



Federal Emergency Rental Assistance Program Discussion with ERAP Providers

Department of Human Services
March 5, 2021



PROGRAM OVERVIEW

Overview of New Federal Funds

The District has been allocated \$200 million, federally administered by Treasury. Funds are available through December 31, 2021.

Use of Funds

- At least 90% for rent and utility or other housing assistance (as defined by the Secretary).
- Up to 10% for administration and case management.
- Assistance can be provided for 12 months, though an additional 3 months can be provided to ensure housing stability. Financial assistance for prospective rent payments is limited to three months at a time up to the 12-month limit.
- Payments are made to landlords or utility companies on behalf of renters but can go to renters if landlords are unresponsive to US mail within 14 days or if telephone, electronic, or other outreach attempts over 10 days are unsuccessful.
- Landlords are explicitly allowed to assist tenants in applying, but tenants must sign the form and receive notice of the application.

Overview of New Federal Funds

Eligibility

- Eligible if one or more individuals:
 - Has qualified for unemployment benefits.
 - Can attest in writing that they have experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the pandemic.
- Must demonstrate a risk of experiencing homelessness or housing instability (rent and utility arrears are themselves sufficient).
- There are no restriction on those who have housing subsidies or those who are undocumented.

Documentation

- Federal requirements include proof of identity, proof of income, proof of lease
- In some cases, self-attestation can be utilized for people missing certain required documents.

Administration and Prioritization

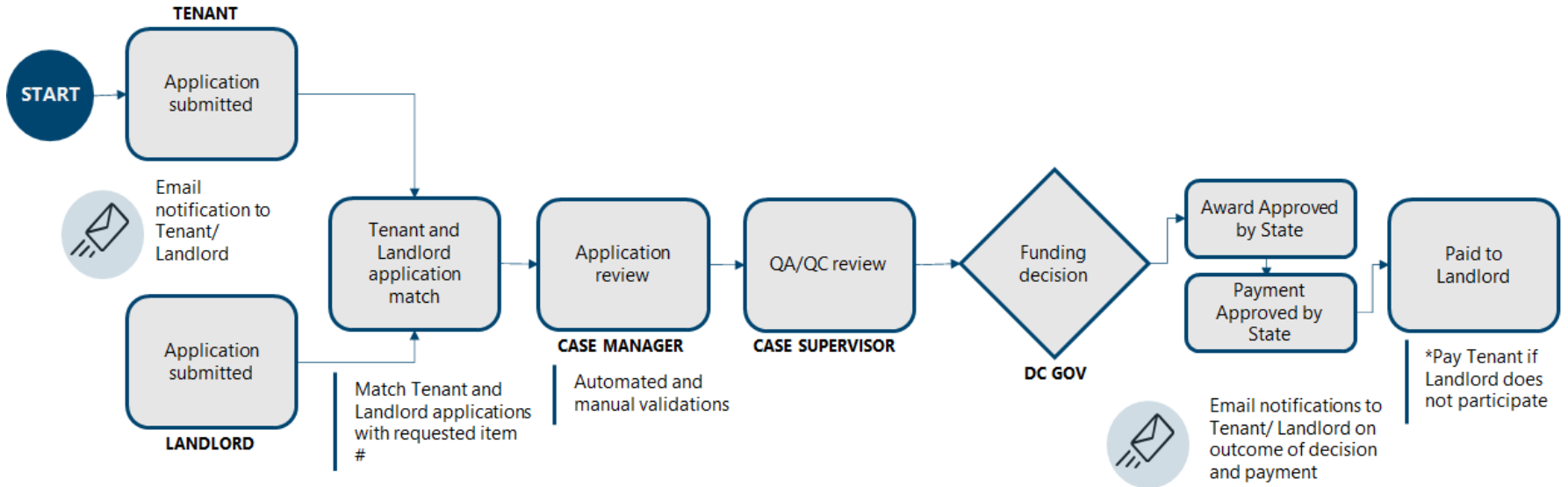
Federal Prioritization

- Households below 50% AMI.
- More than 90 days of unemployment.

Administration

- The new program will be administered jointly by DHS and DHCD.
- The District has contracted with Deloitte to quickly build a streamlined application system, where residents can apply for rental assistance and eligible utilities.
- Deloitte is also managing a contact center to answer questions about rent assistance and to follow up with incomplete applications.
- While Deloitte is managing the online system and data, there will be other ways to submit an application and receive technical assistance.

Application Process



Timeline & Communication Plan

- Federal rental assistance funds are available now through our current CHAP program.
- Anticipate having new structure in place to begin accepting rental assistance applications on the new platform by **mid/end of March**.
- Federal funds must be spent by December 31, 2021, 65% (\$130M) needs to be obligated September 30, 2021.
- Communication & Outreach:
 - DMPED, in collaboration with DHCD & DHS will lead the communication and outreach efforts including a website, media campaign, and grassroots outreach with trusted community entities.

ERAP Providers Proposed Roles

- The relationships, expertise, and credibility that CBOs already have with residents are crucial to our success.
- We're in discussion with ERAP providers to assist residents by:
 - Sharing information about the new program
 - Accepting paper applications and documentation
 - Working with residents who need assistance completing an application

Stakeholder Feedback Session

- Breakout to small group discussion
- Identify a note taker
- Note taker will send the recommendations on the group chat feature when we return to the larger group
- Or email the recommendations at erap.program@dc.gov no later than COB Wednesday, March 10, 2021

Stakeholder Feedback

- **What steps should we take to make sure residents are aware of the services and access it?**

Stakeholder Feedback

- The current ERA regulation allows the full payment of rental arrears for up to 12 months, **should there be conditions under which the program should only pay partial arrears?**

Stakeholder Feedback

- Acknowledging that the digital platform Deloitte manages can't be the **ONLY** means for DC residents to get information and apply for the program, **how can we increase tenants' ability to utilize this digital platform?**

Stakeholder Feedback

- We know acquiring documentation can be challenging, but Treasury continues to put an emphasis on requesting documents from applicants,
 - **What suggestions do you have to assist consumers in collecting documents such as ID, pay stubs, bank statements, lease, etc.?**

Stakeholder Feedback

- **What is the best way to collect feedback from consumers and stakeholders after the program rolls out in order to adjust the business process in a timely manner?**
 - Digital forum/comment site
 - Feedback line
 - Public meetings
 - Other means?

NEXT STEPS

Next Steps

- Continued conversations with CBOs about their role.
- Continue to build out communication and marketing plan.
- Finalize new system with Deloitte.
- Implement feedback sessions after “go live” to collect thoughts and make necessary adjustments.
- You can send your feedback to erap.program@dc.gov before COB March 10, 2021

THANK YOU!