review

Quality Control (QC) ensures the application contains all required documents prior to moving the file forward to payment.

1-3 business days

STEP 5: Common Data File Process

Establishing servicer collaboration, set up data transfer capability, conducting record transfers, and QC verification.

Approximately 90 business days

Processing may be delayed depending on servicer cooperation.

STEP 6: Payment Distribution

5-7 business days