

**Submitted  
(Waiting  
for Match)**

An application has been received by either the tenant or landlord, and we are waiting for the other to apply.

**Ready for  
Case  
Manager  
Review**

Both the tenant and landlord have applied and been matched in the system. The case is ready for review by a Case Manager.

**In Case  
Manager  
Review**

A Case Manager has been assigned and is reviewing the documentation provided by the tenant and landlord to determine eligibility for payment.

**Needs  
More Info**

Your Case Manager has requested additional information from the tenant or landlord. You should log in to your account to upload the requested documents. Make sure to check the "Update Case Status" box when you upload the document to alert your Case Manager that you have completed the request.

**Additional Document  
Uploaded**

Your Case Manager is reviewing the additional documents needed to process your application.

**Ready for  
Supervisor  
Review**

The Case Manager has completed their review and has submitted their recommendation for approval or denial for review.

**In Final  
Review**

A Supervisor is reviewing the Case Manager's recommendation and will determine if payment can be made to the landlord or utility provider.

**Grant  
Signature  
Requested**

The supervisor has approved payment. The tenant must log back into their account and sign the Grant Agreement showing the total amount to be paid.

**Payment  
Processing**

The tenant has signed the Grant Agreement and the payment is now being processed. Payments are processed on a weekly basis, so landlords and utility providers should receive payment within 10 days of this status change.

**Denied**

Applicant was not eligible for the program. Log into your account for additional information.

**Closed**

Case was closed. Log into your account for additional information.