



# Individual/Household Assistance Program

## A COVID-19 Relief Program for Rowlett Residents

The City of Rowlett has partnered with **Catholic Charities of Dallas, Inc.** to provide emergency rent/mortgage and utilities (gas, electric and internet) assistance to City of Rowlett residents impacted by the COVID-19 pandemic. Catholic Charities is processing applications on a first-come, first-served 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 qualify for assistance. Please review all information before applying. **The application period starts on Wednesday, September 22, 2020 (the application portal will go live at midnight on September 22, 2020) and ends at 11:59pm on October 31, 2020.**

### In order to qualify, City of Rowlett residents must:

- Have lived within the City of Rowlett for at least the last 60 days (at time of application)
- Not have received additional or concurrent housing assistance from the federal stimulus program (known as the CARES Act) through another public agency or nonprofit organization
- Make less than 120% of the area median household income (AMI) by household size:

Income Limit	One Person	Two People	Three People	Four People	Five People	Six People	Seven People	Eight+ People
120% AMI	\$72,400	\$82,750	\$93,100	\$103,450	\$111,700	\$120,000	\$128,250	\$136,550

To be eligible, residents must provide documentation of the impact of COVID-19 on their financial situation, including but not limited to the following:

- Proof of job loss (temporary or permanent) or furlough or proof of reduction in work hours and/or income
- Increased health care, childcare or household expenses *related to COVID-19* that contributed to challenges in making rent/mortgage and/or utility payments
- Copies of the following:
  - ⇒ Personal identification (government-issued ID)
  - ⇒ Proof of income before and during COVID-19 (unemployment benefits, paycheck stubs, Temporary Assistance for Needy Families, etc.)
  - ⇒ Proof of residency and occupancy
  - ⇒ For those applying for rental assistance:
    - A copy of your current lease
    - A past-due/late or eviction notice(s) for monthly rent; landlord ledger or proof of past-due and current rent owed
  - ⇒ For those applying for mortgage assistance:
    - A copy of the most recent mortgage statement
  - ⇒ For those applying for utilities (gas, electric and/or internet) assistance:
    - A copy of your past-due and current bills

Need more assistance? Contact Catholic Charities' helpline at 214-257-0674.

To fill out an application, go to [www.zoomgrants.com/zgf/RowlettHAP](http://www.zoomgrants.com/zgf/RowlettHAP)



## Individual/Household Assistance Program Frequently Asked Questions

***How much support can I receive?***

Eligible residents can receive up to \$2,000 per month for a maximum of six (6) months.

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

No, the money is paid directly to the landlord/mortgage lender and/or your utility providers. Your landlord/mortgage company and utility providers must be willing to accept payment from Catholic Charities on your behalf.

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

Please complete an online application at <http://www.zoomgrants.com/zgf/RowlettHAP>. 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?***

Please call 214-257-0674 Monday through Friday from 9 a.m. to 5 p.m. to be assisted over the phone. Intake is available 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.

***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 or mortgage client is approved for this grant. Payment will be processed in two to three weeks.

***Can the funds be used to pay my unpaid City of Rowlett utility (water) bills or the property tax portion of my mortgage payment?***

No, the CARES Act specifically prohibits the funds to be used for government revenue replacement. Catholic Charities' staff can assist you with identifying other community resources.

***How will I be notified after I submit my application?***

Upon submission, you will receive a confirmation email from Catholic Charities and a case manager will contact you within two (2) business days to update you on your application, confirm relevant information, and request additional documentation, if needed. We ask that you provide all of the required documentation within seven (7) days.



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### ***Do I have to count my entire household income?***

Yes, income from all adult members of the household (18 years and over) must be submitted.

### ***What if I get paid in cash?***

Your assigned caseworker will provide you with an income verification form to be completed.

### ***Who is NOT eligible?***

The following residents are *NOT* eligible per federal regulations:

- Individuals and families living in public housing or using housing vouchers
- Households that are currently receiving federal CARES Act money from another public agency or nonprofit organization
- 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

### ***How will I know my lender or landlord has been paid, and how much has been paid?***

Your assigned caseworker at Catholic Charities will notify you of the status of your application, including approval and the amount of funding to be provided to your landlord or mortgage company.

### ***Can I get assistance for future bills?***

Catholic Charities will provide assistance for past-due and currently due bills. As long as you have not received six months of assistance from the program, we can provide assistance for future bills, once they are due and once you confirm that you are still having financial difficulties. Simply email or call your Catholic Charities caseworker, and he/she will verify your need and process the appropriate payment.