

Frequently Asked Questions:

Q. Why was the Emergency Housing Assistance program, (EHAP) initiated?

A. In response to the disproportionate amount of jobs lost, high unemployment rate, and the onset of public health crisis due to COVID-19 which negatively impacted households and their income, on May 5, 2020, the Dallas Commissioner's Court legislated the Emergency Housing Assistance Program to provide relief for Dallas County residents residing outside the City of Dallas.

Q. What services are available for EHAP?

A. Rental Assistance or Mortgage Assistance and Utility (Water Sewage) bill payment assistance.

Q. What is the amount of an EHAP assistance Payment?

A. A maximum amount of \$1,500 per month, for up to three months, may be provided under this program for housing expenses such as rent or mortgage payments, and utilities. Funds may be used to pay all or any part of these expenses, including arrears that occurred on or after March 1, 2020, supported by documentation that such arrears resulted from economic impact due to COVID-19. Funds will be paid directly to the landlord or mortgagee or utility provider 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?

A. Anyone residing in Dallas County outside of the city of Dallas impacted by COVID-19, who is not receiving assistance or living in Public Housing, Housing Choice Voucher Program (Section 8), and does not receive housing assistance from any other entity. Households with income of 80% or less of the Dallas Area Median Income (AMI) with documented proof that their income has been affected by the current COVID-19 pandemic.

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

A. Meeting the eligibility criteria alone does not obligate EHAP to provide assistance to any applicant. Only completed applications meeting eligibility criteria, and supported by required documentation, will be considered for assistance subject to availability of funds.

Q. Are other agencies providing similar assistance?

A. Yes. The Catholic Dioceses of Dallas and Jewish Family Services of Greater Dallas are providing similar short-term assistance.

Q. If I receive assistance from the Catholic Dioceses of Dallas or Jewish Family Services of Greater Dallas, am I eligible to apply for the EHAP?

A. No. Funds may not be utilized for assistance simultaneously from multiple organizations. To be eligible, Dallas County EHAP requires that applicants are not currently receiving housing assistance from any other entity. The total EHAP assistance cannot exceed three months.

Q. How do I apply for the EHAP?

A. You may apply for EHAP by completing the Pre-screening Application form. The Pre-screening application is online in English and Spanish. You may visit www.dallascounty.org/ehap to find the link to the **Pre-screening Application**. Please refer to the aforementioned web page for Pre-screening Application opening and closing information.

If EHAP eligibility criteria is met in the Pre-screening Application process you will be contacted to schedule an intake appointment; and, will be informed regarding the required supporting documents, including proof of the economic impact due to COVID-19, to successfully complete the intake process. If there is 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 line at (214) 819-1968 between the dates, days and times specified to be pre-screened over the phone.

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

A. No. the money is paid directly to the landlord for rental assistance or the lender for mortgage assistance or the utility provider for Water/Sewage assistance. Your landlord/mortgage company/utility (water sewage) provider must be willing to accept payment on your behalf.

Q. Does my EHAP application guarantee the payment assistance?

A. No. The EHAP payment assistance is subject to the availability of funds.

Q. What is the EHAP lottery system?

A. The EHAP 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.

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

A. Applications are processed through a lottery system. The lottery system randomizes the order in which eligible pre-screened EHAP applications are processed for assistance. We do anticipate a high demand, so please exercise patience. Payments will be processed as promptly as possible.

Q. Will the EHAP pay electric and gas bill if I meet the eligibility criteria?

A. No. EHAP funds are earmarked for rental assistance/mortgage assistance/utility (water sewage) bill payment assistance. However, you will be referred to Dallas County's CEAP program and external agencies that offer such assistance.

Q. Do I have to pay back any of the EHAP 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?

A. Yes. Another family member moving in the house does not preclude applicants from including the member as part of the household. However, that family member's income, if any, must be included 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?

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

Q. My job was part time and closed for 30 days due to COVID-19 Shelter-in-Place Ordinance; would I be eligible for the Emergency Rental/Mortgage Assistance program?

A. Yes. The housing expenditure you incurred while sheltering-in-place may qualify you for emergency rent/mortgage/utility assistance.

Q. My job laid me off December 2019 due to economic impact, would I be eligible to apply for the EHAP?

A. No. The onset of the economic impact has to be established on March 1, 2020 and after. However, EHAP 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, HQS inspection of properties will be conducted if property is built before 1978. Unit must pass the HQS inspection to be eligible for assistance.