

 **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