



CHAMP

EOHLC Office Hours

August 9, 2024



WELCOME

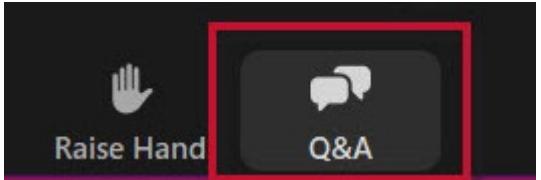


ENGAGEMENT BEST PRACTICES

Asking Questions

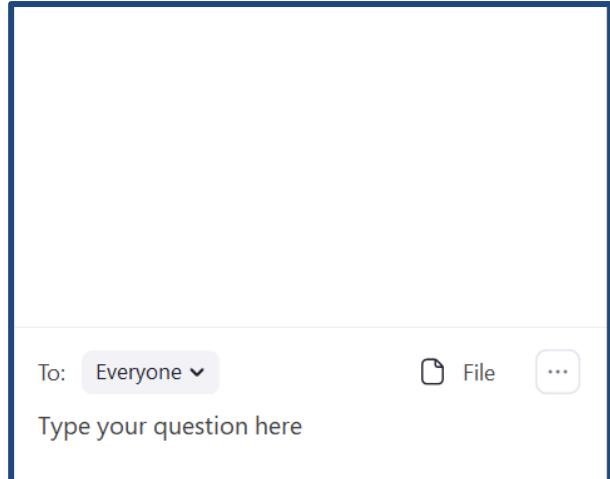
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don't get to during the session



THIS CALL IS BEING RECORDED





Welcome

CHAMP

Welcome to the Massachusetts Public Housing Portal. Using this site, you will be able to apply for state-aided public housing and find any existing applications you may have. Moving forward, as your address changes or other information on your application changes, you will only need to update information at this site. Your changes will be recorded at the housing authorities where you have applied. If you have questions, please ask staff at your local housing authority to help you.

Common Housing Application for Massachusetts Programs

If you are also interested in applying for vouchers or federal public housing, please contact your local housing authority. Those programs are not yet managed through this site.

Executive Office of Housing & Livable Communities

Division of Public Housing & Rental Assistance

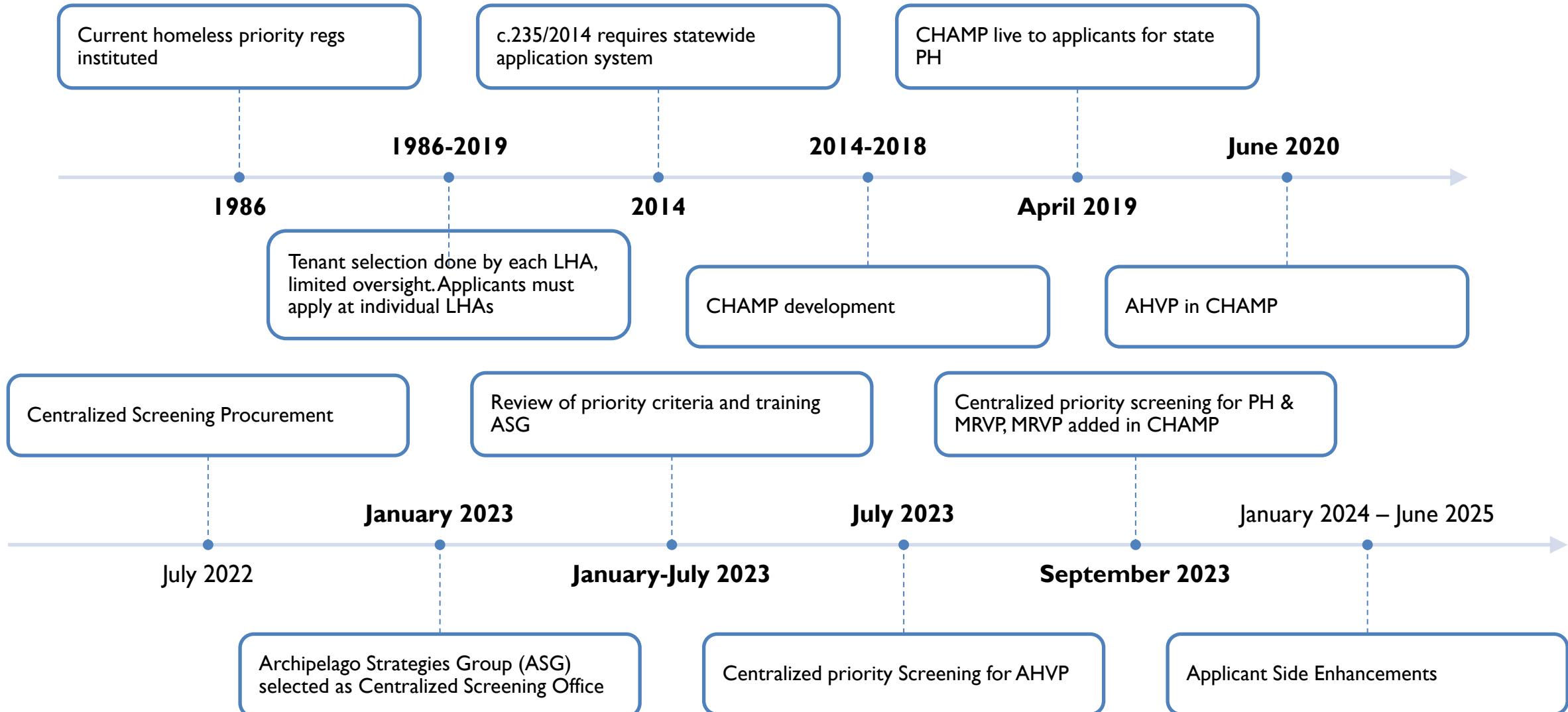
CHANGE LANGUAGE

August 9, 2024

GET STARTED



Policy History & CHAMP Milestones



CHAMP Goals



- Improve Access to Public Housing, MRVP, and AHVP resources
- Fairness
- Transparency
- Accountability
- Improve and Simplify the Application Process for Applicants
- Make It Easier to Keep Application Current – Including Address, Household Info, Phone Numbers
- Reduce Duplicate Data Entry
- Reduce/Update procedures for LHA staff

How to Apply



www.mass.gov/champ

OR

CHAMP Paper Application

- Download & Print (or request Paper Copy from an LHA/RAA)
- Complete and Return to an LHA/RAA
 - LHA/RAA will enter the CHAMP Paper Application into the System
 - Applicant will receive one unique identifying number (Applicant ID No.)
 - Once submitted Applicant can update their application by logging-in to CHAMP and entering the information OR by submitting written updates to any LHA to be entered in CHAMP



What Is Centralized Screening?

CHAMP Before Centralized Screening



Every LHA does own screening for priority at each list pull



LHA waitlist ranked by **claim**



LHAs conduct all screening



Applicants may be screened by many LHAs



Waitlists dominated by homeless priority claims



LHAs must contact many non-responsive priority applicants

CHAMP After Centralized Screening



One entity conducts centralized priority and veterans preference screening of applicants for all LHAs



Only fully verified applicants appear with priority on LHA waitlists



LHAs **ONLY** conduct final screening of eligibility and qualification



One priority/preference screening packet and **ONE** determination for each applicant



Limited # of verified priority applicants; locals without priority closer to top



CSO screens out non-responsive priority applicants



Centralized Screening Background & Goals

Centralized Screening Background

- One Centralized Screening Office (CSO) screens all priority and veteran applicants for priority/preference (waitlist rank)
- LHAs have fully verified waitlists and only screen for eligibility and qualifications at unit offer stage
- [Archipelago Strategies Group](#) (ASG) serves as CSO from their office in Lawrence

Goals of Centralized Screening

- Reduce cost and effort of tenant selection for LHAs
- Fill units/issue vouchers more efficiently
- Consistently apply tenant selection priorities
- Improve customer service for applicants
- Appropriately prioritize emergency applicants under our regulations





How Can You Help CHAMP Applicants?

- **Assist** an applicant with entering application on-line or submitting screening documents
 - Applicant has to have an email to log –in (DO NOT USE Your Email)
 - Help them set-up email (several that are free, Gmail, Yahoo)
- **Ensure** all questions have been answered
 - Complete all required (*) questions and look out for alerts/notes
- **Ensure** that the applicant has only made housing selections in places they want to live
 - Selecting places that the applicant does not want to live can be detrimental to the applicant being housed
- **Ensure** application has been saved, applicant has certified and submitted the application
- **Provide** the applicant with information on the [Homeless Priority Centralized Screening Process](http://www.mass.gov/centralizescreening) (www.mass.gov/centralizescreening) if they are claiming to have a homeless priority housing situation



How Can You Help CHAMP Applicants Cont.?

- **Assist** an applicant in gathering/uploading Priority Screening Documentation.
 - If an Applicant is claiming a Homeless Priority they will be screened by the Centralized Screening Office shortly after they apply. To best prepare for priority screening by the Centralized Screening Office, the Applicant should gather and upload the relevant documentation from the [Priority Screening Checklist](#)
 - Uploading this documentation into the CHAMP Applicant File is the most efficient way to provide the Centralized Screening Office with the documentation. Applicants can also mail it.
- **Assist** an applicant in gathering/uploading Program Eligibility Screening Documentation
 - If an Applicant is being considered for a vacant unit or rental assistance voucher then they will be screened by an LHA or RAA for program eligibility and qualifications. This will require the Applicant to provide documentation to help verify things like the Applicant's income and criminal record. The Applicant will receive a letter requesting specific pieces of documentation.
 - Uploading this documentation into the CHAMP Applicant File is the most efficient way to provide the LHA or RAA with the documentation they need to verify the Applicant's information. Applicants can also mail it.
- **Assist** applicant in updating information or Completing the Supplemental Application



Support for Applicants

- Homeless Applicants Should Contact the Centralized Screening Office with questions related to their Priority Status. The Centralized Screening Office Contact information is below:

Centralized Screening Office
Archipelago Strategies Group

[Email ASG at CSquestions@discoverasg.com](mailto:CSquestions@discoverasg.com)

[Call ASG at \(978\) 935-4900](tel:(978)935-4900)

15 Union St., Suite 207, Lawrence, MA 01840

- Non-Homeless Applicants Should Contact the LHA or RAA that they have applied to for questions related to their status on a specific waitlist



Important Policy Notes

- Applicants Self Claim Priority/Preferences but DO NOT appear on waitlists with those Priority/Preferences until verified by the Centralized Screening Office. (Will still appear as a “Standard Applicant” until Priorities/Preferences are Granted)
- Public Housing Three (3) Unit Offer Policy (“Global Refusal”): critical to only apply at LHAs where applicant wants to live.
- EOHLC conducts ~Quarterly Purge
- It will be important for Applicants to understand that the Public Housing/Rental Assistance of “Homeless” is a “No Fault” definition – meaning that Applicants must not have had a role in causing the homeless they are experiencing.
- When changing Sections 2 of the Application, Applicants should ensure they understand the questions they are answering as it could impact their place on the Waitlist.



Create an Application/Account

**Apply Online Using CHAMP
Applicant Dashboard**

Screening Tab

Account Settings



CHAMP Improvements – First Half 2024: Focus on the Applicant

Opt-in to Electronic-Only Communication (April – May)

- Applicants may choose to only receive emails and calls
- Further reduce need for physical mailings
- Screening Forms fillable online

Review and Improve Screening Letters (May)

- Focus on simplicity and readability
- Reduced word count on priority/preference packet by 30%

Show waitlist and priority/preference status to applicants (August)

- Give applicants more information about Homeless Priority Status/Reviews
- Display Screening Letters more clearly

Improved Applicant Screening Workflow – (August)

- Applicant Dashboard Improvements
- Provide Applicants with a “Train Map” Navigation Panel
- Respond Now Button – First Step of the Applicant Guided Journey

Guided Screening Workflow (Fall 2024)

- Step by Step “Turbo Tax” Screening Workflow

Guided Application Workflow (Winter 2024/2025)

- Step by Step “Turbo Tax” Application Workflow

SMS Text Notifications (Spring 2025),

- Enable text notifications for important CHAMP alerts (Screening Requests, Offers, Determination Letters, etc.)



CHAMP DEMO

- Applicant Dashboard Enhancements (Train Map Nav/Displaying Priority Status)
- Guided Screening Workflow



Applicant Feature Review

- Submit, Find/Claim, Update on-line or paper (computer, tablet, smart phone)
- Applicants can request help at ANY LHA/RAA
- Receive an Identification No. and Receipt
- Application is in CHAMP forever
- Self claim Priority/Preference
- Choose Waitlists
- Update Information online or by paper – will update at all LHAs/RAAs
- View History/Priority Review Status/Other Actions
- Upload Screening Response Documents (Priority/Preference & Eligibility)
- Change Passwords, Update Language Preferences, Update Communication Preferences



Questions & Feedback





THANK YOU!

