MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
HOUSING CHOICE VOUCHER PROGRAMS

Completing the Homeless Re-Certifying Process for Homeless Applicants

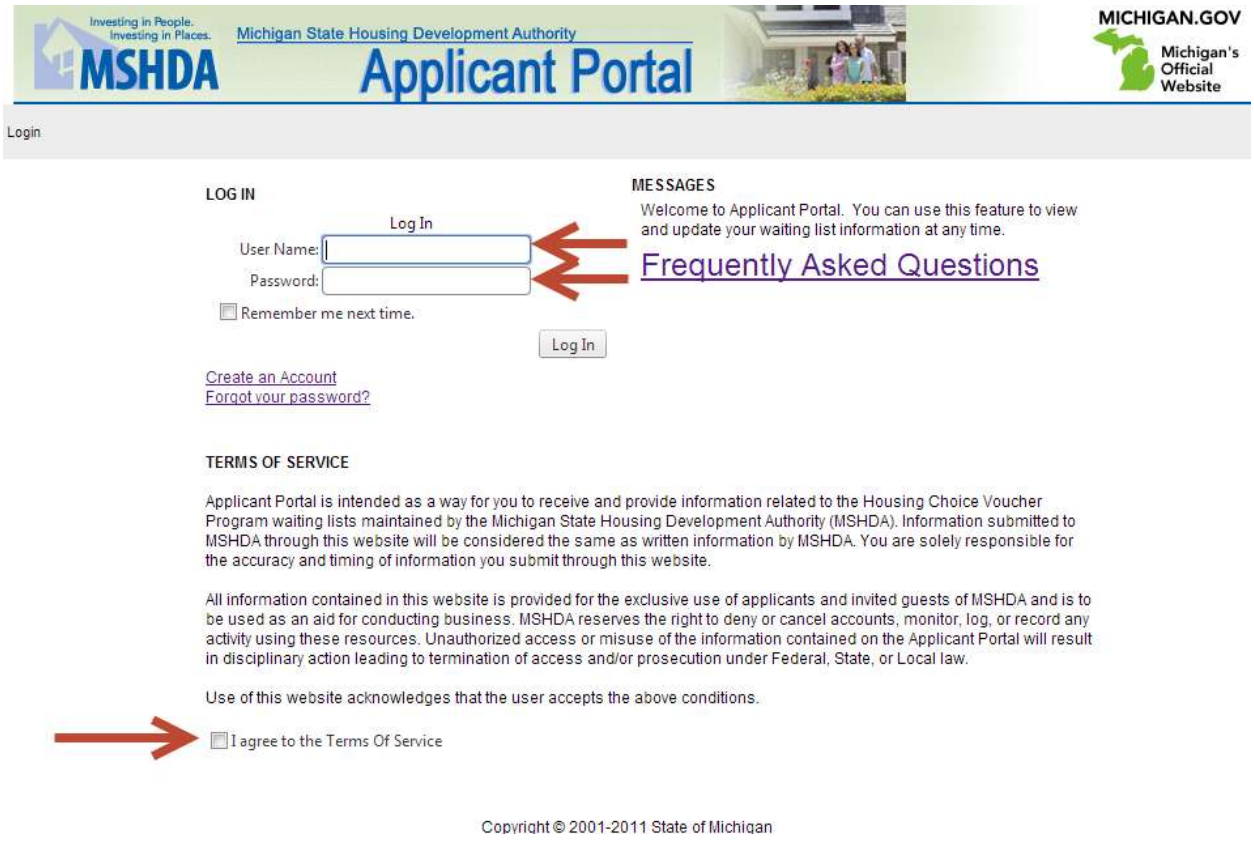
Note: This process should only be followed after the applicant has been verified as homeless using MSHDA's Homeless Preference Pre-Application Checklist.

Steps 1-6 outline the process of Re-Certifying the Homeless Preference of applicants currently on the MSHDA HCV waiting list.

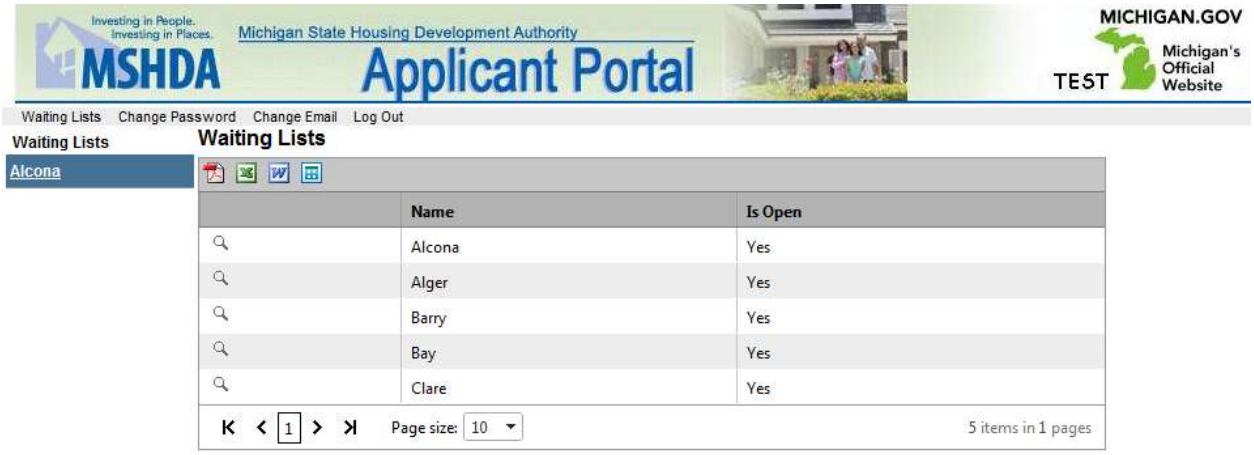
Steps 7-12 contain additional information on the Applicant Portal.

Website: https://appportal.mshda.cgi-bps.com

1. Log in by entering your username, password, and agreeing to the terms of service.

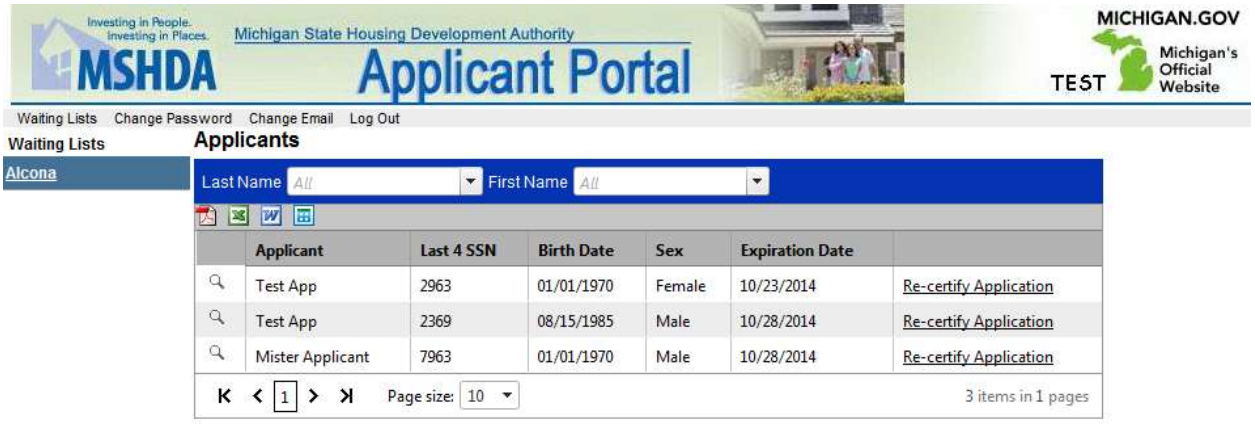


2. Your waiting lists page will be displayed. Only those waiting lists assigned to you will be displayed.

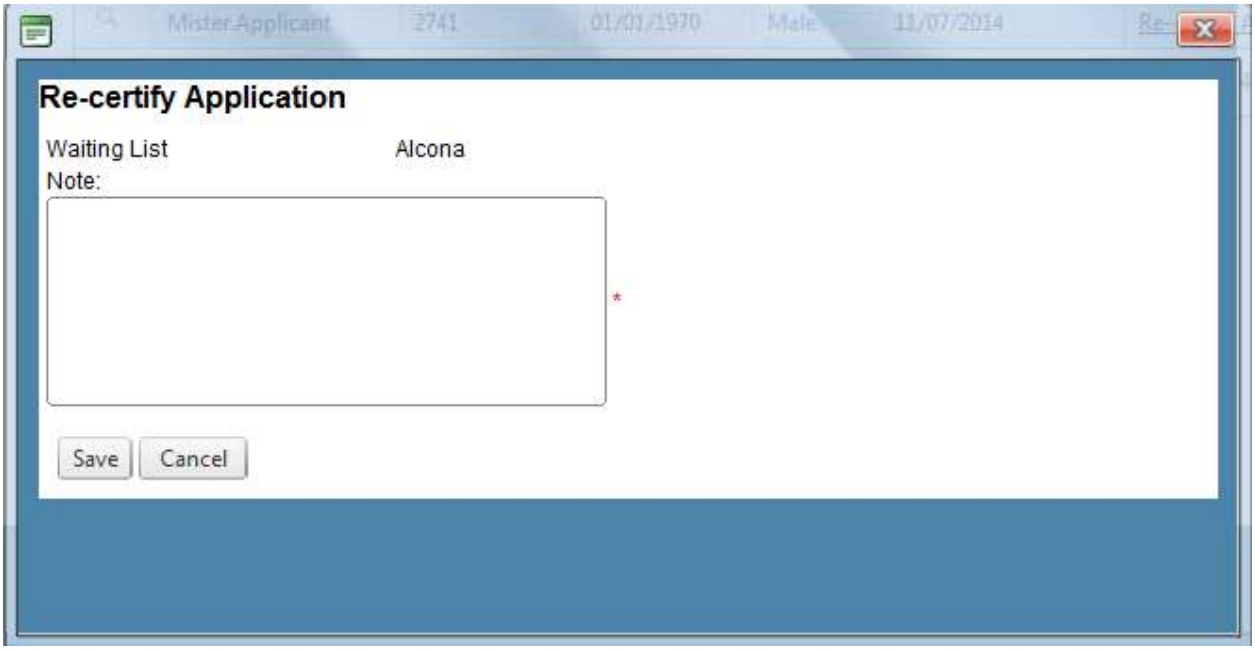


3. Click on the magnifying glass to open up each waiting list

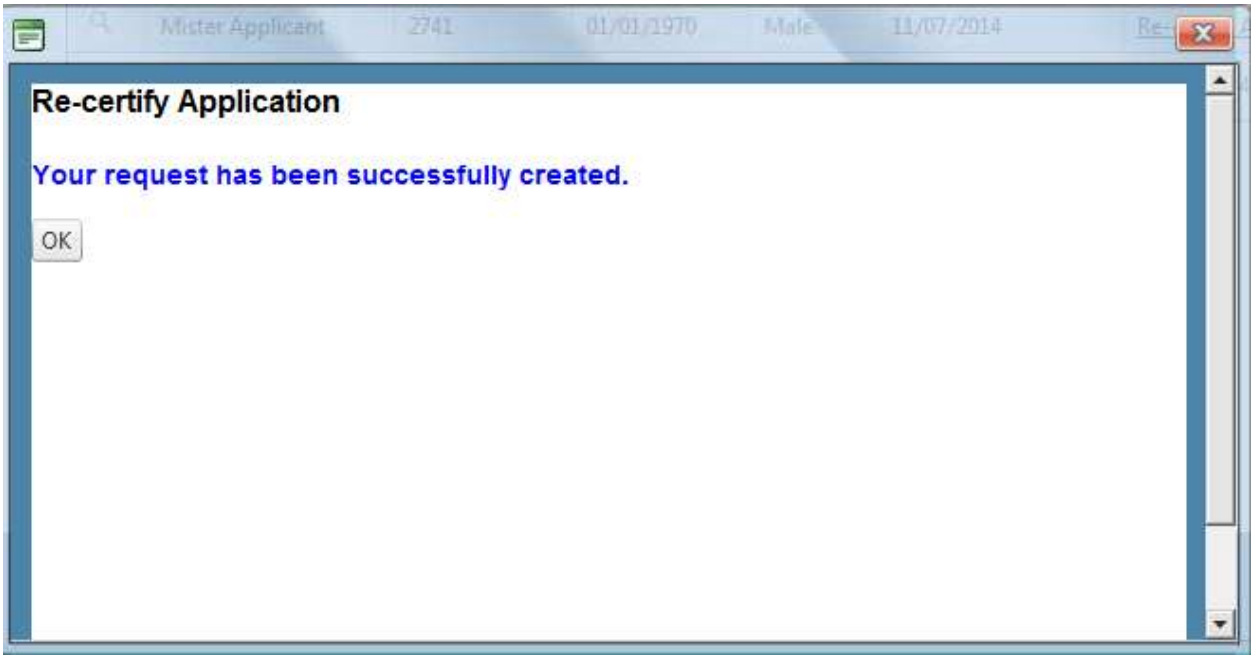
4. A list of applicants with the homeless preference will be displayed. Note: There may be multiple pages of applicants. The applicant names are sorted by expiration date with the earliest expiration date first.



5. Once you have located your applicant to re-certify, select Re-certify Application. The note field is optional. Click submit.

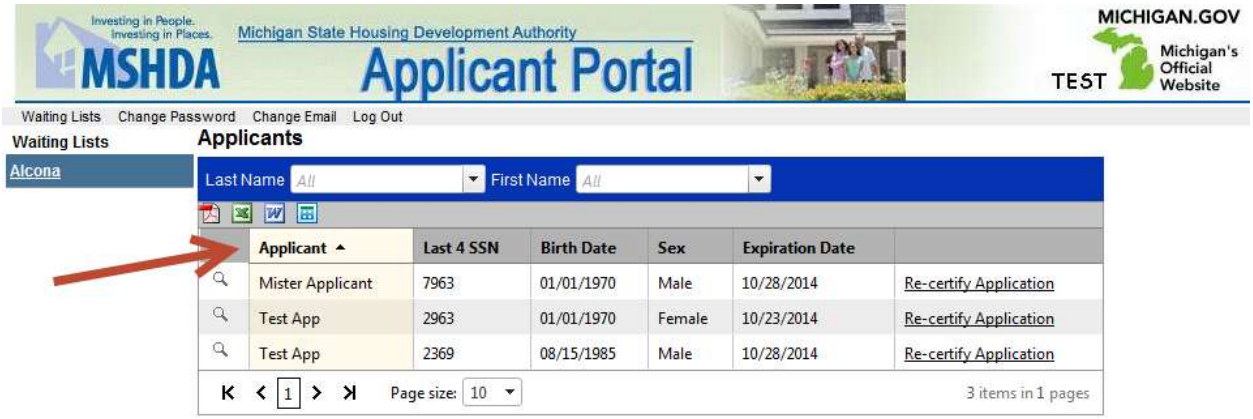


6. Your request for Homeless Re-certification has been submitted and must be approved by MSHDA. It may take up to 5 business days to see the changes on the Applicant Portal.

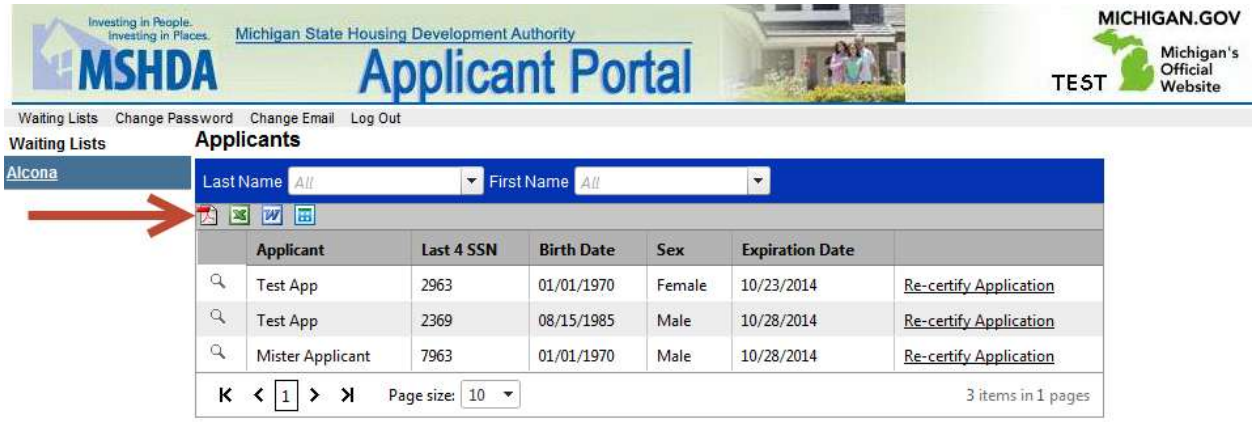


NO FURTHER ACTION IS REQUIRED FOR RE-CERTIFICATION

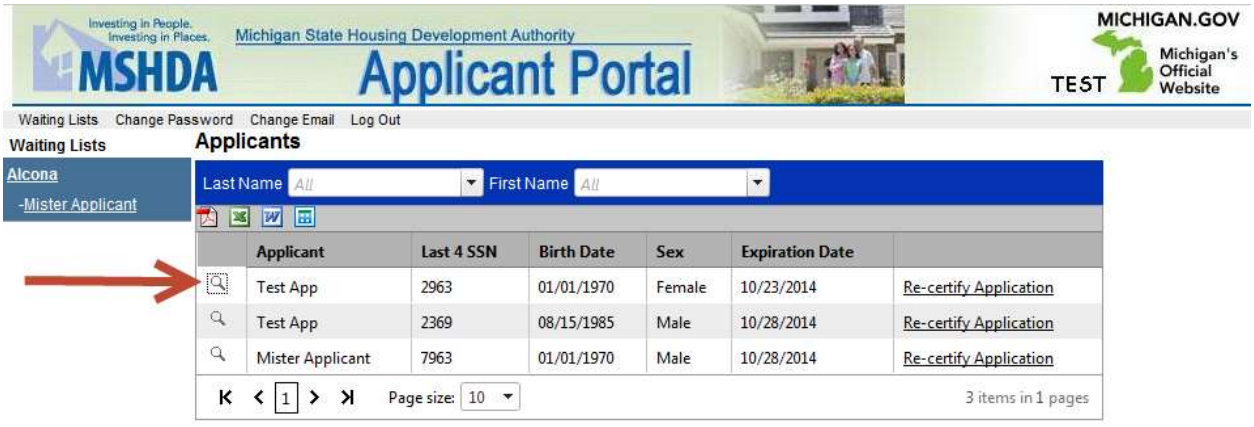
7. **Sorting the Waiting List:** To aid you in searching for a particular applicant on the waiting list, the waiting list page can be sorted by any column by clicking on the name of the column.

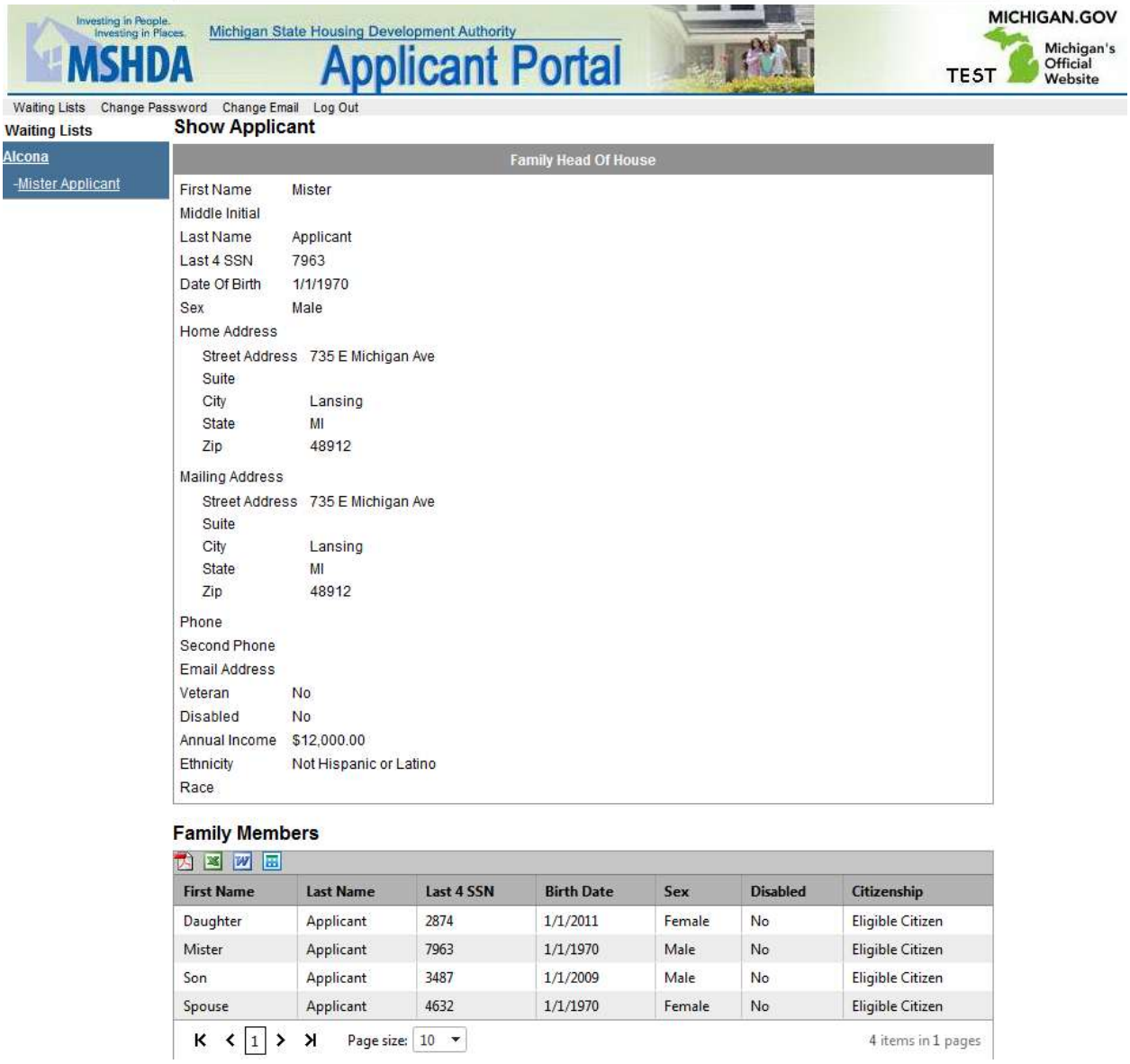


8. **Exporting the List:** The list can be exported for use outside of the Applicant Portal. Simply click on one of the four export icons to export the list. Note: You may contact other service agencies to locate information on these applicants, but you may not release the list in its entirety to anyone. The information contained is considered confidential and the applicant has a right to privacy regarding their housing status. If you contact other service agencies to assist you, it must be on your letterhead, limited information to prevent identity theft can be provided, and you cannot reference the MSHDA HCV Program. You may use general language such as: "We are attempting to locate John Smith who is eligible for a time-limited housing opportunity. If you have worked with him, please contact us…etc."

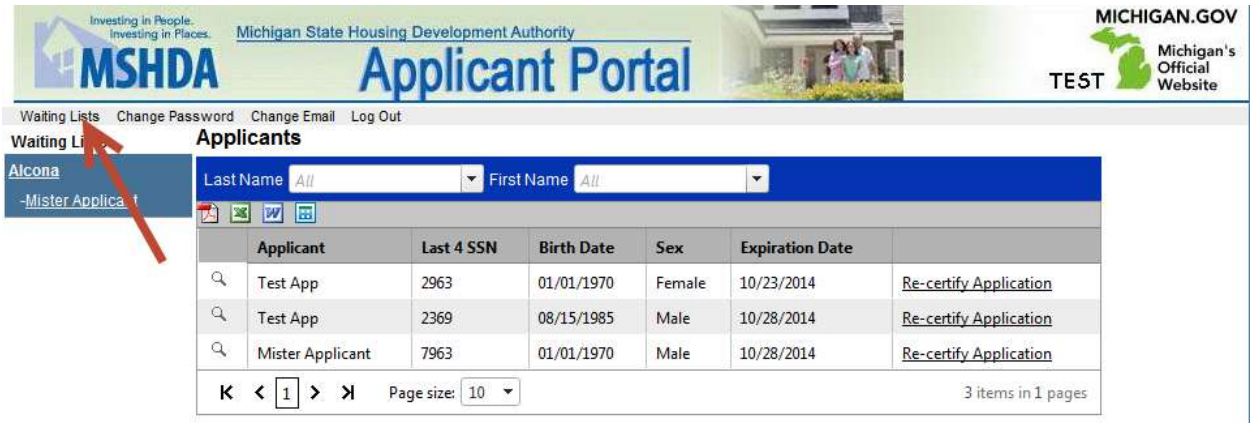


9. **Applicant Detail:** For more information on the applicant including contact information, click on the magnifying glass next to the applicant name.

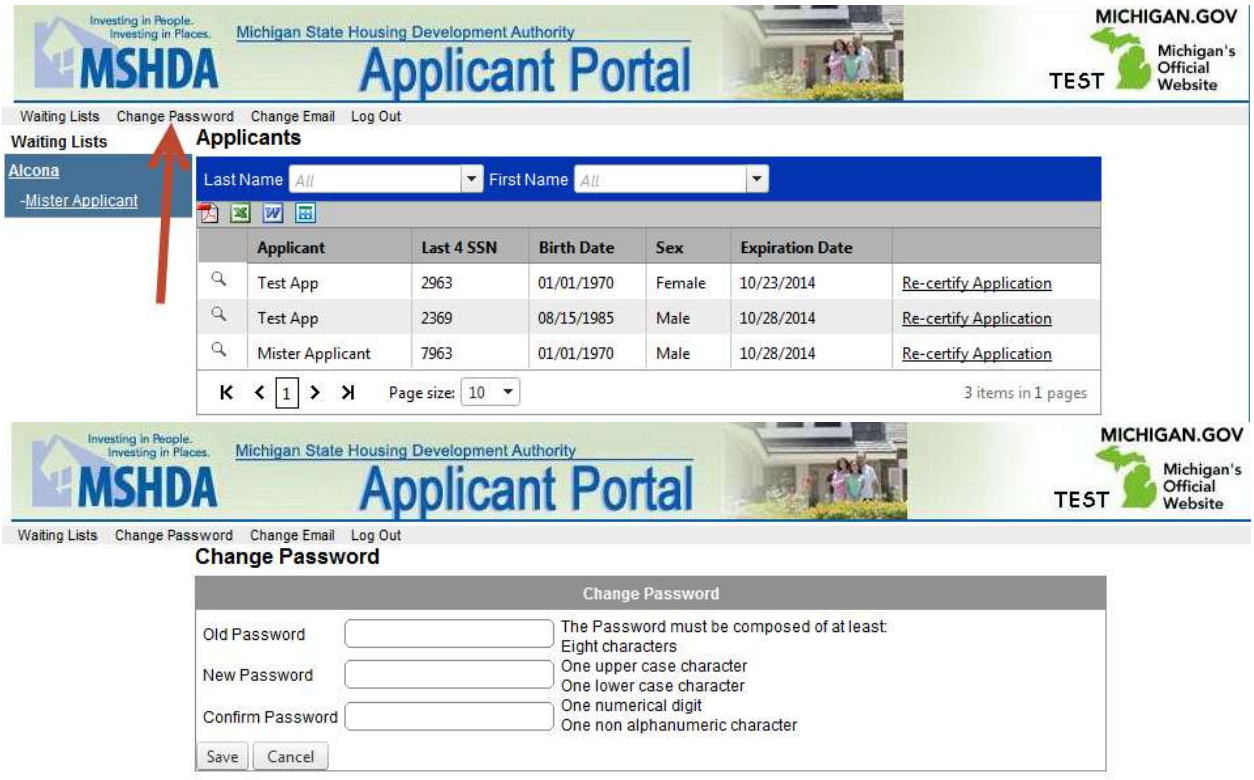
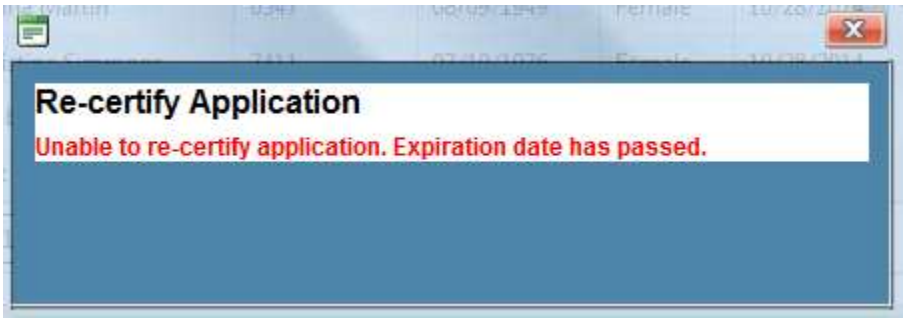
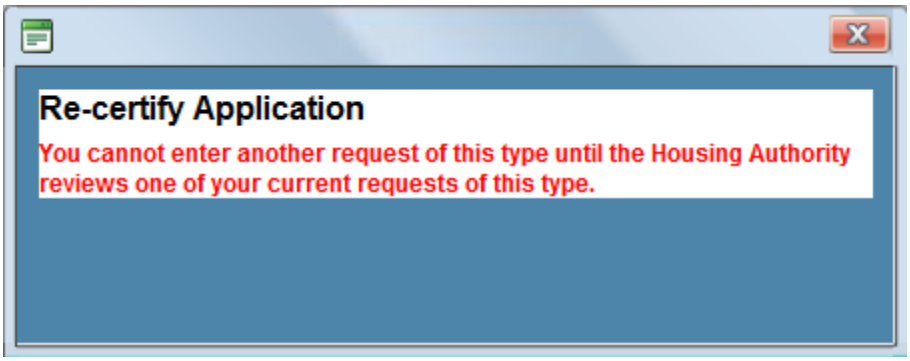
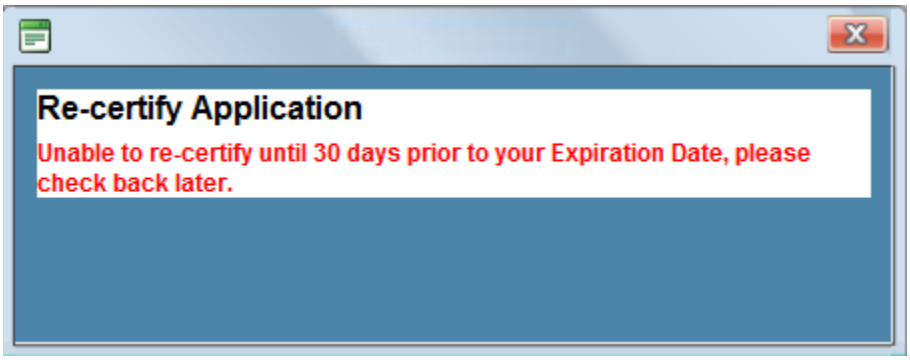




10. Waiting List Page: To return to your waiting list page, you can click "Waiting Lists" from any page.



11. Password Reset: To protect the information contained on the Applicant Portal, MSHDA recommends that you change your password often. To change your password, click on the "Change Password" link at the top of any page.



12. Errors: If you try to re-certify an applicant more than 30 days prior to their expiration date, you will receive an error. If you try to re-certify an applicant after their expiration date, you will receive an error. If you have already submitted a request for re-certification and you attempt to do it again prior to processing by MSHDA, you will receive an error.