Emergency Housing Assistance Program

Navigating for Navigators
May 15th, 2020
What is The Emergency Housing Assistance Program?
Emergency assistance for rent, mortgage, utilities, and other supports for income-qualified households within city limits.
Who Qualifies?

- Renters and homeowners
- Households with $\leq$ 100% AMI in last two months
- Citizen or foreign-born, with or without documents
- Must demonstrate hardship
- Must live inside city limits

On Jurisdiction

To find out if an applicant lives inside the City of SA limits; use: [https://www.sanantonio.gov/Council/Find-My-Council-Member](https://www.sanantonio.gov/Council/Find-My-Council-Member)

If the applicant is not inside City limits, you will see the council district as "0" and the marker will be in a gray area. The applicant can then go to [http://www.habctx.org/TRAM](http://www.habctx.org/TRAM) to apply for assistance through the county.
Documents Needed for Rent/Mortgage Assistance

1. Acceptable Identification for Adults in the Household:
   - State Issued ID Card; OR
   - Social Security Card; OR
   - Birth Certificate; OR
   - Passport; OR
   - 2019 Tax Return that lists all household members; OR
   - Employment Authorization Document (EAD form); OR
   - Mexican Voter Card; OR
   - Matrícula Consular

   (For household members under 18 years of age: Birth Certificate; OR Social Security Card; OR SNAP or Medicaid Benefit Statement; OR School Records)

2. Acceptable Proof of Hardship Documents:
   - Unemployment Letter; OR
   - Furloughed Letter; OR
   - Check stubs noting decrease of hours or pay; OR
   - Personal statement of hardship

3. Acceptable Proof of Income Documents
   - Last 60 days of Check stubs; OR
   - Last 60 days bank statements; OR
   - HHSC Award Letter (SNAP or Medicaid Benefit Statement) which includes income; OR
   - Benefits award letter (e.g. Social Security, SSI, TANF); OR
   - Pay history from employer

4. Mortgage Statement or Lease agreement Acceptable Documents:
   - Lease Agreement signed by all parties (outline of contract and signatures pages only; typically first and last page); OR
   - Mortgage Statement

- Hardship Supporting Documentation (what caused household to fall behind);
- Acceptable Identification for all adults in the household;
- Acceptable Proof of Income Documentation for the last 60 days;
- Lease Agreement signed by all parties; if applicable;
- Mortgage Statement if applicable;
Before you apply, collect one thing from each row. If there is more than one person living with you, make sure to collect information for every household member.

<table>
<thead>
<tr>
<th>A document that shows that you either rent or own your home</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Lease (usually just the first &amp; last page) or</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mortgage statement</td>
<td>• Fill out a lease template with your landlord (LINK)</td>
<td>Call 210-207-5910 and we can walk you through your options</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>One or more documents that identify all persons who live in your house (even if they are not related to you)</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• ID card issued by a government (it’s OK if that government isn’t in the United States)</td>
<td>• SNAP award letter</td>
<td></td>
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</tr>
<tr>
<td>• Passport</td>
<td>• Social security card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Birth certificates</td>
<td>• Tax return that lists everyone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Employment Authorization Document (EAD)</td>
<td>• Voter registration</td>
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<tr>
<td>• Matricula Consular</td>
<td>For kids under 18, you can also use school records/report cards with the address, SNAP, TANF, or Medicaid award letters</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>One or more documents that show how much you owe</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Past due utility bill</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Notice to vacate/ statement of past due rent</td>
<td>• Lease (usually just the first &amp; last page)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mortgage statement</td>
<td>Call 210-207-5910 and we can walk you through your options</td>
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<thead>
<tr>
<th>One or more documents that show what’s making it hard to pay your bills or keep your housing</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Notice of unemployment or furlough</td>
<td>• Check stubs that show a loss of pay or hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Writ of possession</td>
<td>Write a letter explaining your situation and sign it</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>One or more documents that show income for all members of your household 18 years and older for the last two months (even if you don’t have any right now)</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Bank statements that show income (screenshots are OK)</td>
<td>• Paycheck stubs or pay history</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Award letter for Social Security, SSI, TANF, SNAP or Medicaid that shows your income</td>
<td>Call 210-207-5910 and we can walk you through your options</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact information for your landlord or mortgage company</th>
<th>Most common:</th>
<th>Other common submissions:</th>
<th>If you don’t have anything…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Name, phone number, and email</td>
<td></td>
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</table>
Once in the website, the service provider selects each form of assistance the client needs.

The client will be asked if they are currently receiving assistance, their income source and their household make up.

It also asks if Spanish or English is the preferred languages.

If another language besides English or Spanish is needed, please reach out to (210) 207-5910.
Rental Assistance Needed

• You can request a security deposit, an application fee, or one month's rent.
• Outstanding rent means overdue rent, as well as outstanding fees mean fees incurred due to non-payment of rent.
• Selecting multiple means that you need more than one item.
• You will need to breakdown the fees in a later section.
• Do not put a lump sum under rent needed; this will raise flags with the reviewer.
Mortgage Assistance

Just like the rental assistance dropdown, one or more options can be selected from the mortgage assistance dropdown.
Flagging Services Needed

• Social Services offered and how to request them- When the case manager reviews the case, they will reach out to the applicant with resources for the services needed. Explain that this is where additional services can be requested.
Utility Assistance

- Utility Assistance options allow applicant to select payments for utilities. They can also request additional fees.
- All applicants can request a combination of services, but if they are only requesting utilities, they should fill out the Department of Human Services Request for Utility Assistance Application.

Link is also on bottom of Rental/Mortgage Assistance main application screen

https://dhs.mendixcloud.com/p/Kinetech/GovTech/HousingAssistance
In this drop down, the applicant can ask for fees that aren't considered direct rental assistance.

- Items that may be considered are storage fees, moving supplies. (These are only offered in cases of relocation)
- The eviction information tab may not be applicable to the applicant.
- They can request these services in combination of the other services.
Application is Available in English/Spanish Languages
At the end of registration, income source is asked.

If there has not been an income source for the past 2 months, such as being unemployed, then the income should be listed as zero.

One thing to remember is that we are reviewing the past two months of income, so even if someone earned more than the Average Median Income of $72,000 last year, and have been unemployed, their average income is less and allows them to qualify.

We have additional funding sources for those that make above $72,000. The family may still be able to qualify for services under these.
• Make sure that you have all documentation ready because the application will time out!
• This application can be completed on your phone or on a computer. You will not be able to save your work.
Detailed Housing Demographics

• Every drop down in this section is required, but all demographic questions have an "Opt Out" option.

• Ask the applicant to list full name, correct spelling, and to fill out the rest of this section as accurately as possible.

• The applicant does not have to provide a social security number if they do not have one.

• This information should be completed for everyone in the household, including children.

• In the next step, the client will be asked for their information and all residents living in the home.

• The applicant should list as accurately as possible, their current stage of eviction even if they are in the initial phase (given notice).

• Other documents may be acceptable and should be communicated when a NHSD rep follows up. The application should be as complete as possible in order to expedite the allocation of the assistance.
The applicant should then select the reason from the drop down that most resembles their reason for income loss.

The industry drop down should also reflect what most resembles the type of work that the applicant normally does.

The text box requesting a statement of reasoning should be as detailed as possible.

Please have the applicant explain if the need is as a result of COVID 19 or any other cause.

- Example: "I was furloughed by my employer because of COVID19. I have not been able to work for..etc."
This section must provide accurate contact information for the landlord because of the way the funds are disbursed.

The correct location of the property is also needed in order to ensure that the jurisdictional requirements are met for the disbursement.

If the applicant lives outside the city of San Antonio, there may be other services that the applicant can be referred to in the rejection email.

The how we contact you section is vital to the step that follows the application submission. The applicant will receive correspondence by email.
Resident Information

- This is the section that was previously mentioned in which you must fill out the information for every person in the household.
- This includes the children/infants.
- Please have the applicant answer every question to the best of their knowledge/ability.
- Again, if there is not a social security number, you do not have to list this, but you do have to mark the Social Security Tab as "No."
Supporting Documents

- Only one family member needs to have these documents.

- This section needs to be as complete as possible and can be completed using a cell phone or computer.
  - By phone, the attachment link will allow your mobile camera to open so that you can take snapshots of documents.

- As a rule, please have the applicant provide everything that they can. This will ensure the timeliest processing. There is some flexibility with some of the items listed on this application. If would be difficult to list everything for every possible situation and as a result some of this may be addressed when a NHSD rep follows up with the applicant.
  - Ex: Under ID requirements, these can be provided---Consular, tax forms, not state issued. social security card.

- The lease must be under someone in the household. That person must be included in the application. For Verbal agreement leases there must be proof that the person is living there.
  - This can be receipts of payment to the landlord, etc. We can also assist those staying in hotels if the hotel has provided a lease agreement.

Other documents may be acceptable and should be communicated when a NHSD rep follows up. The application should be as complete as possible in order to expedite the allocation of the assistance.
Duplication of Benefits

A duplication of benefits occurs when an applicant receives assistance from multiple sources for a cumulative amount that exceeds the total need of assistance. The amount of the duplication is the amount of assistance provided that exceeds the need. We calculate and adjust the amount of the assistance we can provide based on what the applicant still has a need for after considering other funds received.

Any funds an applicant has received from any other source, such as a non-profit, for the same purpose (same bill/month of rent) must be considered when the amount of the CDBG award is determined. While we are still waiting on HUD guidance for this specific activity, we are counting any other source of assistance the client has received or applied for as possible duplication of benefits.

A client can/should still apply if they have received other funds. The application will be reviewed and they will be contacted regarding their eligibility.

Ex: If a client provides a current CPS Energy bill and it shows a balance due of $350 and she indicates that she was approved for $150 of assistance by Catholic Charities for the same bill, we would deduct the $150 from the total due and pay only the balance of $200. To pay the full amount of the bill as presented would result in a duplication of benefits.
The Next Step

• It is very important that we have landlord information because it can delay the process. We need to communicate with the landlord so that we can verify to see if they are a vendor. The landlord will also be sent information so that they are able to verify the amount that the client owes.

• The Landlord is asked for supporting documents, such as the W-9 form. The Landlord will have to be a vendor with the City. We will send them forms to register as a vendor. If they are already in the system, they will receive payment faster, as we bypass this step.

• If there are additional concerns and the applicant needs to come in, then they must call (210) 207-5910 to make an appointment. We are trying our best not to have too many people in the lobby due to COVID19 so we are setting up appointments for these clients.

• Timeline of response time varies on completeness of application

• If more information is needed
  – Applicant will be emailed
  – Applicant has 72 hours to respond

• If applicant is sent to review process
  – Landlord is contacted via email
  – Application is reviewed by caseworker