

# DALLAS COUNTY EMERGENCY HOUSING ASSISTANCE PROGRAM

*A Collaborative COVID-19 Relief Effort*



Applications are being processed on a first come, first serve basis. While we are committed to processing as many applications as we have funding for, we do anticipate a high demand so please be patient. Completing the application is not a guarantee that a resident will receive a call for the next stage. Please review all information before applying.

## IN ORDER TO QUALIFY DALLAS COUNTY RESIDENTS MUST:

- Have lived within the county since March 1, but also live outside the Dallas city limits**  
*(see eligible zipcodes document)*
- Make less than 80% of the Dallas-area median household income** *(ex: \$48,300/individual)*
- Not have received additional housing assistance from the federal stimulus program known as CARES given from another agency.**
- You are not currently on a voucher program, living in HUD, or living in a relatives home.**

## 1. Participants must provide documentation of the impact of COVID-19 to their circumstance, including but not limited to the following:

- a. Proof of job/income loss, temporary or permanent
- b. Reduction in work hours/income
- c. Increased healthcare and household expenses that attributed to insufficiency of rent/mortgage payments

## 2. Copies of the following:

- a. Valid State ID Card or Driver's license (if possible), and Dates of Birth for all in household
- b. Proof of income, if any (unemployment benefits, check stubs, TANF, etc.)
- c. Proof of occupancy for all household members

### **For those applying for rental assistance:**

- a. A copy of your current lease
- b. A late or eviction notice(s) for monthly rent or proof of circumstance (any paperwork that can support how the household was adversely affected by COVID-19)

### **For those applying for mortgage assistance:**

- a. A copy of the most recent mortgage statement

**FOR MORE INFORMATION OR TO APPLY, VISIT:  
JFSDALLAS.ORG/CARES OR CALL (214) 390-4795**



**Jewish Family Service  
of Greater Dallas**  
*An open door to all in need*

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## FREQUENTLY ASKED QUESTIONS:

### **Do I get the money directly?**

No, the money is paid directly to the landlord for rental assistance and the lender for mortgage assistance or to the utility provider. Your landlord/mortgage company/utility provider must be willing to accept payment from any of the three non-profits partners on your behalf.

### **I have access to the internet, how do I apply for COVID-19 mortgage / rental assistance?**

Starting Tuesday, May 12, please complete an online application available at [jfsdallas.org/cares](http://jfsdallas.org/cares). The application is available in English and Spanish languages.

### **I do not have access to the internet, how do I apply for COVID-19 mortgage / rental assistance?**

Starting Tuesday, May 12, please call (214) 390-4795 Monday through Friday from 9 a.m. - 5 p.m. to be screened over the phone. Please leave a message if you are unable to get through to a staff member. Due to high call volume, please be prepared for a delay or a busy signal. Intake is available to assist in English and in Spanish.

### **Will I have to pay the money back in the future?**

No. The assistance is in the form of a grant, not a loan.

### **Are non-citizens who do not have all the eligibility documentation listed able to apply for the COVID-19 emergency rental or mortgage assistance programs?**

Yes, undocumented individuals, who may not possess a US/Texas ID are still eligible to apply through any of the three non-profits partners applications.

### **I am a landlord, mortgage lender or utility provider, how do I get paid?**

You will be contacted by staff at the email or phone number the client provided with next steps once your tenant, mortgage, or utility client is approved for this grant. Payment will be processed within 2-3 weeks.

**More FAQ's are available on our website and/or can be submitted to [info@jfsdallas.org](mailto:info@jfsdallas.org).**

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## ELIGIBLE ZIPCODES

### ADDISON

FARMERS BRANCH

GRAND PRAIRIE

75001

75050

75051

75052

75054

75212

75234

75244

75249

75254

75381

75358

### BALCH SPRINGS

75180

### CARROLLTON

75006

### COCKRELL HILL

75146

75172

75211

### COPPELL

75019

75063

75099

### GARLAND

GLEN HEIGHTS

RED OAK

75040

75041

75042

75044

75047

75048

75125

75154

UNIVERSITY PARK

HIGHLAND PARK

CEDAR HILL

DESOTO

DUNCANVILLE

75104

75115

75116

75137

75209

75275

75284

75285

### IRVING

75015

75038

75039

75060

75061

75326

### HUTCHINS

LANCASTER

WILMER

75134

75141

MESQUITE

SUNNYVALE

75149

75150

75181

75182

75228

### RICHARDSON

75080

75081

### ROWLETT

75088

75089

### SEAGOVILLE

75082

75083

75085

75159

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