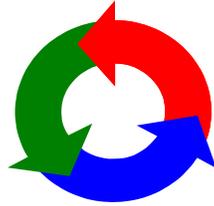


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**Information Guide for Emergency Rental and
Housing Assistance for Residents in Washington D.C,
Maryland & Virginia**

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CSOSA, Office of Victim Services: Information Guide for Emergency Housing Assistance for Residents in Maryland, Washington D.C & Virginia

This document was created in our continued efforts to provide our clients with the most comprehensive and up to date information regarding one's options when seeking emergency rental assistance. This document seeks to help us further achieve our goals as an agency and to assist our clients with becoming more independent and self-sufficient. Since our start in 2001 VSP has provided assistance to over 2,000 clients with an overall success rate of 95%.

Washington D.C:

Emergency Rental Assistance Program (ERAP)

What is ERAP?

ERAP is the Emergency Rental Assistance Program that helps low income district residents facing housing emergencies. The program provides funding for overdue rent if a qualified household is facing eviction (including late costs and court fees). The program also supports security deposits and first month's rent for residents moving to new apartments. ERAP serves low-income District households with children, elderly households (age 60 or older) and people with disabilities. The amount paid on behalf of eligible families depends on a household's income and available resources and is subject to certain limitations. ERAP payments can only be used **ONCE** per year for each eligible household.

What is a Housing Emergency?

A: A housing emergency is when an immediate action is needed to avoid homelessness, to prevent eviction from the home.

Services Provided:

ERAP can help to pay the following:

- Overdue rent, including late costs and court fees, if eviction is about to happen
- Security deposit for a new residence
- First month's rent

*ERAP cannot help to pay for utilities, mortgage payments, or any housing expense other than those listed above.

Who is Eligible for ERAP?

A: You must be a resident of DC, and your income must be below 125% of the monthly federal poverty level according to household size.

How do you apply for Assistance?

A: There are Six (6) organizations that accept applications for ERAP. You must fill out an application, be interviewed, and provide documents the organization needs to decide if you are

eligible. If you do not have enough resources to pay for the residence after the immediate emergency is taken care of, you must also agree to take part in case management services.

You may request an ERAP appointment at the following locations:

1. Catholic Charities

The Southeast Family Center

2812 Pennsylvania Avenue, SE, Washington, D.C., 20020

Office (202) 338-3100, or Fax (202) 338-3188

Website: www.catholiccharitiesdc.org Call-in: Monday 9am – 11am (weekly)

2. Housing Counseling Services, Inc.

2410 17th Street, NW, Suite 100, Washington, D.C., 20009

Adams Alley (between Euclid and Kalorama Streets)

Office (202) 667-7006, or Fax (202) 667-1267

HCS Central Intake Phone (202) 667-7339

Call-in: First business day of each month at (202) 667-7339

3. Salvation Army

National Capital Area Command 1434 Harvard St, NW Suite B, Washington, D.C.,

20009 Office: (202) 332-5000, or Fax (202) 332-5156

Website: www.salvationarmynca.org

Additional Salvation Army Location

The Solomon G. Brown Social Services Center

2300 Martin Luther King, Jr. Avenue, SE, Washington, D.C., 20020

Office (202) 678-9701, or Fax (202) 889-8492

4. The Community Partnership for The Prevention Of Homelessness

Virginia Williams Family Resource Center

920 Rhode Island Avenue NE Washington, D.C., 20018

Office (202) 312-5510, or Fax (202) 312-5598

Website: www.community-partnership.org

(Appointments are scheduled on the 3rd Wednesday of each month starting at 9am by phone call only)

5. The United Planning Organization

2907 Martin Luther King Jr. Avenue, SE, Washington, DC 20032

Office (202) 562-3800, or Fax (202) 562-3802

Website: www.upo.org

(Must call to schedule appointment. Only WRITS can walk-in. Open 9am – 4pm)

6. The Greater Washington Urban League

2901 14th Street, NW, Washington, D.C., 20009

Office: (202) 265-8200, or Fax (202) 387-6515

Website: www.gwul.org

(Appointments on 1st and 3rd Monday of the month. WRIT walk-in on Thursday)

Change, Inc. A non-profit agency offers emergency housing assistance, rent, mortgage payment, and utility and heating bill assistance to residents of Ward 1 and Ward 4 in Washington DC. Call **(202) 387-3725**.

Frequently Asked Questions:

1. Will ERAP pay all of the rent arrearages or security deposit?

When you apply for ERAP, we will look at your income and resources. If you are eligible we will tell you how much you should pay and how much ERAP will pay.

2. Are there limits on how much ERAP can pay?

ERAP can only pay up to certain limits. For overdue rent, ERAP can pay for up to 5 months of overdue rent, or \$4,250. (In cases of disability or households with seven or more children, this can be increased to up to \$6,000). For security deposits and the first month's rent, ERAP can pay up to a total of \$900 each.

If paying the highest ERAP amount will not take care of the housing emergency, ERAP cannot make its payment until you show how the remainder of the needed money will be paid. Also, you can only receive help from ERAP once in a twelve month period.

3. Will ERAP give me the money directly?

A: ERAP will make its payment directly to the landlord, court, or court marshals. No money will be given to you directly.

Additional Resources:

Washington D.C Water, Utility and Heating Bill Assistance Programs

Families and individuals in Washington DC may be able to get help for paying their utility, heating, and gas bills. The utility companies that service the area offer low income, the elderly, and others who may be struggling with financial assistance and cash grants.

PEPCO: offers its customers the Residential Aid Discount (RAD). This energy bill assistance program offers eligible low to moderate income PEPCO customers who do not use all-electric heating help in the form of a 63% discount on the first 400 kilowatt-hours used during the summer months which is classified as June - October. In addition they also provide a 32% discount on the first 400 kilowatt-hours that are used during the cold winter months, which is classified as November – May of each and every year. For the typical RAD qualified customer this program will basically amount into a savings of \$12 per month in the summer on their cooling bills and around \$6 per month during the winter on their heating bills or a total of \$102 per year.

Contact: DC Energy Office at **(202)-673-6750** or Pepco at **(202)-833-7500**.

Washington Gas Company: Offers an emergency charity program for low income people called the Washington Area Fuel Fund (WAFF). The program, which is known as WAFF, is operated

by the Salvation Army and it will aid customers who need financial assistance paying their home heating bills. Funds from the WAFF are available to qualified people from January 1 through May 31.

Another service offered through Washington Gas Company is **Residential Essential Service (RES)**: This utility assistance program offers low income and other customers a discounted gas rates to help them save on their bills. The amount of total savings provided will be based on the applicant's household size and total income level. The assistance is offered during the winter months from November through April of each year. There are three classifications to RES, and they include Class C, who people may receive a total discount up to \$142.02, Class B clients can receive up to \$151.03 and Class A customers can receive up to \$189.08 as savings on their bills.

To apply contact: your local Salvation Army or community action agency or you can dial **(202)-332-5000 or (202)-561-2000**.

Water Assistance: Qualified low income customers in Washington DC can get help with paying their water bills in an emergency. Priority will be given to people who are faced with shut off of their service. The main programs offered are the **Customer Assistance Program (CAP)** as well as a service that is known as **Serving People by Lending A Supporting Hand (SPLASH)**.

To learn more or to apply for the SPLASH payment assistance program and other options, please dial **(202)-354-3600** to speak with a Customer Care Associate.

Customer Assistance Program: is more of a discount program that is offered for your water and sewer bills and overall usage. The District of Columbia's Department of the Environment (DDOE) Energy Office administers this particular discount service to income qualified households in the area. The CAP program will offer eligible low income customers with a discount on their account of up to 400 cubic feet of water and up to 400 cubic feet of sewer services each and every month. This can equate to current savings of up to \$28.80 per month for water and sewer services.

*Various guidelines need to be met in order to receive the discount from the Washington DC Department of the Environment.

For more information please feel free to stop by or call for information on these or other water bill payment plans, discount programs, or emergency financial assistance . Washington DC Water is located at 5000 Overlook Avenue, S.W. **(202)-787-2000**.

Maryland Residents:

Maryland Residents may be eligible to receive funding for Emergency Rental Assistance through Maryland Department of Human Resources through their **Emergency Assistance to Families with Children (EAFC)**.

EAFIC provides emergency cash assistance to families who need emergency help paying rent or utilities or for other emergencies. These funds are available through the local department once every two years when funds are available.

Eligibility Requirements:

- Families must have one or more children under 21 living with them.
- Families must present proof that they have an emergency that was not caused by a family member quitting a job.
- Families must present an eviction notice from utility company that services have been/will be cut off or other proof of an emergency.

Applicants can contact Maryland Department of Human Resources online <http://www.dhr.state.md.us> or Apply in person at your local department of social service.

Below please find a list of local service offices:

1. Garrett County Department of Social Services
1278 Garrett Hwy, Oakland, MD 21550
Phone No. 301.533.3000 or www.msa.maryland.gov
2. Allegany County Department of Social Services
1 Frederick St
Cumberland, MD 21502
Phone No. 301.784.7000
3. Washington County Department of Social Services
122 N Potomac St, Hagerstown, MD 21740
Phone No. 240.420.2100 or www.dhr.state.md.us
4. Montgomery County Department of Social Services
401 Hungerford Dr, Rockville, MD 20850
Phone No. 301.217.3500
5. Charles County Department of Social Services
200 Kent Avenue
La Plata, Maryland 20646
Phone No. 301.392.6400
6. St. Mary's County Department of Social Services
12110 Leonard Hall Drive
Leonardtown, Maryland 20650
Phone No. 240.895.7000
7. Carroll County Department of Social Services
1232 Tech Drive
Westminster, MD 21157

Phone No. 410.386.3300

8. Howard County Department of Social Services
7121 Columbia Gateway Dr.
Columbia MD 21046
Phone No. 410.872.8700
9. Prince George's County Department of Social Services
805 Brightseat Road
Landover, MD 21046
Phone No. 301.909-7000
10. Calvert County Department of Social Services
200 Duke St
Prince Frederick, MD 20678
Phone No. 443.550.6900
11. Cecil County Department of Social Services
170 East Main Street
Elkton, Maryland 21921
Phone No. 410.996.0100 or www.cecilcountyhealth.org
12. Harford County Department of Social Services
2 South Bond Street Suite 300
Bel Air, Maryland 21014
Phone No. 410.836.4700
13. Baltimore County Department of Social Services
6401 York Road
Baltimore, MD 21212
Phone No. 410.853.3000
14. Maryland Department of Human Resources Central Headquarters
311 W Saratoga St,
Baltimore, MD 21201
Phone No. 800.332.6347 or www.dhr.state.md.us
15. Anne Arundel County Department of Social Services
7500 Ritchie Hwy, Glen Burnie, MD 21061
Phone No. 410.269.4500
16. Anne Arundel County Department of Social Services Annapolis Office
80 West St.
Annapolis, MD 21401
Phone No. 410.269.4500
17. Dorchester Department of Social Services
627 Race Street
Cambridge, MD 21613
Phone No. 410.901.4100

18. Queen Anne's County Department of Social Services

125 Comet Dr.
Centerville, MD 21617
Phone No. 410.758.8000

19. Talbot County Department of Social Services

301 Bay Street #5
Easton, MD 21601. Phone No. 410.770.4848

Virginia Residents:

When a homeowner or renter is in danger of losing their home due to a short-term inability to make rent or mortgage payments, Housing and Community Services of Northern Virginia (HCSNV) can help with one-time, emergency financial assistance to stabilize the client's situation.

HCSNV can also make grants for emergency utility payments and we make renting an apartment possible for people who can't afford to pay both a security deposit and first month rent. HCSNV distributes the grants directly to landlords and utility companies upon verification of the client's need and eligibility, and the client's active participation in our Housing Counseling and Case Management programs.

The Virginia Homeless Solutions Program (VHSP) is a state- and federally-funded program funded by the State General Fund and the federal Emergency Solutions Grant (ESG) to support Continuum of Care (CoC) strategies and homeless service and prevention programs that align with the following goals:

- To reduce the number of individuals/households who become homeless;
- To shorten the length of time an individual or household is homeless; and
- To reduce the number of individuals/households that return to homelessness.

Eligibility

Eligible applicants include units of local governments, nonprofits, planning district commissions (PDCs)* and public housing authorities (PHAs)*. Eligible activities for the VHSP are shelter operations, rapid re-housing, prevention, child services coordination, centralized/coordinated assessment systems, CoC planning, HMIS, administration and HOPWA assistance.

This program targets individuals and families who are homeless and those who are at-risk of homelessness. These include households that fall into the following categories:

1. Literally homeless: Individuals and families who lack a fixed, regular, and adequate nighttime residence including those residing in a shelter or a place not meant for human habitation and those exiting an institution where they resided temporarily
2. At-risk households: Individuals and families who will imminently lose their primary nighttime residence
3. Households fleeing or attempting to flee domestic violence who are either literally homeless or at-risk of homelessness (category one and two above)

Rapid re-housing assistance is limited to literally homeless households. These are households who lack a fixed, regular, and adequate nighttime residence at intake. This includes those currently residing in a shelter and those exiting an institution (where they resided temporarily) with no housing resources. DHCD Homeless Certification and Program Participant Eligibility Requirements documentation must be included in each program participant file.

Please note, except for case management the total period for prevention and/or rapid re-housing assistance is limited to 24 months within any three-year period.

Prevention assistance is limited to those households who will imminently lose their primary nighttime residence and otherwise meet all other requirements for prevention including having household incomes below 30 percent AMI. DHCD Program Participant Eligibility Requirements documentation must be included in each program participant file.

Please note, except for case management the total period for prevention and/or rapid re-housing assistance is limited to 24 months within any three-year period.

Program Participant Initial Eligibility by Activity Type*

Eligible Activity

Program Participant Eligibility

Shelter

- Literally homeless
- At imminent risk of homelessness
- Individuals exiting institution (where they resided temporarily) with no resources or anywhere to go.

Rapid Re-housing

- Literally homeless (shelter residents, living in other situations not meant for human habitation); or
- Individuals who were literally homeless prior to entering an institution (where they resided temporarily – 90 days or less) and are exiting the institution with no resources or anywhere to go; AND no other resources.
- At imminent risk of homelessness;
- Household income below 30 percent AMI; AND no other resources

Utility and Heating Bill Assistance Programs in Virginia:

Residents needing assistance with utility and heating bill can apply for assistance through the Virginia Department of Social Services for their Energy Assistance Program (EA).

The purpose of this program is to help eligible low-income households offset expenses associated with heating and/or cooling their home.

Assistance Available:

- Heating equipment - repair or replacement
- Heating equipment - supplemental (example: fuel tanks)
- Security deposit - primary heat expense
- Heating fuel/utility - primary

Eligibility Requirements

There must be a heating emergency, such as:

Lack of heat

Imminent utility cut-off

Inoperable or unsafe heating equipment

How to Apply:

- Option 1: Screen for eligibility and/or apply online through CommonHelp website: (<https://commonhelp.virginia.gov/access/>)
- Option 2: Bypass eligibility screening and submit an application manually. Fill out the appropriate application below and return it to your local department of social services.