

## **Homelessness to Home (H2H) HOME-ARP – Supportive Services**

### **Frequently Asked Questions**

#### **Program Information:**

**Q. What is the H2H program?**

A. Homelessness to Home (H2H) is a Housing Stability Supportive Services program that provides comprehensive case management and supportive services to eligible households which may include short- to medium-term housing-related financial assistance. It is designed to help participants obtain and maintain stable housing. While H2H can provide limited help with past-due rent, its main goal is to help people find stable housing and keep it over the long term.

**Q. Where can I find the H2H Program Guidelines?**

A. The H2H Program Guidelines are available on the City of Toledo Department of Housing and Community Development's website. Applicants are encouraged to review the guidelines to better understand program eligibility, qualifying populations, required documentation, and the types of assistance that may be available.

**Q. Who is the program administrators?**

A. The program is administered by the City of Toledo Department of Housing and Community Development.

**Q. Who is the processors?**

A. Applications are processed by Pathway, Inc. and the Health Council of Northwest Ohio.

#### **Assistance Available Through the Program**

**Q. What types of assistance may be available through the H2H Program?**

A. If you are accepted into the H2H program, you are eligible for comprehensive supportive services and case management. Depending on eligibility, funding availability, and your individualized housing stabilization plan, the H2H Program may provide assistance with:

- Rental application fees
- Security deposits
- Current rent
- Future rent (as determined through the case management process)
- Utility deposits
- Current utility payments
- Past-due utility balances that create a barrier to obtaining new housing

***Please note:*** Assistance is determined on a case-by-case basis based on program eligibility, household needs, and available funding. Not every applicant will qualify for every type of assistance.

**Q. Will I receive the financial assistance directly?**

A. No. Approved financial assistance is **not paid directly to applicants**. Payments are made directly to the landlord, property management company, utility company, or other approved vendor, as applicable, in accordance with program guidelines.

**Q. Does being approved guarantee that my landlord or utility company will be paid immediately?**

A. No. Payments are issued only after all eligibility requirements have been met, required documentation has been received and verified, and payment has been approved in accordance with program policies. Processing times may vary.

**Q. Can I apply for only utility assistance or only rental assistance?**

A. No. The H2H Program is a comprehensive housing stabilization program, not an emergency utility or rental assistance program. Assistance is determined through the case management process based on your individual needs and eligibility.

**Applying for Assistance:**

**Q. What was the Application Process?**

A. The application portal was open from **July 13, 2026 at 12:00 p.m.** through **July 17, 2026 at 12:00 p.m. (Noon)**.

**Q. Can I apply after the application deadline?**

A. No. The application portal closed at **12:00 p.m. on July 17, 2026**, and no additional applications will be accepted.

**Q. I started an application before the deadline but did not finish it. Can I go back and complete it?**

A. No. Applications had to be fully completed and submitted before the application deadline. Incomplete applications cannot be reopened after the portal closes.

***Important:*** *Submission of an application does not guarantee financial assistance. All assistance is subject to eligibility requirements, program guidelines, and funding availability. The type and amount of assistance provided will be determined during the case management and eligibility review process.*

**After You Submit Your Application:**

**Q. My application has been submitted. What happens next?**

A. Applications are first sorted by qualifying population preference. Applicants in **Qualifying Population 1 (QP1)** receive priority and are processed first in the order their applications are received. After all eligible QP1 applications have been processed, applications from the remaining qualifying populations are processed in the order received. Once assigned, each application is sent to one of the processing agencies for review.

**Q. Does submitting my application mean I have been approved?**

A. No. Submission of an application only confirms that it has been received. Eligibility must be verified before any assistance can be approved.

**Q. Is funding guaranteed if I applied before the deadline?**

A. No. Applications submitted during the application period will be reviewed for eligibility; however, approval is subject to program requirements and available funding.

**Q. How can I check the status of my application?**

A. Log into the Neighborly portal to view your application status. The portal will provide updates as your application moves through the review process. The link to the portal is <https://portal.neighborlysoftware.com/TOLEDOOH/>.

**Q. I forgot my password or cannot access the Neighborly portal.**

A. Use the "Forgot Password" feature on the Neighborly login page. If you continue to experience technical difficulties, contact Neighborly technical support.

**Q. I submitted more than one application. Which one will be processed?**

A. Duplicate applications may delay processing. Only one application per household will be reviewed.

**Q. I made a mistake on my application. Can I change it?**

A. Once an application has been submitted, applicants cannot make changes through the portal. If your application is assigned for processing, your case manager will review the information with you and request any necessary corrections or updates.

**Q. Should I contact Pathway, Inc. or the Health Council of Northwest Ohio to check my application status? Can the City of Toledo check on my application?**

A. No. Please do not call either processing agency for status updates. The City cannot provide an update to your application either. You should monitor your application through the Neighborly portal. A case manager will contact you directly if additional information or documentation is needed.

**Q. Calling the processing agency will not move my application ahead, correct?**

A. **Correct.** Applications are reviewed according to the H2H Program Guidelines based on qualifying population and submission order. Calling, emailing, or visiting the processing agency **will not expedite your application or change your place in the processing queue.** Please monitor the Neighborly portal for updates and respond promptly if your case manager requests additional information.

**Q. How long will it take to process my application?**

A. Processing times vary. This is a comprehensive housing stabilization program that includes eligibility verification, case management, housing planning, and supportive services. Because of the detailed review process and the number of applications received, processing may take several weeks or longer. We appreciate your patience.

**Q. Can I tell my landlord that I applied for assistance?**

A. Yes. However, submitting an application does **not** guarantee approval or payment. While your application is being reviewed, you should consider other ways to pay your rent.\*

**Q. Will the processing agency contact my landlord to verify that I applied?**

A. No. Processing agencies will not contact landlords simply to verify that an application has been submitted. This is a Homelessness to Home program—not a traditional emergency rental assistance program.

**Q. Why hasn't anyone contacted me yet?**

A. Applications are reviewed in the order established by the program's qualifying populations and submission date.\* Due to the volume of applications, it may take several weeks before you are contacted.

**If Your Application Is Assigned to a Case Manager:**

**Q. Will the processing agency help me find housing?**

A. Yes. If your application is assigned to a case manager, they will provide comprehensive case management, which may include housing search assistance, employment resources, benefit navigation, and referrals to additional community services.

**Q. What documents will I need?**

A. Documentation requirements may include:

- Valid Photo ID
- Social Security Card
- Email Address
- Proof of Income (if applicable)
- Additional documentation requested during the review process, which may include:
  - Lease agreement
  - Utility account information
  - Verification of homelessness or housing status
  - Other documents necessary to determine eligibility

Providing requested documents promptly will help prevent delays in processing.

**Q. How long do I have to submit requested documents?**

A. Your case manager will provide a deadline for submitting requested documentation. Failure to provide documents by the deadline may delay processing or result in your application being denied.

**Q. What happens if I cannot provide the required documentation?**

A. Your case manager will discuss available alternatives, if permitted under program guidelines. Some documentation is required to determine eligibility.

**Q. Will I receive supportive services in addition to housing assistance?**

A. Yes. The H2H program provides comprehensive case management and supportive services intended to help participants obtain and maintain long-term housing stability.

**Q. Can I choose any apartment or landlord?**

A. The housing unit and landlord must meet program requirements and be within the city of Toledo limits. Your case manager will discuss eligible housing options with you.

**Q. Does my landlord have to participate in the program?**

A. Yes. If financial assistance is approved, landlords must provide required documentation and agree to participate in the payment process.

**Q. Can I choose which bills the program pays?**

A. Assistance is determined by your case manager based on program eligibility, your housing stabilization plan, and available funding.

**Q. Do I have to participate in case management?**

A. Yes. The H2H Program is a comprehensive supportive services program. Participation in case management is a program requirement.

**Qualifying Populations:**

**Q. What is a qualifying population?**

A. HUD has established four qualifying populations for the HOME-ARP Supportive Services Program:

- **Qualifying Population 1:** Individuals or families who are homeless, as defined in 24 CFR 91.5.
- **Qualifying Population 2:** Individuals or families who are at risk of homelessness, as defined in 24 CFR 91.5.
- **Qualifying Population 3:** Individuals or families fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking.
- **Qualifying Population 4:** Other populations for whom supportive services or housing assistance would prevent homelessness or address the greatest risk of housing instability, as permitted under Section 212(a) of the National Affordable Housing Act.

**Additional Questions:**

**Q. Will I be notified if I am not eligible?**

A. Yes. Please note that it may take some time to review your application and determine your eligibility. Once a decision has been made, you will receive a notification through the Neighborly portal about the outcome of your application.

**Q. I applied, but I am not currently homeless. Can I still receive assistance?**

A. Eligibility is determined based on the information provided in your application and the applicable HUD qualifying population requirements. If you need immediate assistance, please contact **211** for referrals to other available community resources.

**Q. I own my home. Am I eligible for this program?**

A. No. The H2H program is intended to assist eligible individuals and families who are experiencing homelessness or housing instability. Homeowners are not eligible under this program. Please contact **211** for information about other available resources.

**Q. Do I need to have income to qualify?**

A. No. Income is not required at the time of application. However, income information may be requested during the eligibility review process.

**Q. If I was housed when I applied but become homeless later, will my application move ahead of others?**

A. No. Applications are processed based on the qualifying population and circumstances at the time the application was submitted. A change in circumstances after submission does not change an application's position in the processing queue. If your housing situation changes or you need immediate assistance, please contact **211**.

**Important Reminders:**

- Submission of an application **does not guarantee assistance**.
- Applications must meet all program eligibility requirements.
- Funding is limited.
- Applicants should regularly monitor the Neighborly portal for updates and requests for additional documentation.
- Processing agencies will contact applicants directly if additional information is needed.

***Important:*** Submission of an application does not guarantee financial assistance. All assistance is subject to eligibility requirements, program guidelines, and funding availability. The type and amount of assistance provided will be determined during the case management and eligibility review process.

*\*If you are need of immediate resources, **Dial 211** to connect with a community resource specialist who can help you explore shelter, food, and other support services. While community rental assistance funds are limited and often exhausted quickly, 211 can help you understand your options and next steps. 211nwo.org, 888-OHIO-211*