

Applicants who HAVE previously received a MSFH Initial Inspection are able to complete the Prioritization Questionnaire in My Safe Florida Home 1.0 to be sorted into a Grant Group for accessing the Grant Application. We've made some enhancements to the Applicant Portal. While the layout may look a bit different, the overall process remains unchanged. If you have already received approval for a Grant, your process will not be interrupted.

The following are case statuses that Homeowners can refer to while navigating My Safe Florida Home 1.0:

C

Case Closed – Case closed status indicating the case has been denied, withdrawn or expired.

Case Closed - Grant Group 5 – Case closed status indicating Group 5 Applicants that are ineligible for Grants and will not be allowed to access Grant Application.

Case Closed - Initial Inspection Expired – Case closed status indicating that a Grant Application was not submitted within 24 months of the MSFH Program Initial Inspection and therefore the Applicant is no longer eligible for a Grant.

Case Closed – Reimbursement Received – Case closed status indicating that Grant Disbursement has been completed.

Contractor Confirmation Submitted – The Contractor Information that was entered into the Applicant Portal is waiting to be assigned to a Case Manager for review.

Contractor Not Approved, Pending App Response – Issues identified during Contractor Confirmation review will be sent by email to the Applicant as a Request for Information (RFI). Applicants must respond to the RFI within 60 days, otherwise the Grant Application will be deemed withdrawn and administratively closed.

D

Draw Request Submitted – The Draw Request has been submitted and is pending review.

Draw Request Under Review – All draws undergo two reviews for quality assurance. Homeowners will be sent an email once the initial review and quality control reviews are complete or if additional information is needed.

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Draw Request Not Approved, Pending App Response – Issues identified during Draw Review will be sent by email to the Applicant as a Request for Information (RFI). Applicants must respond to the RFI within 60 days, otherwise the Draw Request will be deemed withdrawn and administratively closed.

Draw Approved, Payment Pending – The Reimbursement/Disbursement has been approved. Please allow at least three weeks for a payment to be issued and a check to arrive at the address provided as a part of the Draw Request - Payment Verification step.

F

Final Inspection Requested – The Final Inspection Request has been submitted in the Applicant Portal and is waiting to be assisted to a Case Manager for review.

Final Inspection in Progress – An Inspector will reach out to schedule an appointment for the Final Inspection. Applicants should receive an email from the Applicant Portal with the contact information of their inspection company.

Final Inspection Not Completed – The inspection company is reporting that the Final Inspection was not completed. Please contact the inspection company directly to reschedule.

G

Grant App Prioritization Open – If this message appears in your Applicant Portal, you must complete the Prioritization Questionnaire to be sorted into a group for accessing the Grant Application.

Grant Group 1 – 60+ Low-Income – You have been sorted into your Prioritization Group. Your Prioritization Group will determine the date a Grant Application will be made available to you.

Grant Group 2 – Other Low-Income - You have been sorted into your Prioritization Group. Your Prioritization Group will determine the date a Grant Application will be made available to you.

Grant Group 3 – 60+ Moderate Income - You have been sorted into your Prioritization Group. Your Prioritization Group will determine the date a Grant Application will be made available to you.

Grant Group 4 – Other Moderate Income – You have been sorted into your Prioritization Group. Your Prioritization Group will determine the date a Grant Application will be made available to you.

Grant Group 5 – Cannot Proceed – Grant Group 5 contains Applicants of all ages who are above the Moderate-Income threshold. Group 5 Applicants are ineligible for Grants and will not be allowed to access Grant Application.

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Grant Application Submitted – The Eligibility Confirmation has been submitted and is waiting to be assigned to a Case Manager for review.

Grant Application Pending Review – A Case Manager has been assigned and is performing the initial review.

Grant EC Not Approved, Pending Applicant Response – Issues identified during Eligibility Confirmation review will be sent by email to the Applicant as a Request for Information (RFI). Applicants must respond to the RFI within 60 days, otherwise the Grant Application will be deemed withdrawn and administratively closed.

M

Mitigation Work In Progress / Recommended Work May Begin – Work can now begin on the improvements recommended from the Initial Inspection Report. Please make sure to read the report and MSFH Homeowners Guide in their entirety to fully understand Program guidelines.

N

No Recommendations – Cannot Proceed with App – If there are no Recommended Improvements in the Initial Inspection Report, the Homeowner will not be able to proceed with a Grant Application.

P

Payment Sent – The payment has been sent by mail. Check payments cannot be delivered to an active USPS forwarding address and will be returned to Department of Financial Services.

Pending Contractor Information – After obtaining a quote from a properly licensed contractor, enter their information into the Applicant Portal for a Case Manager to review.

S

Submit Reimbursement Request - The Final Inspection has been completed and report uploaded to the Applicant Portal by the inspection company. The Draw Request steps and required documentation should be submitted in the applicant portal for Case Manager review.