

# TIPS FOR USING DAHLIA SUCCESSFULLY



## DAHLIA SAN FRANCISCO HOUSING PORTAL

### *Tip One: Have each client create a DAHLIA account.*

While it is not necessary to create an account to submit an online application, doing so has numerous benefits for you and your client. These benefits include:

- Saving progress on an application and finishing later.
- Accessing past applications to review information, prevent duplicate applications to the same listing, and see lottery numbers and results.
- Viewing listings added to "My Favorites." (Your browser will save these on its own as well, unless browser cookies are cleared).
- Coming soon – new applications will auto load information from previous applications for account holders!

Creating an account is easy! All that is needed is the applicant name, date of birth, email address, and password, and most of this information will be taken from the information entered if you and your client create an account before submitting the application.

### *Tip Two: Help clients prevent duplicate applications.*

DAHLIA automatically flags applications that have the same name, applicant address, birthday, email address. Confirmed multiple applications with the same applicant for the same listing are removed from the lottery, along with everyone else listed on those applications. It's therefore very important to make sure clients don't submit multiple applications for the same listing.

Here are some tips to help your clients avoid this problem. Build these suggestions into your work flow for every client you assist with housing applications.

- Ensure clients have DAHLIA accounts and submit applications online, and have them check their previously submitted applications before applying for new listings.
- Ask all the right questions: if they have applied before, whether they did so online or by paper, what listings they applied to, whether they received application assistance from a different housing counselor or service provider, and whether other family members or friends may have included them in an application.
- If you submit an application for them, make sure they don't plan to submit one as well, either online or paper. Also, give the client a copy of the paper application or a printout of the online application you submit. Write the property listing and date on the application for them as well.
- **Inform clients of the consequences of duplicate applications.**

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## *Tip Three: Complete the address field correctly.*

If a client does not have a stable housing situation, enter the address that is nearest to the location where your client most frequently spends the night, which DAHLIA requires to determine whether applicants may be eligible for certain housing preferences. **Do not use your office address** as this could negatively impact your client's application! If necessary, applicants can document their address with a signed letter on official letterhead from their case manager detailing their housing situation.

## *Tip Four: Use the multilingual applications as a reference only.*

To provide greater access to affordable housing programs for San Francisco's diverse communities, the short form paper (and soon online) rental application has been translated into Spanish, Chinese, and Filipino. Clients can use these as a resource to help them fill out an English application correctly, however please note that any applications submitted with responses in Spanish, Chinese, Filipino, or any other language beside English will likely not be processed by the developer.

## ***DAHLIA training and technical assistance for service providers is available through Homeownership SF!***

Did you miss a previous training? View a DAHLIA webinar online at:

<http://tinyurl.com/DAHLIAWebinarTraining>

Check out our website with more DAHLIA information for service providers:

<http://homeownershipsf.org/service-providers>

Have more questions, concerns, or feedback about DAHLIA?

Contact Homeownership SF for training and assistance at:

[info@homeownershipsf.org](mailto:info@homeownershipsf.org) or 415-202-5462