



HUD Section 811 PRA Quick Start Guide

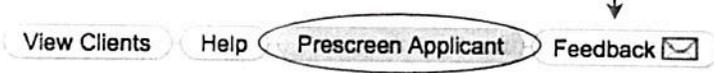
1. Request a username and password, OR login if you already have a Socialserve.com username.

- A. Go to www.socialserve.com/Enter/MD/
- B. Select "Register as a New User" or "Login"

Click "Feedback" to make a suggestion or report a problem

2. Screen new applicant for program eligibility.

- A. Select "Prescreen Applicant" to begin
- B. Fill out the form
- C. Click "Continue" to see the results page



Required fields are identified with a blue *

Click a ? to view more information about a field

Date of Birth * (Ex. 5/19/1956)

Household size ? * Select one ▾

Household Income \$? * Yearly ▾

Medicaid Number *

The results will indicate if your client is potentially eligible for the program or not.

Applicant is possibly eligible for HUD 811 PRA

3. If the client is possibly eligible, apply for the program.

- A. From the results page, choose "Continue with application process"
- B. Fill out forms until all have been completed (the application is three pages long)
- C. You will be notified if and when there is a housing match for your client

When you have successfully completed an application for your client, the status at the top of the screen under the applicant name will read, "Pending: New"

Application Progress: Page 1 of 3 ←

Personal Data

Wait List: HUD 811 Project Rental Assistance

Applicant: John Smith (ID: 7067)

Status: Pending: New

DOB: 01/01/1965

Gender: Male

Priority ? : 1

Wait List Help Prescreen Applicant Feedback

Applicant Info

Edit Personal Edit Housing Edit Income and Household Add Event / Note

Notes

- This system is for secured use by case managers and housing professionals with usernames and passwords and not for access by the general public
- Keep your client's information up to date by logging in and editing their application
- Client may be subject to additional eligibility requirements by property provider

For assistance with the system, call toll free: 1.877.496.4954