



CASE MANAGER OVERVIEW

EMERGENCY HOUSING FUND



HIF Emergency Housing Fund (EHF) offers critical one-time financial assistance for residents of San Mateo and Santa Clara Counties who are at immediate risk of losing their housing.

HIF collaborates closely with partner agencies throughout Santa Clara and San Mateo Counties. Applications are submitted by trained **Case Managers**, who act as intermediaries on behalf of their clients.

In order to submit an application, case managers must first complete HIF's Emergency Housing Fund Process training, ensuring they understand the application requirements and can effectively guide clients. In this process, the case manager serves as the primary contact, answering client questions, collecting necessary documentation, and supporting the application from start to finish.



If an application is approved, HIF issues payment directly to the client's landlord or utility provider, providing fast and reliable assistance to stabilize housing.

What CRITERIA must applicants meet?

- Household is in San Mateo or Santa Clara County
- Documents demonstrate a need due to unforeseen circumstances (personal statement is not acceptable)
- Bank statements, rent ledger and paystubs must be dated within the last 30 days
- The household has never received HIF funding previously
- The client must be able to demonstrate the ability to sustain their housing going forward
- Bank statements & pay stubs are required from all adults on the lease

What do grants COVER?

- Back rent or current rent
- Security deposits
- PG&E/water/garbage

What DOCUMENTS are required?

- **Identification** (IDs for everyone in your household. Only the IDs listed below are acceptable. Social security cards are not an acceptable form of identification.)
 - Birth or hospital certificate (for minors)
 - School ID card (for minors)
 - Drivers license (adults)
 - Passport or government-issued ID (adults)
- **Current Housing**
 - Lease agreement, including Section 8 paperwork or housing vouchers in client's name
 - Rent ledger or documentation about past due rent
 - Documents related to housing costs owed, including utility bills, pay or quit documents, etc.
 - Rent ledger or documentation about past due rent
- **Current Income**
 - Employment verification (pay stubs, for example)
 - Income verification—all sources including EDD
 - Bank statement
- **Current Situation**
 - Any documentation supporting the client's crisis (a letter from their employer if they lost their job, unpaid hospital bills, etc.)



Please reach out to ehf@hifinfo.org if you have any questions or would like more info about the EHF program.





How long does the approval process take?

The approval process can take between 1 to 14 days, depending on how complete the application is with documentation and explanation of your client's crisis.

What are the possible reasons my client could be denied?

- Client has already received a grant from HIF
- Client does not reside in San Mateo or Santa Clara County
- Client need was not clear or demonstrated - crisis not explained or documents don't back up crisis statement
- Client's application was incomplete, and the required documents were not submitted
- Clients need too high and owes too much
- Client is already in the eviction process
- Client is unable to sustain paying rent going forward, or there isn't a landlord payment plan

Dos and Don'ts when filling out the application:

DO provide much detail and documentation in the application as this will result in a quicker turnaround.

DO be prepared to complete the EHF application in one sitting as there is not an option to save and continue later. Ready all documents and info prior to starting your application.

DO save your documents as PDF as much as possible and compress the file size so it is less than 1MB. If the file size is too large you will receive an error when attempting to submit the application. Zipped files are not accepted.

DO combine multiple pages into one PDF file when uploading documents for a specific category, i.e. IDs or bank statements.

What are the requirements to become a partner agency/case manager/resident coordinator/property mgmt who can submit applications?

- Agency is designated as 501(c)(3) nonprofit.
- You have been trained on the submission process and understand the importance of complete applications with required documentation.
- You submit the application on behalf of your client. We don't accept applications directly from the client.
- You are the point of contact for HIF and the client for all applications submitted.
- You will ensure accuracy of data input, especially owner/payee and mailing address.
- You understand the HIF partnership requirements and the importance to continue a healthy relationship.
- You understand the value of client testimonials and will assist in collecting such stories via our Story Portal.
- You understand the need for data on the impact our grants have on your clients and will assist HIF in collecting survey data from your client.

DO NOT share our EHF application link with colleagues who have not been trained by us. Rather, have them reach out to HIF for training. Applications submitted by case managers who have not been trained will be denied.

DO NOT share our EHF application link with your clients. Applications must come from you as our partner. Submissions without a case manager will be denied.

DO NOT submit incomplete applications. All documents listed are required. Submitting an application that does not have all the required documents will be denied.



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