



COLLIN CARES: Emergency Housing and Living Assistance (ELHA) Program

FAQs - **UPDATED 5/31/20**

Rental/Mortgage/Utility Assistance of \$30M for Eviction/Foreclosure Prevention for the Residents of Collin County

CRITERIA FOR RENTAL, MORTGAGE AND UTILITY ASSISTANCE

- Rental, mortgage and utility assistance for expenses incurred after March 1, 2020. **Payment made directly to landlord/bank or utility company**
- Residents will be able to apply online and will be assigned to a nonprofit, based on their zipcode
- The application will be on the City's website on June 1, 2020
- The program is NOT first-come, first-serve. The program runs through December 1, 2020
- Document hardship. Decrease in income of 25% or more
 - Unemployment verification
 - Last three paystubs – after March 1, 2020 – documenting a minimum 25% decrease in pay
 - Furlough letter
- Document income – 200% of AMI maximum. (Based on Census data)
- Asset test - \$20k or less in non-retirement assets
- Personal Identification – TDL, Social security, passport or other official document
- Resident of Collin County but NOT in the City of Dallas
- Document mortgage and rental expenses
- Maximum award of \$2,500 per month, not to exceed four (4) months of assistance or \$10,000 whichever is less
- Three (3) months of assistance is the most that can be allocated to one household, at one time. If additional assistance is required, the household will need to verify that they still need assistance and meet the criteria

CRITERIA FOR FOOD ASSISTANCE

- Gift cards for the purchase of food will be distributed to Collin County residents, via selected nonprofits
- Funding will be allocated \$50 per week for each member of the household not to exceed \$800 total per household, per month for a total of \$1,600
- Gift cards for the purchase of food will be included in the \$2,500 per month/\$10,000 total assistance amount

PROCESS

- Application and award of assistance
 - Residents will apply via web based application
 - Applications/clients will be assigned to nonprofits via zip code
 - "Participating" nonprofits will review documentation, process applications and will approve or deny payment



FY 2020 Income Limit Category	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
200% of Collin County 2020 Area Median Income Maximum	\$120,800	\$138,000	\$155,200	\$172,400	\$186,200	\$200,000	\$213,800	\$227,600

Am I eligible?

Resident of Collin County:

<https://collin.maps.arcgis.com/apps/webappviewer/index.html?id=28b784073c47453895a6f69a22bd76e1>

- Put in their address to see if they are in Collin County
- 25% or more decrease in income **due to COVID-19**. Pre-March 1 income vs after vs. current.

Do I have to count my unemployment as income? Yes

What if I get paid in cash? Fill out income documentation form

Can I pay my rent for February with this grant? Grant funds only for expenses March 1 or after.

I am not living here legally. Can I still get assistance? Yes, if you meet all of the other qualifications.

Who is NOT eligible?

1. Individuals and families living in public housing or using housing vouchers.
2. Households that have already received federal CARES Act money from another agency.
3. Families living in units owned by immediate family members. Immediate family ties include (whether by blood, marriage or adoption) the spouse, parent (including a stepparent), child (including a stepchild), brother, sister (including a stepbrother or stepsister), grandparent, grandchild, and in-laws.

Will late fees from landlords, mortgage lenders, or utility providers be an eligible item for assistance?

No, late fees will not be covered by this program

I don't have a document that is asked for and the application won't let me submit my application. I can explain but what do I do? **Upload the Letter of Explanation in place of the document or another document that shows what the question is asking for.**

