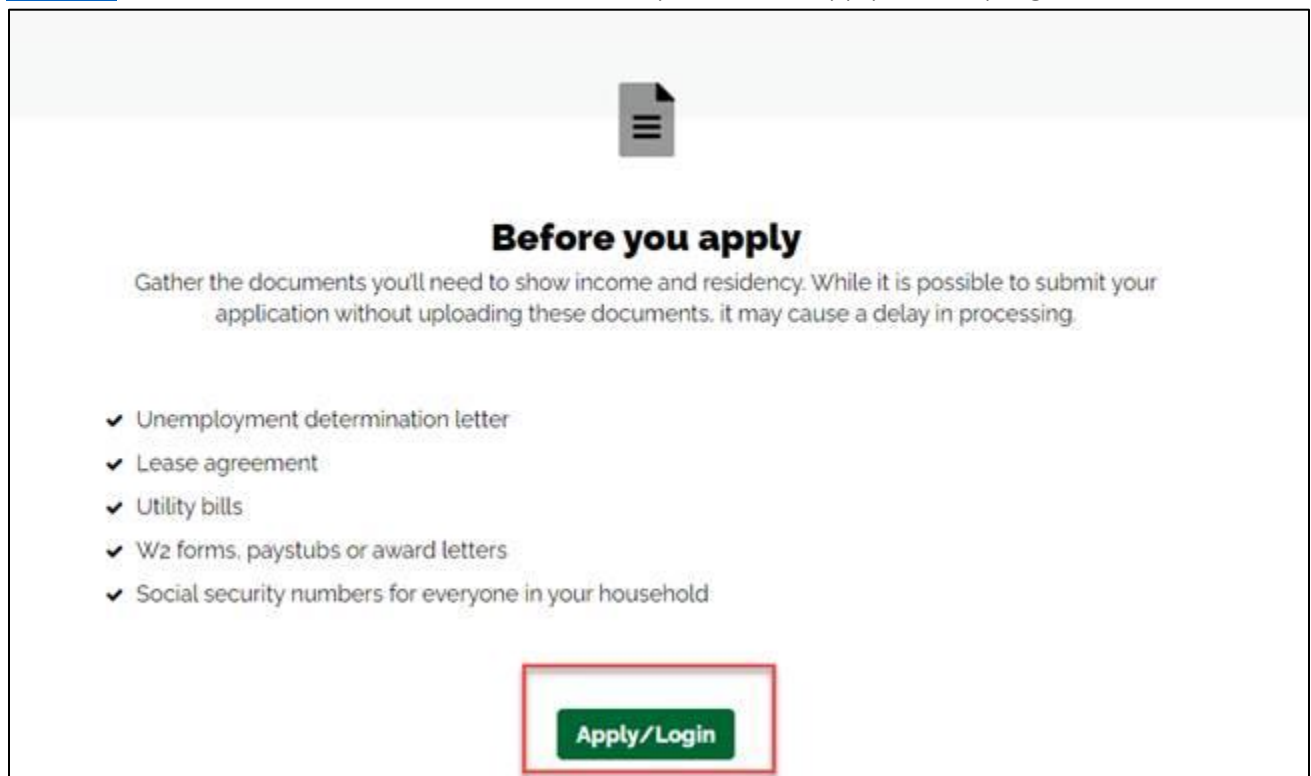



How to Recertify Your ERAP Application

Recertification is required every 3 months if you wish to continue receiving ERAP assistance.

- All participants need to recertify certain information every 3 months from the date of your first payment, like your household size and your risk of homelessness or housing instability.
- We also need to confirm other information like whether you landlord/rent/address has changed.
- If everyone in your household submitted your Annual Income (2020 Taxes), then you will not be asked to recertify your income.
- If anyone in your household submitted current income (the last 8 weeks of your pay), then you will need to upload your 8 most recent, continuous weeks of pay. If you haven't already, you can also upload your 2020 tax documents at this time and then you will not be asked to recertify your income in 3 months.

1. First, you will need to log into your application at [Allegheny County Emergency Rental Assistance Program](#). Your username is the email address that you used to apply for the program.





Before you apply

Gather the documents you'll need to show income and residency. While it is possible to submit your application without uploading these documents, it may cause a delay in processing.

- ✓ Unemployment determination letter
- ✓ Lease agreement
- ✓ Utility bills
- ✓ W2 forms, paystubs or award letters
- ✓ Social security numbers for everyone in your household

[Apply/Login](#)

2. Then you will see your dashboard. It is here that you can click on the **Apply** button to request additional months of assistance.
- If the Apply button is not available this is because your application or payment is still in process.
 - The dashboard displays when you will need to complete a recertification. This is based off the first date we paid your rent or utilities.

The dashboard features a progress bar at the top with five steps: Application Review, Tenant Outreach, Eligibility Determination, Landlord Outreach, and Payment Processing. The main content is divided into several sections:

- Application:** Displays application details including ID, name, status (Active), submission date (03/16/2021), phone number, and email. The **Next Recertification Date** is highlighted as July 2021. Buttons for 'View Application' and 'Update Contact Info' are present.
- Requested Assistance:** Contains a red-bordered box with the text 'Request additional months of assistance for rent or utilities here.' and an 'Apply' button. Below this, a reminder states: 'As a reminder, you can only receive 15 months of assistance with this program.' A summary table shows:

Total Months of Assistance Used:	9 out of 15
Total Months of Assistance Available:	6
Total Months of Rent Requested:	6
Total Months of Utilities Requested:	9
Total Months of Utilities Denied:	0
- Documents:** Includes an 'Upload Documents' button and a table of uploaded documents:

Document	Upload	Review
's Current Income	Completed	✓
Loss of Income/Unemployment Benefits	Completed	✓
Lease Agreement	Completed	✓
Proof of Past Due Rent or Utilities	Completed	✓
- Application History:** A table with columns for Application ID, Application Name, and Status, currently showing 'No data available in table'.
- Rent Payment History:** A table with columns for Payee, Payment, Months, and Payment Date:

Payee	Payment	Months	Payment Date
Landlord	Months : May 2021	1 Month(s)	5/7/2021

3. You will then select type of assistance you are requesting at this time:
 - a. If requesting rent, you will check which months of rent you need to be paid.
 - b. You will always be asked if you have moved, if you have a new Landlord, or if your rent amount has changed.
 - i. If yes to any of those you will have the opportunity to upload a new lease to your application.

Please select which type of assistance you are requesting. *

Rent Utility Both

Rent Assistance

The pre-selected months below have been requested and paid for rental assistance.

Select the months for which you are applying: ⓘ *

Year 2020	Year 2021
<input type="checkbox"/> December	<input type="checkbox"/> January
	<input type="checkbox"/> February
	<input type="checkbox"/> March
	<input type="checkbox"/> April
	<input type="checkbox"/> May
	<input checked="" type="checkbox"/> June
	<input checked="" type="checkbox"/> July

Selecting 'Yes' to any of the following questions may require additional documentation or information to be provided.

Have you moved since the last time you requested assistance? ⓘ *

Yes No

Street Address: * Apartment Number:

City: * State: *

Zip Code: * Municipality:

Has your landlord or who you pay rent to changed since you last requested assistance? *

Yes No

Has your monthly rent changed since you last requested assistance? *

Yes No

Lease Agreement ⓘ

Document Description

It is not necessary to upload all pages of the lease. Please make sure that the pages uploaded show property address, the tenant and landlord names, the rent amount (plus any additional fees) and signatures.

(0/30 documents)

Utilities Assistance

Do you need additional utilities assistance? *

Yes No

4. If requesting utilities, you will see previous requests and need to add any additional months of utilities you'd like to be paid. *****Please remember that requesting utilities in a month that you are NOT requesting rent will use one of your 15 months of assistance. ANY assistance received in a month, rent OR utilities, counts toward the 15 month maximum allowed in this program.*****

Allegheny County
Emergency Rental Assistance Program

[Home](#) [Session Time out in 59:40](#) [Logout](#)

Renter Application

As you complete this form, it may be helpful to have the following documents for reference:

- UC Determination Letter (Within the last 90 days)
- Lease Agreement (Signatures included)
- Utility bills
- Recommended Proof of Income (1040, W-2, 1099)
- Other accepted proof of income that will require income recertification (paystubs, benefit letter)
- SSN of members in your household

Need help filling out the application? Call ACTION-Housing at 412-248-0021.

* Required Fields

Utilities Details

Help is available for utility bills. Please answer the question below if you need assistance with paying your utilities.

Previously Requested Utilities

Utility	Company	Months	Amount	Payment Status
Electric	Duquesne Light	5	\$248.16	Paid
Gas	Columbia Gas	4	\$19.00	Paid
Electric	Duquesne Light	9	\$445.10	Paid

Do you need help paying your utilities? *

Yes No

+ Add Utility Details

[Click here to view how the utility months are defined.](#)

You previously asked for these utilities on your application, please edit these below to update your details.

Utility	Company	Months	Amount	Account Number	
Water	PA American Water	2	\$300.00	12345	✎ ✖

Other Documents i

Utility Bill (0/30 documents)

Utility Bill

▼

Upload


Before you submit this request, please make sure that all of your utility details are completed. If you do not have all of your utility information with you at this time, you can leave this screen without submitting and return to complete at a later time.

After clicking Save and Submit, you can return to your application to upload utility bills if you are unable to at this time.

Back

Save and Submit

5. Based on the month of assistance requested, the system will either submit the application for additional payment or if you need to recertify, you will be taken to shorter version of the original application. You will need to reconfirm or provide any new information that impacts your eligibility.
6. Recertification will begin with confirming that who lives in your Household has not changed.
 - a. The screen below shows whether the Household member needs to provide new income information. This is based on whether Current Income was used in the last application.
 - b. You cannot change the main participant of the program when recertifying. If the main participant has left the household a new application must be started.



[Home](#) [Session Time out in 59:44](#) [Logout](#)

Renter Application

As you complete this form, it may be helpful to have the following documents for reference:

- UC Determination Letter (Within the last 90 days)
- Lease Agreement (Signatures included)
- Utility bills
- Recommended Proof of Income (1040, W-2, 1099)
- Other accepted proof of income that will require income recertification (paystubs, benefit letter)
- SSN of members in your household

Need help filling out the application? Call ACTION-Housing at 412-248-0021.

☒ 1. Household Details

☒ 2. Jane Doe's Income

☒ 3. Risk of Homelessness

☒ 4. Disclaimers and Certifications

☒ 5. Document Upload

☑ 6. Review and Submit

* Required Fields

Household Member Details

Are the same people living in your house? *

Yes No

Please provide information for all people living at this address, including children. You can add up to a maximum of 10 household members. If people have left your household you can remove them by clicking

Name	SSN	DOB	Gender	Income recertification Needed?
Jane Doe	XXX-XX-5794	8/30/1987	Female	Y
			Male	N

+ Add Household Member

Back

Next

Need Help? Check out our [FAQs](#) or contact us at (412)-248-0021.

- 7. Household members who were deemed eligible using Current Income must update their income information
 - a. If a household member had Annual Income the screen will not appear for them

Household Income * Required Fields

Please report all sources of income for each member of your household that is 18 or older and not a full-time student and answer the following questions. If your income needs updated you can edit by clicking or remove by clicking .

Sources of income can include:

- Wages and salaries, overtime pay, commissions, fees, tips and bonuses.
- Payments you receive on a regular basis such as Social Security or a pension.
- Payments such as unemployment, disability, worker's compensation, TANF, child support or alimony.

You can add up to a maximum of 10 income sources per household members.

Jane Doe's (Age : 33) Current Income

Does this member currently have income? *

Yes No

Income Type	Employer Name	Frequency of Income	Amount
Unemployment Insurance		Weekly	\$182.00

[+ Income Source Details](#)

You must upload new & current documentation to verify your income:

Income Type	Employer	Description
Unemployment Insurance (0/30 documents)		Please submit the most recent benefit document.
Self Certification (0/30 documents)		

Previously Uploaded Documents

Jane Doe's Current Income

Income Type	Employer	Upload Date
Unemployment Insurance		
AB10765A_CA72_4B48_9CCE_A9308BB99F75.png		03/15/2021

[Back](#) [Next](#)

Income Source Details * Required Fields

Income Type*

Employer Name*

Frequency of Income*

Amount* \$

How will you present your income?*

[Cancel](#) [Save](#)

8. You must select your Risk of Homelessness.

The screenshot shows the 'Renter Application' form for Allegheny County Emergency Rental Assistance Program. The navigation menu on the left includes: 1. Household Details, 2. Jane Doe's Income, 3. Risk of Homelessness (highlighted), 4. Disclaimers and Certifications, 5. Document Upload, and 6. Review and Submit. The main content area is titled 'Risk of Homelessness' and contains the instruction: 'Please indicate below the reason for your risk of homelessness or housing instability.' Below this are three radio button options: 'Inability to pay next or most recent rent due' (selected), 'Rental Arrears', and 'Utility Arrears'. A 'Back' button is on the left and a 'Next' button is on the right. At the bottom, there is a link to FAQs and contact information: 'Need Help? Check out our FAQs or contact us at (412)-248-0021.'

9. You must sign the Disclaimers and Certifications. You can also indicate if you have a helper.

The screenshot shows the 'Disclaimers and Certifications' section of the application. The navigation menu on the left is the same as in the previous screenshot, with '4. Disclaimers and Certifications' highlighted. The main content area is titled 'Disclaimers and Certifications' and contains a scrollable text area with the following text: 'I, upon administration and signing of this form, agree to provide Allegheny County Department of Human Services and ACTION-Housing, Inc. to give access to the information provided in this application to their employees, agents, and the following agencies and providers where necessary in order to assist with the processing of my application: the YWCA of Greater Pittsburgh, the Urban League of Greater Pittsburgh, Dollar Energy, Acculturation for Justice, Access, and Peace Outreach (AJAPO), Catapult of Greater Pittsburgh, Civically, Inc., Hazelwood Initiative, Homewood Children's Village, Hill District Consensus Group, Hill Top Alliance, Lawrenceville United, Mon Valley Initiative, Operation Better Block, Pittsburgh Hispanic Development Corporation, Project Destiny, Rent Help PGH, Sisters PGH, South Hills Interfaith Movement, the Wellness Collective, PNC Bank, Citizen's Bank, Allegheny County Judiciary, City of Pittsburgh, Commonwealth of Pennsylvania, U.S. Treasury, your landlord, and others as may be necessary to reasonably achieve the goals of ERAP. All information will be kept confidential and will be handled with the utmost care and security. Additional information may be provided in aggregate without personal identifiable information to other government agencies and the general public. Penalty of Perjury The information provided on this form is subject to verification at any time, and Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony and assistance can be terminated for knowingly and willingly making a false or fraudulent statement to a department of the United States Government. The primary applicant to this application for assistance must sign this statement to certify that the information is complete and accurate, and that source documentation will be provided upon request. Acknowledgement of Applicant's Responsibility for a Timely Response ERAP relies on information provided by the applicant to accurately process requests for rental and utility assistance. The program requires third party documentation to verify many requirements for the program, including income, loss of income, unemployment, and other eligibility criteria. The ERAP program administrators will make every effort to contact you to secure this documentation and third party verification, but may make only three (3) requests for information before your application is denied if you do not respond. Therefore, it is essential that you make every effort to provide information and documentation when requested in order to ensure the timely and successful processing of your application for rental or utility assistance. Outreach may be made by any partner agency named in this section and it is the duty of the applicant to respond when such outreach is made. I have read and agree to all of the above disclaimers and certifications.' Below the text area are two input fields: 'Applicant Full Legal Name' with the value 'Jane Doe' and 'Signature Date' with the value '06/23/2021'. Below these is a question: 'Is this application being submitted by someone other than the applicant or a household member?' with radio button options for 'Yes' and 'No' (selected). 'Back' and 'Next' buttons are at the bottom.

10. The application will indicate what new documentation, if any, needs to be uploaded to the application.
- New documentation will only be necessary if you need to update your income, or if you moved, have a new landlord, or a new lease
 - The system will give access to Previous Uploaded Documents

- ✓ 1. Household Details
- ✓ 2. Jane Doe's Income
- ✓ 3. Risk of Homelessness
- ✓ 4. Disclaimers and Certifications
- ✓ 5. Document Upload
- ✓ 6. Review and Submit

Document Upload

Please upload the documents listed below. You do not need to provide all documents to submit this application, but it will likely delay the review of your application.

Jane Doe's Current Income

Income Type	Employer	Description	
Unemployment Insurance <small>(1/30 documents)</small>		Please submit the most recent benefit document.	Upload
<div style="background-color: #ccc; width: 100px; height: 15px; display: inline-block;"></div> Upload			
Date :6/23/2021 ❌			
Self Certification <small>(0/30 documents)</small>			Upload

Lease Agreement i

Document Description

It is not necessary to upload all pages of the lease. Please make sure that the pages uploaded show property address, the tenant and landlord names, the rent amount (plus any additional fees) and signatures.
(0/30 documents)

[Upload](#)

Other Documents i

Additional documentation (0/30 documents) -Select- ▼

[Upload](#)

Previously Uploaded Documents

Jane Doe's Current Income

Income Type	Employer	Upload Date
Unemployment Insurance		
AB10765A_CA72_4B48_9CCE_A9308BB99F75.png		03/15/2021

Due to Covid-19: Loss of Income i / Unemployment Benefits i

Document Description	Upload Date
Documentation of Loss of Income	
AB10765A_CA72_4B48_9CCE_A9308 BB99F75.png	03/23/2021

11. Your household income will be recalculated based on any household and/or income changes. Then click Submit to complete your recertification.

☰

- 1. Household Details
- 2. Jane Doe's Income
- 3. Risk of Homelessness
- 4. Disclaimers and Certifications
- 5. Document Upload
- 6. Review and Submit**

Review and Submit

Please review your application to make sure the information is correct and that you have included documentation before submitting.

Household Member	DOB	Income Amount (monthly)
Jane Doe	8/30/1987	\$728.00

Total Household Income (monthly) \$728.00 Area Median Income Percentage (AMI) 13%

Rental Assistance requested for the following months:
June 2021
July 2021


Utility Assistance Requested?
Yes

Jane Doe's Current Income

Document Description	Documents
Unemployment Insurance	[Redacted] docx
Self Certification	

Lease Agreement

Document Description	Documents
It is not necessary to upload all pages of the lease. Please make sure that the pages uploaded show property address, the tenant and landlord names, the rent amount (plus any additional fees) and signatures.	



Need Help? Check out our [FAQs](#) or contact us at (412)-248-0021.

12. You can then come back to the dashboard and see:

- a. Where the application is in the process – after recertifications are completed, they will go back to Application Review and through the steps of the process so that new information can be reviewed.
- b. See what documents are missing or if they are under review
- c. View new months of assistance requested and how it impacts overall months of assistance

Allegheny County Emergency Rental Assistance Program Session Time out in 58:59 Logout

Application Review Tenant Outreach Eligibility Determination Landlord Outreach Payment Processing

Application

Application ID [Redacted]
Applicant Name Jane Doe
Status Submitted
Date Submitted 03/16/2021
Phone Number (412) 555-5555
Email [Redacted]
Next Recertification Date October 2021

[View Application](#) [Update Contact Info](#) [Withdraw Application](#)

Documents

[Upload Documents](#)

Document	Upload	Review
Jane Doe's Current Income	Completed	Documents are under review. No further action is required at this time, by 2021
Loss of Income/Unemployment Benefits	Completed	✓
Lease Agreement	Incomplete	⚠
Proof of Past Due Rent or Utilities	Completed	✓

Requested Assistance

As a reminder, you can only receive 15 months of assistance with this program.

Total Months of Assistance Used: 11 out of 15
Total Months of Assistance Available: 4
Total Months of Rent Requested: 8
Total Months of Utilities Requested: 9
Total Months of Utilities Denied: 0

Month	Rent	Utility
September 2020		✓
October 2020		✓
November 2020		✓
December 2020	✓	✓
January 2021	✓	✓
February 2021	✓	✓
March 2021	✓	✓
April 2021	✓	✓
May 2021	✓	✓
June 2021	✓	
July 2021	✓	

Application History

Application ID	Application Name	Status
No data available in table		

Rent Payment History