

## For Oak Cliff

### Rent & Utility Assistance Eligibility Policy & Protocol

#### Eligibility

An "eligible household" is defined as a family or individual in which at least one or more individuals meets the following criteria:

- o Qualifies for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship; and
- o Demonstrates a risk of experiencing homelessness or housing instability; and
- o Has a household income at or below 80 percent of the area median income (see chart below).
- o Must be a City of Dallas resident within For Oak Cliff's service area (with priority going to 75216, 75241, 75232, 75208, 75224, 75233, 75203, 75211, and 75237)
- o We do not do emergency assistance.

Rental assistance provided to an eligible household should not be duplicative of any other federally funded rental assistance provided to such household.

Eligible households with income at or below 50 percent of the area median income are to be prioritized for assistance.

Household income is determined as either the household's total income for calendar year 2020 or the household's monthly income at the time of application. For household incomes determined using the latter method, income eligibility must be re-determined every three (3) months.

| FY 2020 INCOME LIMITS               |                      |                               |                   |          |          |          |          |          |          |          |
|-------------------------------------|----------------------|-------------------------------|-------------------|----------|----------|----------|----------|----------|----------|----------|
| Effective: July 1, 2020             |                      |                               | PERSONS IN FAMILY |          |          |          |          |          |          |          |
| FY 2020 INCOME LIMIT AREA           | MEDIAN FAMILY INCOME | FY 2020 INCOME LIMIT CATEGORY | 1                 | 2        | 3        | 4        | 5        | 6        | 7        | 8        |
| Dallas, TX<br>HUD Metro<br>FMR Area | \$86,200             | 30%<br>(Extremely Low)        | \$18,100          | \$20,700 | \$23,300 | \$26,200 | \$30,680 | \$35,160 | \$39,640 | \$44,120 |
|                                     |                      | 50% (Very Low)                | \$30,200          | \$34,500 | \$38,800 | \$43,100 | \$46,550 | \$50,000 | \$53,450 | \$56,900 |
|                                     |                      | 80% (Low)                     | \$48,300          | \$55,200 | \$62,100 | \$68,950 | \$74,500 | \$80,000 | \$85,500 | \$91,050 |

#### Available Assistance

- o **Eligible households may receive up to \$1,000 of assistance** in a 12-month period. (Households enrolled in existing For Oak Cliff case work)
- o The payment of existing housing-related arrears that could result in eviction of an eligible household is prioritized.
- o Households may reapply for additional assistance at the end of each quarter if needed and the overall time limit for assistance is not exceeded.
- o Assistance must be provided to reduce an eligible household's rental arrears before the household may receive assistance for future rent payments.
- o We do not provide emergency assistance.
- o We have a 7-10 day processing period.

| <b>Details on Allowed Expenses</b>  |
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| <p>Expenses will be approved on a case-by-case basis by the Director of Advocacy</p> <p><b>Housing</b></p> <ul style="list-style-type: none"> <li>- Various types of housing can be approved based on the situation of each individual/family. Covered expenses could include but are not limited to:               <ul style="list-style-type: none"> <li>- rent, mortgage</li> <li>- application fees, security deposits, prorated rent</li> <li>- hotel rooms</li> </ul> </li> </ul> <p><b>Utilities</b></p> <ul style="list-style-type: none"> <li>- Various types of utilities can be approved based on the situation of each individual/family. Covered expenses will prioritize those that are required for basic needs, such as:               <ul style="list-style-type: none"> <li>- electricity</li> <li>- gas</li> <li>- wifi/phone</li> </ul> </li> </ul> |

## **Protocol**

- o Internally
  - a. Member reaches out to FOC staff; we schedule them for an appointment or walk in with a community advocate
  - b. Meeting:
    - o 1) determine eligibility by completing the FOC advocacy notes, which should include:
      - o description of their circumstances and reason for requesting assistance
      - o description of the types of assistance they are requesting, including payee and amounts
    - o 2) if eligible, complete the rent/utility assistance application (neon application)
    - o 3) sign and date all forms (Applications and required documents accepted in person on Wednesday's at Glendale)

- c. Approval:
  - o 1) share with the Director of Advocacy for approval
  - o 2) Dir. of Advocacy will send to the accounting department for payment (Notification of approval will be sent out on Tuesdays)
- d. Payments:
  - o 1) Accountant will note in the advocacy notes what was paid, the amounts, and the check #s; or if paid electronically, the confirmation number for the payments (Submitted to Accountant on Wednesdays)
  - o All payments will be mailed directly to the company.
- o Protocol for following up on unpaid assistance requests
  - a. Community Advocate who completed the file should check to see if the payment was made in the file and confirm with the member
  - b. If they cannot determine if payments were made, escalate it to the Director of Advocacy, who will work with the accountant to identify if the payments were received
  - c. Director of Advocacy will report back to the Community Advocate who will report back to the member the status of the payments
- Documentation needed to be approved-
  - o proof of residency
    - Proof of income
    - List of itemized expenses
    - Total calculation of both
    - Copy of bill or lease

Internal Spreadsheet

External Bill Assistance

The below grant amounts are the ones with restrictions related to rental assistance and/or financial relief. **It'd be wise to confirm how much we have already spent to date with accounting for most up to date amounts:**

- Resilience Fund from TX Women's Foundation - \$30,000 (\$250 installments to women)
- YWAC at the TX Women's Foundation - \$5,000 ( \$250 installments to women)
- CFT - \$25,000 (10 more families at \$250 a month)
- Moody - \$35,000 (disaster relief)
- PepsiCo - \$25,000 (disaster relief)
- Santander - \$25,000 (families at \$250 a month)

What are some ways that people can give back or get involved?

- Complete a survey
- Family Liberation Plan lite
- Getting participants enrolled in more long term services
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