

Security Deposit Guarantee Processes

Preliminary Screening

Clients typically come to the office seeking assistance or inquire via telephone regarding program eligibility. The Social worker will conduct an evaluation of the a client's needs including a verbal screening to decide if the client could potentially be eligible for the SDG program. Criteria for review include categorical eligibility, housing status, income, program participation history.

Program Application:

Once consumers are deemed to meet the general eligibility criteria, they must identify an apartment the fits the program guidelines (if they have not done so already). Criteria for review include signed paperwork with the landlord and confirmation of client affordability. Approved paperwork is then signed and forwarded to DSS Fiscal for final processing in the HUT system.

Landlord Claims

When a consumer leaves an apartment and there have been damages or unpaid rent, a landlord may submit a request for reimbursement. During this process a letter is sent the client to inform them of the claim by the landlord, so they may refute the claim. A letter is also issued to the landlord that acknowledges receipt of the claim and requests from the landlord any additional information or documentation needed to process the claim. Claim review: When the landlord submits all the documentation requested and the client is not disputing the claim the case is reviewed for reimbursement approval denial based on the submitted documentation. If approved, paperwork is sent to DSS Fiscal for claim payment and processing in the HUT system. The check is forwarded to the regional office, which approved the payment to be sent to the landlord. Letters of denial are also sent to landlords for claims that do not meet program criteria.