

Home Program Overview Help & Support

North Dakota Housing Stabilization Program

View Required Documents



NORTH DAKOTA DEPARTMENT OF HEALTH & HUMAN SERVICES

ND Housing Stabilization Program-Eviction Prevention

Applicant Front End User Guide





TABLE OF CONTENTS

Торіс	Page
Submit an Eviction Prevention Application	2
ND Housing Stability Support Information	35



SUBMIT AN EVICTION PREVENTION APPLICATION



ENTER APPLICATION PORTAL

ND Housing Stabilization Program Portal URL:

https://ndhousingstability.servicenowservices.com/nd housing stability

Step 1: Enter the Application Portal.

4

- After logging in, you will be redirected to the home page.
- Click the 'Submit an Application' button.





EVICTION PREVENTION APPLICATION OVERVIEW

The following are Eligibility requirements to submit an Eviction Prevention application for the ND Housing Stabilization Program:

- Households who are at imminent risk of eviction
 - Imminent risk of eviction is defined as an individual or household with a 3-day eviction notice, lease termination notice, or an eviction hearing scheduled within the next 30 days
- Households who have experienced a financial hardship during the pandemic
- Must be at or below income limit of 30% Area Median Income (AMI)
- Current renter with a valid lease agreement

REQUIRED DOCUMENTS – EVICTION PREVENTION APPLICATION

Click the **View Required Documents** button to view the documents to have when you apply for the ND Housing Stabilization Program.

Below are documents required for eviction prevention applications:

- 1. Government-issued photo ID
- 2. At least one of the following forms of proof of current income for all adults in the household:
 - 1. Most recent tax return
 - 2. 1099 form
 - 3. Two (2) most recent paystubs
- 3. Copies of any past-due amount to a previous housing provider or utility company that is causing a barrier to finding housing
- 4. Current valid lease agreement
- 5. Ledger
- 6. 3-day notice, lease termination, or eviction court date



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Department of Health & Human Services

6



START A NEW APPLICATION

Step 2: Start a New Application

On the Housing Stability Application page, click Start New Application.





START A NEW APPLICATION

Step 3: Start a New Application

A window pops up with the STATE's definition of homelessness. Click the dropdown and select **No**. If you are currently experiencing homelessness, select yes and follow the guide for the Re-Housing application.

★ Are you currently experient	cing homelessness? ×
Are you or anyone in your household ex	xperiencing homelessness?
Homelessness is defined as an individual or residence. This includes a living situation wh	family who lacks a fixed, regular, and adequate nighttime here you are temporarily doubled up with another household.
If you answer 'Yes' to any of these questions, self-attest your current situation.	, you will be asked to provide documentation of homelessness or
Are you currently experiencing homelessn	ness?*
-Select-	~



START A NEW APPLICATION

Step 4: Start a New Application

Once you have answered **No** to the "Are you currently experiencing homelessness?" question, 2 additional questions will pop up. Please answer these questions appropriately for your current situation.

An option to start a new application will appear on the bottom when the questions have been answered. If you have not receive a 3-day notice or an eviction court date you will not be eligible to submit an eviction prevention application.

Are you currently experiencing homelessness?*

No 🗸

Have you received a written 3-day notice/Notice to Quit?*

~

Have you received an eviction court date?*

Soloct	
-Select-	~

Start New Application



Step 5: Complete Eligibility questions to help identify ability to meet the ND Housing Stabilization Program criteria.

The following questions are asked to determine program eligibility.

- Is your household experiencing an imminent risk of homelessness (ex. Eviction Court Date, 3 Day Notice, or Lease Termination)?
- Select the total number of household members that are currently residing with you
- Since March 13, 2020, have you or any member of your household qualified for or been approved for unemployment benefits?
- Have you or a household member been unemployed for the last 90-day period or longer?

Is your household experiencing	; an imminent risk of homelessness (ex. Eviction Court Date, 3 Day Notice, or Lease Termination)?
() Yes	
U NO	
Please indicate how many hous	sehold members currently reside in your household *
-Select-	
Sciect	·
Since March 13, 2020, have you	or any member of your household qualified for or been approved for unemployment benefits? *
○ Yes	
O No	
Have you or a household memb	er been unemployed for the last 90-day period or longer? *
⊖ Yes	
O No	



Step 6: Complete Eligibility questions to help identify ability to meet Income (AMI).

The following questions are asked to determine if your household meets the <30% AMI Eligibility threshold:

- What was your total annual income for the previous year?
- What is your estimated annual household income for this current year?
- Please select the county where you currently reside

The "Household income meets AMI eligibility requirements: (AMI Calculation)" section will automatically populate based on your responses.

What was your total annual income for the pre	vious year?*
0.00	
What is your estimated annual household inco	me for this current year?* 🝞
0.00	
Please select the county where you currently r	eside*
-Select-	~
Household income meets AMI eligibility requir	ements: (AMI Calculation) *
N/A	

NOTE: In the income field, enter 0 if you do not have any source of income.



Step 7: Complete the following to help identify if the you meet **COVID-related hardship** eligibility criteria.

- Identify from the items below any COVIDrelated hardship(s) you or a household member have experienced since March 13, 2020.
- Click the checkbox for all COVID-related hardships that apply.
- In the text box, Please describe how COVID-19 has impacted your household.

Please describe in your own words how COVID-19 has impacted your household. *





Step 8: Review completed Eligibility information and move on to Applicant Information section of the application.

- If you wish to complete the remainder of the application later, click the **Save Draft** button.
- If you wish to continue to complete the Applicant Information portion of the application, click the Next: Applicant Information button.

Upon clicking **Next: Applicant Information,** if you have been deemed eligible for program assistance, you will be directed to the next page.

If you have been deemed ineligible, an error notification will alert you to the reason you do not meet eligibility criteria Save Draft Next: Applicant Information

Thank you applying for the ND Housing Stability Program. Based on the information you provided in the Pre-Eligibility survey, it appears that you will NOT likely be eligible to receive assistance through the ND Housing Stability Program. To be eligible, households need to meet the following criteria:

- At least one member has experienced a hardship related directly, or indirectly, to the COVID-19 pandemic such as qualifying for unemployment, increased expenses or reduced income since March 13, 2020.
- Can demonstrate a risk that your household is homeless or at risk of homelessness.
- Can report household income that is no more than <u>30% of the Area Median Income.</u>

If you feel you received this notice in error, please call our helpline at 701-328-1907 and one of the ND Rent Help staff may be able to offer more in depth assistance.

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COMPLETE APPLICANT INFORMATION

Step 9: On the Applicant Information page provide details about your living situation and household.

- Your answers from the previous application section will carry over to this page. Depending on your responses, you will be required to **upload documentation** such as a 3-day notice or eviction court date documents.
- 2. Enter the **total amount that you currently owe** to your housing provider
- 3. Upload a recent ledger

Have you received a written 3-day notice/Notice to Quit?*
Yes
No
Upload 3-day notice/Notice to Quit *
Add Document
Have you received an eviction court date?*
Yes
No No
Amount Owed *
0.00
Upload Recent Ledger *
Add Document



Step 10: On the Applicant Information page provide details about your living situation and household.

- Enter your current address and click Validate Address. If your address does not validate the first time, click the validate address button again and then click Re-try in the pop-up box, click validate again and then select Use My Address from pop-up box
- 2. Select how many bedrooms your unit has.
- If your mailing address is different from your residence address (ex. PO box), select yes and enter your mailing address. Otherwise, select no and move forward with the application.

lenter	address line 1 *
ddress	s line 2:
ity:*	
tate:*	Dakota
ip cod	e:*
Valida	ate Address How many bedrooms does the rental unit have?*
	-Select-
	Is your mailing address the same as your residence address? *
	O Yes
	O No

Duravide the physical address of the workel was activity in the societance is being your ated



Step 11: On the Applicant Information page provide details about your living situation and household.

- 1. Confirm the number of people in your household
- 2. Add household members and their information (including yourself) by clicking the Add Household Member button.

1	~
Io household members have bee	n added.



Step 12: Click the **Add Household Member** button to complete household member information for each individual living in your household.

NOTE: The number of household members entered must match the number entered on the Eligibility page.

Household Member Information Required

- First Name
- Last Name
- What is the Relationship of this household member to the head of Household (drop-down selection)
- DOB (Calendar selection)
- · Age will be calculated based on DOB entered

First Name:*
Middle Name:
Last Name: *
Suffix:
Relationship:*
-Select-
Is this the head of household? * ⊘
Yes No
Date of Birth: *
Select Date
Age:*

Household Member information continues on the next page.

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COMPLETE APPLICANT INFORMATION

Step 13: Household Member Information Required

- Sex
- Ethnicity; are you of Hispanic, Latino, or Spanish origin? (Drop-down selection)
- Race
- Marital Status (Drop-down selection)
- Employment Status (Drop-down selection)
- · What is your current or most recent occupation?
 - **NOTE:** If "Other" is selected, enter occupation details in the text box that populates
- Total income for previous year for this household member only
- Total income for previous year for this household member only
- · Last month's income
- Prior month's income
- Social Security Number
- Add Document for Proof of Income

NOTE: In the income fields, enter 0 if you do not have any income.

Once all fields are completed, review information and click **Submit** to save the household member information.

ex:*	
Male	
U Female	
Prefer not to say	
thnicity; are you of Hispanic, Latino, or Spanish origin?*	
-Select-	~
are (select one or more).*	
No values selected	
American Indian or Alaska Native	
Asian	
Black or African American	
Native Hawaiian or Other Pacific Islander	
Other	
White	
Multi-racial	
Prefer Not to Answer	
larital Status: *	
-Select-	~
mployment Status: *	
-Select-	~
SN:	
SSN should be 9 digits and entered in this format "XXXXXXXXX	11



Step 14: Review completed Household Member information in the Household member table.

- To add another Household Member, click the Add Household Member button
- Once household member information is completed, the Total amounts for Income, Most Recent Month's Income, and Prior Month's Income will be updated to reflect the total amounts across all household members.
- The number of household members identified as living in the housing unit must match what was submitted on the Eligibility page. If an inconsistent number is entered, the you will be instructed to resolve the information.
- To edit the household member information, click on the pencil icon to reopen the household member record. Within the record, you may delete the household member by clicking the **Delete** button on the bottom of the page.

Name:	Head of Household	Relationship:	Date of Birth:	Sex:	Last years income	Last Mo. Income	Prior Mo. Income	Edit
Amy Test	Yes	Self	1980-09-10	Female	1,500.00	1,000.00	1,000.00	1
amy tester	No	Child	2023-09-11	Male				1
Total					1,500.00	1.000.00	1.000.00	-



Step 15: Provide contact information for your Housing Facilitator or Case Worker if applicable.

- Select **Yes** or **No** in response to the question **Do you** have a Housing Facilitator?
 - If **Yes** is selected, enter the following information:
 - · Housing Facilitator's First Name
 - Housing Facilitator's Last Name
 - Housing Facilitator's Agency
 - If **No** is selected, proceed to the next question
- Select Yes or No in response to the question Are you working with a Case Worker from the Human Services Center or Human Services Zone?
 - If **Yes** is selected, enter the following information:
 - Select the Case Worker's county from the drop-down list this will autofill the Case Worker's Zone
 - Case Worker's First Name
 - Case Worker's Last Name
 - Case Worker's Telephone Number
 - If **No** is selected, proceed to the next question

Do you have a Housing Faci	litator?*
🔘 Yes No	
What is your Housing Facili	tator's First Name?*
What is your Housing Facili	tator's Last Name?*
What agency does your Hou at?*	ısing Facilitator work
Are you working with a Cas Human Services Center or H	e Worker from the
* Yes O No	
* Yes No Select Case Worker's Count	y*
* Ves No Select Case Worker's Count -Select-	y*
* Yes No Select Case Worker's Count -Select- Case Worker's Zone * ③	y*
* Ves No Select Case Worker's Count -Select- Case Worker's Zone * ? What is your Case Worker's	y* First Name?*
* Ves No Select Case Worker's Count -Select- Case Worker's Zone * ⑦ What is your Case Worker's What is your Case Worker's	y* First Name?* Last Name?*



Step 16: Provide contact information for the primary applicant. This information is needed for NDHS Case Reviewers to communicate regarding the application and for notifications to be enabled.

- Applicant's email address
- Re-enter Applicant's email address
- Applicant's phone number
- Re-enter Applicant's phone number
- Is this a cell phone number?

NOTE: If you selected **Yes** to is this a cell phone number, the following questions will be prompted:

- Would you like to receive updates to your application via text message?
- Select your carrier (Drop-down selection).

Please provide your contact inf below. If you do not have an en and/or phone number, enter ar contact where you can be reach	formation nail address nalternate ned.
Applicant email address:*	
Re-enter Applicant email address	::*
Applicant phone number: *	
Re-enter Applicant phone numbe	er: *

Is this a ce	l phone number?*
O Yes	O No
Would you	like to receive updates to your application via text message? st
O Yes	O No
Select you	r carrier:*
AT&T	~



Step 17: Provide details about any Federal, State, or local government assistance programs that a household member is enrolled in.

- In response to the question At any time since • March 13, 2020, did you or a member of your household receive assistance from ANY of the following federal, state, or local government assistance programs? select the check box for any benefit program(s) a household member receives assistance from.
- If a program is selected, Select Yes or No in response to the question Can you provide documentation for your enrollment in any of the above assistance/benefits programs?
 - If Yes is selected, upload benefits documentation by clicking the Add Document button
 - If **No** is selected, provide an explanation in text box provided and click the check box next to I/we attest that the statement above is true.

ND Rent Help can utilize income information that has already been verified by other federal programs to eliminate the need for you to provide detailed information in this application.

A recently completed income certification and participation in certain programs can SPEED UP your qualification and application for this program.

Please note that your confirmation of participation in any of the federal, state or local government assistance programs below does NOT negatively affect your eligibility for participation in the State program.

At any time since March 13, 2020, did you or a member of your household receive assistance from ANY of the following federal, state, or local government assistance programs?

	LIHEAP
	SSI (not SSA retirement or disability income)
>	WIC

Can you provide documentation for your enrollment in any of the above assistance/benefits programs? *

() No Upload Benefits Documentation*

Add Document

Yes



Step 18: Complete the following questions to provide proof of identification.

Select Yes or No to the question Do you have a valid (or expired eight years or less) photo driver's license or photo identification card issued by North Dakota or another State?

- If **Yes**, click Add Document to upload proof of identification
- If **No**, use the drop-down to select the type of identification that can be provided.
 - Click Add Document to upload a copy of your selected identification



Do you have a valid (or expired eight years or less) photo drive issued by North Dakota or another State? *	r's license or photo identification card
Ves No	
Please select a type of identification you can provide (may req or potential delay) * ⑦	uire additional validation procedures
-Select-	
International Passport or Passport Card U.S. Permanent Resident Card Alien Registration Receipt Card U.S. Government and Wiltary Dependent ID	n verified by other federal information in this application.
University, College, or High School ID Card with photograph Verifiable Employer-Issued ID Card with Photograph Work Authorization	n in certain programs can SPEED UP



Step 19: Review completed Applicant Information and move on to the **Rental Assistance Information** page.

- Once complete, click Next: Rental Assistance Information button to move on to the next page.
- Click Save Draft to save the application in its current state and complete later.



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COMPLETE RENTAL ASSISTANCE INFORMATION

Step 20: On the Rental Assistance Information page, provide information related to your Housing Provider and rental information.

- Select from the drop-down list in response to the question Is your Housing Provider an Individual or a Company?
 - a) If **Individual** is selected, enter the Housing provider's Information
 - b) If Company is selected,
 - a) Select the Company from the drop-down list
 - a) If the Housing Provider is not on the list, select **Other** and enter the Housing Provider's information
- Select Yes or No in response to the question Is your Housing Provider an immediate family member?
- Click the Add Document button to upload the signed lease agreement

Company	~
-Select-	
Individual	
Company	
s your Housing Provider an Individual or a Company?*	
Company	-
elect Company* 💿	
-Select-	
-Select-	
Alliance	
Bismarck Rentals	
Campbell	_

Is your Housing Provider an immediate family member?

Yes No

Please provide a formal rental agreement signed and dated by yourself and your housing provider?

Add Document

COMPLETE RENTAL ASSISTANCE

Step 21:

- Select the date in response to the question Date Rental Agreement Began
- Select the date in response to the question Date Rental Agreement is Scheduled to end
- Select **Yes** or **No** in response to the question **Is your rental agreement month-to-month?**
- Select the date in response to the question When is your first rent payment due?
- Enter the total monthly rent amount excluding any additional fees paid to your Housing Provider
- Select Yes or No in response to the question Do you pay your Housing Provider additional fees such as renter's insurance, garage, service fee, pet, or any other charge indicated in the lease
 - If **Yes** is selected, enter the monthly amount for each applicable fee
 - If **No** is selected, proceed to the next question

Date Rental Agreement Began: *	
Select Date	
Date Rental Agreement is Scheduled to end:*	
Select Date	
Is your rental agreement month-to-month?*	
Yes No	
When is your first rent payment due?*	
Select Date	
How much is the monthly rent amount excluding any additic	nal fees paid to your Housing Provider?*
1000.00	
Do you pay your Housing Provider additional fees such as re	ter's insurance, garage, service fee, pet, or any other charge indicated in the lease *
💽 Yes 🔵 No	
Please enter the costs for any recurring monthly charges:	
Garage Fee:*	
0.00	
Service/Admin Fee:*	
0.00	

COMPLETE RENTAL ASSISTANCE INFORMATION

Step 22:

- Select Yes or No in response to the question Are utilities included in the monthly rent cost?
 Step <u>22</u>
 - If **Yes** is selected, enter the monthly amount for each applicable fee
 - If No is selected, proceed to the next question

Step 23: Click the Add Month button to submit a request for
up to 3 months of rent.Step 23

In the new pop-up window that opens:.

- i. Please select the month and year for which you are seeking rental assistance
- ii. Total monthly rent amount
- iii. Amount provided by another Federal, State, or Local program: Indicate **amount of assistance received** that month from a benefits program.
- iv. Total renter portion of unpaid rent (not including late fees): This field auto-populates based on responses above.
- v. Is this amount past due?
- vi. Late fees (if applicable)
- vii. Assistance requested from this program: This field autopopulates based on **sum of Late Fees and Unpaid rent**.
- a. Press Save to be redirected to the previous page.
- b. Repeat for additional months by pressing Add Month.





Please click the Add Month button to submit a request for up to 3months of rent No months have been added Add Month





COMPLETE RENTAL ASSISTANCE INFORMATION

Step 24: Review completed Rental Assistance Information and move on to the **Additional State Assistance** page.

- Once complete, click Next: Additional State Assistance button to move on to the next page.
- Click **Save Draft** to save the application in its current state and complete later.
- Click Back: Applicant Information to return to the previous page



COMPLETE ADDITIONAL STATE ASSISTANCE INFORMATION

Step 25: Complete the following questions to provide household information

These questions are asked to see if your household may qualify for other state assistance.

- 1. Do you or a member of your household have a disability (diagnosed or undiagnosed)?
- 2. Do you or a member of your household have a diagnosis of substance use disorder, mental illness, or brain injury?
- 3. Are you or a member of your household currently looking for employment?

Do you or a member of your household have a disability (diagnosed or undiagnosed)?*
O Yes
O No
Do you or a member of your household have a diagnosis of substance use disorder, mental illness, or brain injury? *
O Yes
O No
Are you or a member of your household currently looking for employment? *
O Yes
O No

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COMPLETE ADDITIONAL STATE ASSISTANCE INFORMATION

Step 26: Review completed Additional State Assistance Information and move on to the **Payment Information** page.

- Once complete, click **Next: Payment Information** button to move on to the next page.
- Click Save Draft to save the application in its current state and complete later.
- Click Back: Applicant Information to return to the previous page

Back: Rental Assistance Information







COMPLETE PAYMENT INFORMATION

Step 27: Review the Payment Information statement and press Next: Certification

	2 Applicant Information	3 Rental Assistance Information	4 Additional State Assistance	5 Payment Information	6 Certification
Payment Information If for any reason you need to stop o	or log out, please scroll down and click on the	Save Draft button at the bottom right of your so	creen, and all the information entered will b	e saved for the next time you log back into	your application. *Denotes required field
This program is designed to r However, in the rare instance mailing address provided in t It is required that all direct pa to ND Housing Stability Program	nake payments directly to Housing Providers. s your housing provider may be unresponsive or the Applicant information page. ayments are then turned over to the Housing pro ram.	r unwilling to accept direct payments from the Sta wider within immediate receipt of payment. Failur	te and you MAY be eligible to receive payment re to turn over payments to your housing provi	assistance directly. If you are approved for di der, will result in disbarment with ND Housin	rect payment as a renter, payment will be mailed to the g Stability Program and immediate return of payments
Back: Additional State Assistance]				Save Draft Next: Certification



COMPLETE CERTIFICATION

Step 28: Review the Payment Information statement and press Next: Certification

- a. Read/Review
- b. Click the checkbox next to I have read and understand the acknowledgements
- c. Press Electronically Sign

Step 29: Review and accept Authorization to Release Information.

- a. Read/Review the Authorization to Release Information Statements
- b. Click the **Review Authorization Document** button
- c. In the window that opens, review and confirm the information populated is correct.
- d. Click the Accept Document button





COMPLETE CERTIFICATION

Step 30: Submit application.

- a. Prior to submitting the application, you may review content of any previous page by selecting **Back: Payment Information.**
- b. Once ready, press **Submit** to complete application.

ACKNOWLEDGEMENTS	
I/We understand that electronic submission of my/our application and electronic signature serves as written and signed attestations for the purpose of the program.	
• 1/We declare under penalty of perjury that the foregoing is true and correct. I/we agree to provide, upon request, additional information or documentation upon request to the Program Ac	dministrator.
 I/We also understand that false statements or information will be grounds for denial of my/our application, termination of rental or utility assistance, recoupment of any funds disbursed a debarment from participating in other current or future assistance programs administered by DHS. 	ind/or
• I/We understand that this is an application for assistance and signing this application does not bind the program to offer rental or utility assistance nor does it bind me/us to accept any as-	sistance offered.
 I/We understand that reasonable efforts will be made to make payments directly to my/our Housing Provider or utility provider. In the event that payments are made directly to me/ous (for the Housing Provider declining to participate in the program), any funds issued to me/ous under the program must be paid toward any applicable outstanding rental and utility obligation. I objection to inquiries from the State, the U.S. Department of Treasury or designees, for the purpose of verifying the facts herein stated. I/We have received, read and understand the program requirements, program guidelines and compliance requirements and hereby agree to abide by them for the duration in which they are enforced. 	example, due to I/We have no am eligibility
I/We understand the Letter of Commitment Rules of Use and NDRH Rent Limits	
I/We understand that any lease agreement made outside of the parameters listed on the NDRH Letter of Commitment, will not be approved for payment.	
I have read and understand the acknowledgements above*	
Electronically Sign	
AUTHORIZATION TO RELEASE INFORMATION	
 Your signature on this form authorizes the program to use this authorization and the information obtained with it, to administer and enforce rules and policies, to determine eligibility for a coordination of services, and for purposes of research and evaluation. 	assistance, for
 Any individual or organization, including any governmental agency may be asked to release information to support determination of eligibility for assistance. Information may be requeste not limited to, the following persons and/or entities: courts, law enforcement agencies, Housing Provider, past and present employers, Social Service Agencies, utility companies, and othe deemed commercial, non-profit and governmental third parties. 	ed from, but is er reasonably
By signing this form, I authorize the above persons, agencies, firms or corporations to make available any documents or record related to the program for inspection and copying.	
 I hereby authorize the program to publish information regarding me/my household (not including personally) (dentifiable information) and any awards which i may receive as part of its pu transparency and accountability efforts. Information published may include but is not limited to the number of eligible households that receive funding, the type of assistance provided, an of applicants, average funding provided per household, income levels, and average number of monthly rental or utility payments that were covered by funding. 	iblic cceptance rate
Accepted	
Back: Payment information Save Draft	Submit



SUBMISSION VERIFICATION

Step 31: Review confirmation message that appears as a banner at the top of the screen.

Thank you for your submission! You will receive an email confirmation for your records, but you may also print your request. You may track the status of your request on the Applications page.



ND HOUSING STABILITY SUPPORT INFORMATION



RESOURCES

ND Housing Stability Direct Support

For questions on system navigation or setting user preferences, contact the Supplier Registration Assistance Contact Center :

- 8:00am CT and 5:00 pm CT Monday through Friday at 701.328.1907
- Send an email to <u>dhserb@nd.gov</u>