

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 2.0:

A

Approved to Complete Recommended Work – 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.

C

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Case Closed – Case closed status indicating the case has been denied, withdrawn or expired.

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

D

Draw Request Approved– 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.

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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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 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 / Case Closed – Grant Group 5 – 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.

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

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

Grant RFI Response Pending – Issues identified during Grant Application 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.

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I

Indicate Interest in Grant Application – If you have received recommendations on your Initial Inspection Report you must re-enter the Applicant Portal and indicate interest if you would like to continue to the Grant Application.

Inspection 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.

Inspection 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.

Inspection 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.

Inspection 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.

Inspection Group 5 – General – You have been sorted into your Prioritization Group. Your Prioritization Group will determine the date a Grant Application will be made available to you.

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

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

Inspection RFI Response Pending – Issues identified during Inspection Application 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 Inspection Application will be deemed withdrawn and administratively closed.

M

Mitigation Inspection Complete – The Initial Inspection Report has been generated and the inspection company has uploaded the report to the Applicant Portal.

Mitigation Inspection Incomplete – The inspection company is reporting that the Initial Inspection was not completed. Please contact the inspection company directly to reschedule.

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N

No Recommendations – Cannot Proceed – 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 Processed – 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 Draw RFI 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.

Pending Grant Group Sorting – You have indicated interest in continuing to the Grant Application. Applicants must wait to be placed into applicable Grant Groups for accessing the Application.

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

S

Schedule and Complete Inspection – An Inspector will reach out to schedule an appointment for the Initial Inspection. Applicants should receive an email from the Applicant Portal with the contact information for Inspection Company.

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.