

 **Program Step**  **Turnaround Time**

STEP 1: Registration

Create account to access application.

Approx. 2 minutes

STEP 2: Application

Complete application and submit required documentation.

Varies by Applicant

This can range from 1 hour to days - this is entirely dependent on the applicant.

STEP 3: Application Review

The RAP team will review application to ensure completeness.

Due to high application volume, the following time frame begins after you are contacted by your assigned case manager.

1-5 business days

INCOMPLETE APPLICATIONS



Processing can be delayed if application submissions are incomplete.

STEP 4: Eligibility Determination

The RAP team will verify documentation and determine eligibility for assistance.

1-3 business days

STEP 5: Payment Processing

The RAP team will verify payment details for landlord/servicer to process for disbursement.

5-7 business days