

## What do the different statuses in the Emergency Rental Assistance Program Portal mean?

| STATUS                        | WHAT IT MEANS  |
|-------------------------------|--|
| Application In Progress       | This means that you are still working on your application and it has not been submitted yet.   |
| Application Submitted         | This means you have completed your application and have submitted it for review.   |
| Application Under Review      | This means the application has been assigned to an Emergency Rental Assistance Program (ERAP) Caseworker to review.  |
| Pending Applicant Information | This means that an ERAP Caseworker has reviewed the application and has requested additional information be submitted.   |
| Approved Pending Landlord     | This means that an ERAP Caseworker has determined that based on the information in the application, we can approve the request, but are waiting for the Landlord to provide additional information before it can be processed for payment. |
| Approved Pending Payment      | This means we have received all the information we need to process this case for payment.<br><br>**The payment process can take up to 2-3 weeks**  |
| Denied                        | This means the ERAP Caseworker has found that the application is not eligible for this program.  |
| Paid                          | This means that the check has been processed and mailed to either the Landlord, Utility Provider, or the Applicant.  |