



MILWAUKEE COUNTY MORTGAGE ASSISTANCE PROGRAM FREQUENTLY ASKED QUESTIONS



1. What is Milwaukee County Mortgage Assistance Program (MCMAP)?

Milwaukee County Mortgage Assistance Program (MCMAP) was established using CARES Act funding by Milwaukee County for the purpose of providing mortgage assistance on behalf of homeowners who are delinquent in their mortgage payments and who have experienced job loss or reduced income as a result of the COVID-19 pandemic. Assistance will be provided in the form of a grant and is subject to the availability of funds and approval.

2. Who can apply for MCMAP?

Milwaukee County homeowners who have experienced a loss of employment or income due to COVID-19 may apply for this assistance.

3. What are the eligibility requirements?

The following minimum requirements must be met for eligibility:

- Property must be an owner-occupied dwelling consisting of one to four separate units.
- Property must be secured by a mortgage.
- Property must be located in Milwaukee County.
- Homeowner(s) must have become unemployed after March 1, 2020 or had their household income reduced or had reduced work hours and wages as a direct result of the COVID-19 pandemic.
- Mortgage payments must be at least 30 days past due and due between March 2020 and December 2020.
- Mortgage must be in either first or second lien position only.
- Homeowner(s) applying for assistance must hold legal title to the property for which assistance is requested.
- Annual household income must be at or below 80% of the area median income adjusted by household size.

4. What information is needed to apply?

- Photocopy or photo of driver's license or state issued ID
- Photocopy or photo of most recent mortgage statement (no more than 30 days old) that includes address & phone number of mortgage company
- Photocopy or photo of documentation of financial hardship (termination notice, lay-off notice, letter indicating place of employment closing, etc.)



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5. Are there other documents that I will have to complete to receive MCMAP funds?

You will be required to download, complete and upload documents specific to Housing Resources, Inc. Those documents include:

- Income and Housing Attestation
- HRI Authorization form
- HRI Disclosure Statement & Privacy Policy
- Forbearance Disclosure (if applicable)

6. How do I apply for MCMAP?

Applicants will be able to start the application process for MCMAP and upload the required documentation through ZoomGrants, a web-based application. The link to apply can be found at www.hri-wi.org/mortgage-assistance/. Applying for mortgage assistance will be done in a two-step process.

STEP ONE: Create an account and complete a pre-application which consists of 5 questions and will let us know quickly if you qualify to complete a full application. Once the pre-application is approved by HRI, homeowners will be notified via email within 48 hours and they can login to complete the full application.

STEP TWO: Complete the full application and attach all required documents prior to submission. All documentation submitted is kept strictly confidential.

Need help creating an account? [Click Here](#)

7. How much assistance can someone get from MCMAP?

Depending on eligibility and date of income interruption, direct one-time assistance on behalf of the homeowner(s) may be provided for up to six (6) months. Missed mortgage payments starting March 1, 2020 will be reviewed to the date of application. Additional payments will be reviewed by agency staff on a case-by-case basis.

8. How often can someone receive this funding?

Assistance will be paid in the form of a one-time payment to the approved applicants' mortgage company.

9. Does everyone named on the deed have to be a part of the application?

All owners of the property must complete and execute the application; however, a homeowner may be eligible if a co-owner is absent, unable or unwilling to complete the application.



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10. Will MCMAP pay the full delinquency?

Depending on eligibility and date of income interruption due to COVID-19, direct one-time assistance on behalf of the homeowner(s) may be provided for up to six (6) months. Missed mortgage payments starting March 1, 2020 will be reviewed to the date of application. Additional payments will be reviewed by agency staff on a case-by-case basis.

11. Who receives the MCMAP funds?

All MCMAP funds will be sent directly to the lender(s) on behalf of the homeowner(s).

12. How long do homeowners have to apply for MCMAP funds?

The last day for applications to be submitted to MCMAP is December 17, 2021.

13. When will I get a decision on my application?

Decisions will be made as soon as possible, but no later than 2 weeks from receipt of the completed application.

14. How will I know if I am eligible or not?

Homeowners applying will be sent a decision correspondence via email.

15. How long will it take for the payment to be made to the lender?

Grants will be processed as quickly as possible, but no more than 30 days from receipt of completed application.

16. What mortgage can I use this assistance for?

Homeowners can receive assistance for first or second mortgages.

17. What if I am in a forbearance, can I use these funds?

Homeowners who are in a forbearance can have their mortgage payments considered and must sign a forbearance disclosure form and confirm that they are able to make their mortgage payments going forward if the forbearance is lifted.

18. What are the repayment terms for the MCMAP?

Assistance will be provided in the form of a grant with no repayment terms.



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19. Can I complete a paper application for MCMAP funds?

No. All applications for MCMAP funds must be submitted in ZoomGrants.

20. Who can I contact if I need assistance with completing the application or have questions?

You can contact our Mortgage Help Line at (414) 369 – 6914.