

Neighborly Status Dictionary

Appeal Review: An Appeals Team is reviewing the application.

Application in Progress: Client has not yet completed and submitted the application.

Application Submitted: Client has completed and submitted application, and it is ready to be assigned and reviewed by a processor.

Clerk Payment: All payments will be paid or have been paid. Once an application is in this status, the applicant will receive an email with a timeframe of when the payment will be issued.

Denied: The application has been deemed ineligible for funding. The application was missing a substantial amount of information, or the applicant does not qualify for the program based on household income/other requirements.

Disbursement Review: The application is in the final approval process before a payment is issued. This status takes the most time as it includes contacting landlords and obtaining additional payment information from landlords or mortgage companies.

Duplicate: A duplicate application with the same household address was already submitted and processed within Neighborly.

Fiscal Assigned: The application is being reviewed by the Fiscal Processors. This is the final step before Disbursement Review status.

Non-Responsive Vendor: An application that cannot be paid due to landlord or mortgage company not completing the required vendor paperwork.

Pending: The application needs additional information from the client. The processor has contacted the client and provided a deadline by which they must provide the additional information.

Processor Assigned: The application has been assigned to a processor for review. The application should stay in this status throughout processing and fiscal review, unless the client needs to provide additional documents.

Rent/Mortgage Distribution: The application is awaiting required paperwork before a payment is made. In this step staff reaches out to landlords or mortgage companies to obtain required documentation and forms.

Utility Payment: The applicant's utilities are in process of being paid.

Withdrawn: An application was withdrawn by the client or the application was started in Neighborly however not submitted within a reasonable time frame.