Application in Progress	The applicant is in the process of completing the application and has not submitted it yet. It is not available for review by staff.
Application Submitted	The applicant has completed the application in the system and has clicked the submit button. This allows the application and the documentation provided to be reviewed by an eligibility specialist.
Application Under Review	An eligibility specialist has started reviewing the case file for eligibility and appropriate documentation.
Application –General	An applicant has submitted an application which was reviewed by an eligibility specialist. The applicant does not qualify for the priorities set by Department of Treasury but is still eligible for assistance.
Pending Applicant Information	The application has missing, illegible, or incorrect information. The applicant has been notified to provide the additional information which may include additional documentation or completing additional fields in the application.
Pending Landlord Response	The tenant application has been reviewed, and the reviewer is waiting for the landlord to submit a landlord application and any landlord required information for payment.
Applicant Non-Responsive	The applicant has been contact 3 times either by phone and/or email within 10 days and has not responded. The applicant has not responded to the request for additional documentation.
Landlord Non-Responsive	The landlord has been contacted 3 times either by phone and/or email within 14 days and has not responded. The landlord has not responded to the request for documentation.
Pending Landlord Information	Tenant is approved, and the landlord application and payment documentation is pending.
Application QA Review	The initial review of the application for eligibility is complete and the case is ready for QA/QC review.
PM Review	A Project Manager will complete a review of the case to ensure all documents request are submitted. The approval will be sent to City/County staff for payment approval.
Pending Client review	County fiscal staff will approve application for payment.
Returned for Review	Errors or missing documentation were found in the application and must be returned back to the eligibility specialist to work with applicant to correct and update those changes
Mediation	Applicant qualifies for assistance but the landlord does not want to participate. Mediation with the landlord to accept payment through the program.
Approved Pending Payment	The tenant has been approved for assistance. The case is ready for payment.
Transmitted	The payment approval has been sent to the City/County for disbursement.
Paid	The City/County has issued a payment to the landlord on behalf of the tenant.
Withdrawn	The application has been withdrawn by the applicant or is a duplicate application for assistance.
Denied	The application has been denied by the review team.