

**Dallas County Health and Human Services**  
**Emergency Housing Assistance Program (EHAP-2021)**

**Launch date January 12, 2021**

**Q. Why has the Emergency Housing Assistance Program, (EHAP-2021) been extended?**

**A.** The COVID-19 public health crisis continues even after initial CARES funding officially ended on December 30, 2020. Many Dallas County residents continue to experience economic uncertainty and the Dallas County unemployment rate has been as high as 15%. A disproportionate amount of the lost jobs have been those held previously by low and moderate-income residents. Even before this public health crisis, Dallas County already experienced a higher homelessness rate than desired and a shortage of affordable housing options. As a result of these considerations, the Dallas County Commissioners decided to extend the DCHHS Emergency Housing Assistance Program into 2021 to assist Dallas County residents with some of the financial burdens they face because of the COVID-19 crisis.

**Q. What services are available for EHAP-2021?**

**A.** Rental or mortgage assistance, or utility (water/sewage) assistance.

**Q. What is the amount of an EHAP-2021 assistance payment?**

**A.** A maximum amount of \$1,500 per month for up to six (6) months, which recipients can use for housing expenses such as rent, mortgage, and utility (water/sewage) payments. Funds may be used to pay all or any part of these expenses that occurred on or after April 1, 2020. Funds will be paid directly to the landlord, mortgagee, or utility company on behalf of the applicant. Provided assistance will never exceed the difference between 30% of the current household's income and the program's reasonable rent standard.

**Q. Who should apply for EHAP-2021?**

**A.** Anyone residing in Dallas County, excluding the City of Dallas, who has been financially impacted by COVID-19 (loss or reduction of income). To qualify, persons may not already be receiving housing assistance from another entity, utilizing Housing Choice/Project-Based Voucher (Section 8), or living in Public Housing. Household income must be 80% or less of the Dallas Area Median Income (AMI). Any assistance already received before January 2021 from EHAP will be subtracted from the six (6) months of eligible assistance.

**Q. If I received assistance through the EHAP in 2020, am I eligible to receive assistance through the EHAP-2021.**

**A.** Yes. You will be eligible to receive assistance through the EHAP-2021. However, the cumulative assistance for EHAP, EHAP-2021, and TERAP may not exceed six (6) months. This means that any assistance you already received before January 2021 from EHAP will be subtracted from the six (6) months of eligible assistance.

**Q. If I submit and meet the eligibility criteria is EHAP-2021 obligated to provide rental/mortgage/utility assistance?**

**A.** Meeting the eligibility criteria alone does not obligate EHAP-2021 to provide assistance to any applicant. Only completed applications meeting eligibility criteria will be considered for assistance subject to the availability of funds. Applications are processed through a lottery system – **Effective July 1, 2021, applications will be processed on a first-come, first-served basis.**

**Q. Are other programs providing similar assistance?**

**A.** Yes. Dallas County's Texas Emergency Rental Assistance Program (TERAP) is providing similar short-term rental assistance. TERAP is anticipated to commence in February 2021.

**Q. If I receive assistance from Dallas County TERAP am I eligible to apply for the EHAP-2021?**

**A.** No. Funds may not be utilized for assistance simultaneously from multiple programs. To be eligible, Dallas County EHAP-2021 requires that applicants are not currently receiving housing assistance from any other program. Your landlord will be required to reimburse the TERAP within ten (10) business days if you receive rent payment for the same time period through another source.

**Q. How do I apply for the EHAP-2021?**

**A.** You may apply for EHAP-2021 by completing the pre-screening application. The pre-screening application is available online in English and Spanish. You may visit [www.dallascounty.org/ehap-2021](http://www.dallascounty.org/ehap-2021) to find the link to the pre-screening application.

If EHAP-2021 eligibility criteria are met in the Pre-Screening application process, you will be contacted to schedule an intake appointment. You will be informed of any supporting documents needed to successfully complete the intake process. If there is a technical difficulty in accessing the link, applicants may call the EHAP telephone number at **(214) 819-1968** between the dates, days, and times specified.

**Q. I do not have access to the internet, how do I apply?**

**A.** Please call the EHAP-2021 telephone number at **(214) 819-1968** between the dates, days, and times specified for assistance with completing your pre-screening application.

**Q. Will the EHAP-2021 pay me if I meet the eligibility criteria?**

**A.** No. The money is paid directly to the landlord for rental assistance, to the lender for mortgage assistance, or to the utility provider for utility (water/sewage) assistance. Your landlord/mortgage company/utility (water/sewage) provider must be willing to accept payment on your behalf. Landlords will be required to release the applicant from payment liability for the time period, waive the claims raised in the eviction case, and not evict the applicant for the period covered by the EHAP-2021.

**Q. Does my EHAP-2021 application guarantee payment assistance?**

**A.** No. The EHAP-2021 payment assistance is subject to the availability of funds. Applications are processed through a lottery system. The program will provide assistance through CY2021 or until funds run out. **Effective July 1, 2021, applications will be processed on a first-come, first-served basis.**

**Q. What is the EHAP-2021 lottery system?**

**A.** The EHAP-2021 lottery is a system wherein eligible pre-screened applications will be randomly sorted utilizing a computer algorithm. Applicants will be contacted according to a Sequenced Lottery Number (SLN) assigned through the lottery system - **Effective July 1, 2021, applications will be processed on a first-come, first-served basis.**

**Q. How will the application for my rental/mortgage/water utility assistance be processed?**

**A.** Applications are processed through a lottery system. The lottery system randomizes the order in which eligible pre-screened EHAP-2021 applications are processed for assistance. We do anticipate a high demand, so please exercise patience. Payments will be processed as promptly as possible - **Effective July 1, 2021, applications will be processed on a first-come, first-served basis.**

**Q. Will the EHAP-2021 pay electric and gas bills if I meet the eligibility criteria?**

**A.** No. EHAP-2021 funds are earmarked for rental assistance/mortgage assistance/utility (water/sewage) assistance. However, if you need assistance with electric and gas payments you will be referred to Dallas County's Comprehensive Energy Assistance Program (CEAP) and external agencies that offer such assistance. You may contact Dallas County's CEAP at 214-819-1848.

**Q. Do I have to pay back any of the EHAP-2021 assistance that I receive from Dallas County?**

**A.** No. Dallas County will not ask you to pay the money back for rental/mortgage/ utility (water/sewage) bill payment assistance.

**Q. My family member moved in with me during the COVID-19 Shelter-in-Place Ordinance. Would I be eligible to apply for the EHAP-2021?**

**A.** Yes. Another family member moving into your home does not preclude applicants from including the member as part of the household. However, that family member's income, if any, must be added to the household's total income for eligibility determination.

**Q. My job laid me off due to COVID-19 Shelter-in-Place Ordinance. Would I be eligible to apply for the EHAP-2021?**

**A.** Yes. The housing expenditures you incurred while sheltering-in-place may qualify you for EHAP-2021.

**Q. My job laid me off in December 2019 due to economic impact. Would I be eligible to apply for the EHAP-2021?**

**A.** No. The onset of the economic impact has to be established on April 1, 2020, and after. However, we may be able to make a referral for assistance through other agencies.

**Q. Is my housing unit subject to Housing Quality Inspection (HQS)?**

**A.** For EHAP-2021, HQS inspection of properties will be conducted if a property was built before 1978. Units must pass the HQS inspection to be eligible for assistance.