Web-Based Application System

Applications.mbaopensdoors.org

Welcome. Below you will find instructions for accessing, completing, and submitting a Home Grant Program Application.

- Step one is to create an account at https://applications.mbaopensdoors.org/. You must first register for an account with your name and hospital email address. Once your account is verified, you can log in and begin an application, by clicking "Login" and then "Applications" at the top of the page.
- On the Applications page, you will see a list of applications you have either submitted or are currently working on. To start a new application, click on the blue "Start Application" button.
- **IMPORTANT**: Know in advance whether you are submitting a "mortgage" grant or a "rental" grant and then select either "Mortgage" or Rental" grant. It is important that you select the right grant application at the start of an application as this drives the questions you will see in the "Grant Payment Information" section. Please be sure whether the application is for a mortgage or rental grant before you begin the application as switching from one to other after an application is started in a family's name may cause duplicate applications.
- **You must complete the "Start Application" section before sending the application via secure link to the family. Failure to do so, will result in delays in submitting the application.**
- All questions in the Start Application section are required, except for the box for the middle name. On the Start Application page, you will see two gray buttons on the top right. One will allow you to switch to Spanish language – "Ver en Español". You may toggle between English and Spanish throughout the application with ease.
- The "Send secure link to applicant" allows you to copy a secure link to the application you are working on, and send it to the family so that they may fill out sections:

  o   Personal Applicant Information
  o   Applicant Financial Impact
  o   Grant Payment Information

- Families will have access only to the sections above, while you will have access to all sections.

Once you choose "Send secure link to the applicant", you will immediately lose the ability to input and edit content in the application until either the family "returns" the link to you or you click on "Recall application from applicant". If you exit the application system, you will need to log back in, go to "Applications," click on the name of the application you want to work on, and then select "Recall application from applicant" at the top right of the screen. Once you recall the application or the family

sends it back to you, you may again edit the application. No two people can work simultaneously on the same application.

- Once you have completed the Start Application section, you may move to the Personal Applicant Information section. You can either fill this out on behalf of the family or use the "Send secure link to applicant" to acquire a secure link.
- You must save your application before exiting the system. A good practice is to hit "Save Form" at the bottom of each section before moving onto another section.
- You may begin an application and return to the application by hitting "save" and then accessing the application under "Applications".
- The system is responsive to your answers, so if rental grant or mortgage grant is selected from the Start Application page, you will only see questions related to the respective type of grant.
- Once all sections of the application have been filled out completely, you will be able to review the application. **As the social worker/hospital team submitting the application on behalf of the family, it is your responsibility to check the accuracy of the information and make sure everything is correct before the application is submitted. Incorrect information may result in a delay in an application review or a delay in grant payment.**
- Once you have reviewed the application, there will be a "Submit Form" button at the bottom. If the system finds errors or that the questions are incomplete or that necessary documentation has not been uploaded, the system will not allow you to submit the application for our consideration. If you wish for the family to fill out missing information, including their signature, you will need to send another secure link. Once all sections are complete and documentation uploaded, you will be able to review the application in full. Once you have reviewed the information and confirmed its accuracy, you will be able to hit "Submit Form". If errors appear, you will see notifications on those questions.

*Important: IMPORTANT: Grant Application section – it is critical that information in this section is accurate. Incorrect banking information, mailing addresses, etc. will cause a delay in the applicant receiving grant funding.

Wherever possible, we ask that grantees provide banking information for direct deposit. This reduces the time it takes to get grant funds to a family and is easier for us to track, should the funds not be received appropriately. Again, please work closely with families to make sure they understand the importance of providing accurate information.

The system will not accept incomplete applications or ones with errors in them, so you will need to address and fix the items that are flagged, before you can submit the application. You cannot edit an application once it has been submitted.

Once the application is submitted, it will be reviewed by the MBA Opens Doors Foundation. You will see the application status under "Applications". Filter applications by "Any Status" to see all of your applications. You will receive automatic notifications when the status of the application changes.

Application Status

Open: The application has been created but not submitted.

Waiting For Family Input: A secure link has been sent from the social worker to the family for their input. If this status occurs, social workers can recall the application in order to complete it, or they can alert the family to the need for them to provide input, save their input and send it back to the social worker. A social worker can recall the application from the family at any time. They may also resend a secure link to the family from within the application.

Under Review: The application has been submitted and is under review by MBA Opens Doors Foundation. You cannot edit the application in this status.

Under Review-Complete: MBA Opens Doors Foundation has reviewed the application, and it is complete. The Grant Review Committee will consider the application for a grant. You cannot edit the application in this status.

Needs Attention/Incomplete: The application was submitted and reviewed but remains incomplete and in need of social worker's attention.

Approved: The application has been approved for a grant by the MBA Opens Doors Foundation Grant Review Committee.

If an application is approved, please let your applicant family know and confirm their payment information. We will also send notifications to the families.

You may need to provide assistance/answers to families with questions. You may also need to upload the necessary documentation into the application system if families have trouble. Do not send any documentation to us by email. All documentation must be uploaded into the system in its appropriate section. Please allow time to do this.

Please send an email to applications@mbaopensdoors.org with questions.

Thank you for all you do for families in need!