

# GOVERNOR'S INTERAGENCY COUNCIL ON HOMELESSNESS

Tuesday, March 23, 2021

Regular Meeting 1:30 P.M. to 3:30 P.M.

Join Zoom Meeting

<https://okcommerce.zoom.us/j/94725479439?pwd=VGh6Y3JqRStxOWZNV3BmRUhya1dRUT09>

Webinar ID: 947 2547 9439

Passcode: 505264

## AGENDA

- I. Welcome and Introductions
- II. Approval of the Minutes
  - a. October 20, 2020
- III. Plan of Action – Sub Committees
  - a. Executive Committee – Greg Shinn
  - b. Housing – Tim Shackelford
  - c. Employment (Education/Training) – Janelle Bretten
- IV. Action Items –
  - a. Discussion and Action for Approval of the 2021 Meeting Schedule
  - b. Discussion and Action for Approval of the 2021 Slate of Officers
  - c. Discussion and Action for Approval of Support Letter to the Oklahoma Department of Mental Health and Substance Abuse Services for the US DOJ Housing Assistance Grants for Victims of Human Trafficking.
- V. Other Business and Announcements
  - a. Update on Discharge Planning Summit in 2021
  - b. Oklahoma City Basic Center Program – Youth Outreach Grant
  - c. Update and Discussion of Council Vacancies
  - d. Legislative Update
  - e. Current Initiatives
    - i. OKC Strategic Plan
    - ii. Tulsa Strategic Plan
    - iii. Tulsa Housing Policy Update
  - f. Update on Next Meeting Location
    - i. Next GICH Regular Meeting is Tuesday, April 20, 2021
- VI. Public Comment
- VII. Adjournment of Regular Meeting

**Members scheduled to attend virtually to GICH Meeting:**

<b>Members</b>	<b>Organization</b>
<b>Gregory Shinn - Chair</b>	Mental Health Association Oklahoma
<b>Suzanne Williams - Vice Chair</b>	ODMHSAS
<b>Janelle Bretten - Secretary</b>	Office of Juvenile Affairs
<b>Jerod Shadid - Parliamentarian</b>	City of Oklahoma City, Planning Department
Daniel Straughan	The Homeless Alliance, Inc.
Linda Love	KI BOIS Community Action Foundation
Gregory Beben	Legal Aid of Oklahoma
Rich Schaus	Harbor House Foundation, Inc.
James Carter	Northern Oklahoma Youth Services, Inc.
Cale Powers	US Dept of Veteran's Affairs
(James) David Odle	Oklahoma Department of Human Services
Tim Shackelford	Oklahoma Housing Finance Agency
Marshall Vogts	Oklahoma Department of Commerce
Kelly Burger (Proxy to Susan Agel)	Positive Tomorrows
Millicent Newman-Embry	OK Department of Corrections
Keith Tiller	OK Dept of Rehabilitation Services
Nicole Poindexter	OK Institute for Child Advocacy
Stacy Bruce	Bridges, Inc.
Brian Hendrix	District Attorney's Council

# GOVERNOR'S INTERAGENCY COUNCIL ON HOMELESSNESS

Tuesday, October 20, 2020

Regular Meeting 1:30 P.M. to 3:00 P.M.

## MINUTES

The following members were present at the meeting:

Gregory Shinn	Mental Health Association of Oklahoma
Linda Love	KI BOIS Community Action SE Oklahoma CoC
Greg Beben	Legal Aid Services of Oklahoma
Suzanne Williams	OK Dept. of Mental Health and Substance Abuse Services
Jerod Shadid	City of Oklahoma City, CoC
Janelle Bretten	Office of Juvenile Affairs
Susan Agel	Positive Tomorrows
Rebekah Zahn-Pittser	Oklahoma Department of Commerce
Kay Floyd	Head Start Collaboration Office
Cale Powers	Department of Veterans Affairs
Marshall Vogts	Oklahoma Department of Commerce
Dan Straughan	Homeless Alliance
Brian Hendrix	DA's Council

The following guests were present at the meeting:

Christie Baldrige	Deep Fork Community Action Inc
Floyd Long	Department of Corrections (Pending member)
Joseph Nelson	Sequoia House Foundation
Rhene Ritter	Tulsa CoC and Healthy Solutions
Rich Schaus	Gospel Rescue Mission (Pending Member)
Nick Carrier	Refresh Shower Ministry
Denise Phelps	Grand Lake Mental Health Center
Pam Piersaw	Grand Lake Mental Health Center
Sharon Gordon Robero	US Department of Housing and Urban Development
Chris Snuffer	Salvation Army
Nia Arrazon	Family Promise of Lawton
Christian Reese	Mid-Del Public Schools
Steven Bracher	OK Department of Commerce
Michelle Evans	City of Norman and Cleveland County CoC
Laura Estes Akers	Grace Center of Southern Oklahoma
Dana Morrow	Interested Citizen; Retired, Metropolitan Library System
Janet	Guest
Wendy Noerdlinger	Oklahoma Department of Libraries
Amy Martin	Step-Up Transitions

- I. **Welcome and Introductions:** Greg Shinn opened meeting at 1:33 and welcomed attendees. Rebekah Zahn-Pittser reported that we did not have quorum. Rebekah reported that we need 14 Council members for quorum.
- II. **Approval of the Minutes:**
  - a. August 18, 2020: Due to not having a quorum, Greg asked for any comments or corrections on the minutes at this time. Two name corrections were noted.
- III. **Plan of Action – Sub Committees**
  - a. Executive Committee – Greg Shinn shared that Executive Committee meets every other month and open for anyone to attend. Greg updated the Council on September 9<sup>th</sup> meeting where there was discussion on updates to the strategic plan. Discussed many housing programs and virtual inspections. Reviewed subcommittee reports. Discussed related emergency resources and new programs in response to the pandemic through CARES Act funding. Continue to review locations for the GICH meetings where we can showcase best practice models of all providers across the state. Greg shared if anyone is interested in hosting a meeting, please post in chat and Suzanne Williams will reach out to you. Linda Love gave update on bank account status. We also reviewed council vacancies.
    1. Update on GICH Website
  - b. Housing – Tim Shackelford was not able to attend today’s meeting. Tim submitted housing subcommittee report to Council for review. Greg Shinn shared from the subcommittee report that \$2.6 million in HOME funds awarded to providers across the state. He also shared that there were tax credits, multi-family bond awards, and housing choice voucher program from HUD. Greg asked Dan Straughan to report how the Homeless Alliance is receiving referrals from the Diversion Hub as indicated in report. Dan shared that partners are providing mental health and substance abuse services, job training, and housing services. Homeless Alliance has a housing navigator located at the Diversion Hub to assist with housing resources. The former Oklahoma halfway house, which had multiple contracts with state prisons, has been renamed to Cardinal Community House. Cardinal Community House, located in Oklahoma City, provides 75 beds for Diversion Hub clients and another 75 for clients of Education and Employment Ministry Team working with ex-offenders. Dan also reported the hiring of additional staff through CARES funding to assist with eviction prevention. Discussion continued with reports from meeting participants to include Rhene Ritter who reported on overflow shelter in Tulsa, which opened on September 8<sup>th</sup>. The Mental Health Association is running the day shelter and has served 274 individuals. They are providing access to housing through the coordinated entry system. Tulsa day center is also providing night shelter. Greg added that Mental Health Association is working out details of \$1.2 million ESG CV contracts for Rapid Rehousing. Discussion followed regarding CDC eviction moratorium, funding/rental assistance resources, advocacy for households, Legal Aid assistance, and efforts surrounding landlord/tenant communication and mediation.
  - c. Employment (Education/Training) – Janelle Bretten shared that most recent EET subcommittee report dated 10/07/2020 was submitted to Council for review. Janelle reviewed COVID-19 updates and resources, such as additional DHS subsidies for childcare through end of the year. Janelle also shared from report, Department of Commerce Covid-19 related CSBG and ESG funding and resources, which totals \$60 million going toward multiple areas to include homelessness prevention. Janelle shared about grant presentation from Shane Glover, Director of Veterans Affairs at Volunteers of America. Grant award is 1.2 million over 3 years for veterans who are homeless or at risk of being homeless and unemployed. Oklahoma Employment Security Commission is working on new approach to finding veterans who need employment and letting them know what services the Workforce/American Job Center partners have to offer. Discussed updates on virtual forum to include CoCs, Head Start Directors,

and District Homeless liaisons. DHS reported on updates surrounding services for foster care youth and shared that the Be a Neighbor website is creating portal to connect employers with young people and a mentorship piece will be added. Janelle reminded Council that EET serves as steering committee for Individual Placement and Support (IPS). October Resources Newsletter, IPS upcoming training, and IPS annual report were discussed. IPS programs across the state served an average of 250 people per month. Janelle also reported updates on Next Gen Grant, discharge planning forums, bi-weekly housing calls, and monthly employment and education calls. Janelle provided contact information for anyone interested in joining calls.

#### IV. **Action Items –**

- a. Discussion and Possible Action of the 2021 Slate of GICH Officers-Rebecca Zahn-Pittser discussed organizing nominating committee that will pick slate of officers for 2021. Officers can only serve two terms, and all have served two terms. We have nominations for Chair and Vice-Chair. Linda Love and Jerod put on nominating committee and asked for third member. Brian Hendryx volunteered to be third member. Linda shared that there is only one position left to fill. Linda Love reported nomination for Chair-Suzanne Williams, vice-chair Janelle Bretten, and Parliamentarian Brian Hendryx. We still need nomination or volunteer for Secretary. Greg requested nomination for Secretary position and that nominations can be sent to nominating committee. During meeting, Linda reported there was a volunteer and that she would follow-up with that person.
- b. Discussion and Possible Action of the 2021 Meeting Schedule: Rebekah Zahn Pittser provided proposed meeting dates and pending locations for 2021. Greg asked Council to review proposed dates and reminded participants about opportunity to host meetings.

#### V. **Other Business and Announcements**

- a. Update on Discharge Planning Summit- Suzanne shared updates with all CoCs scheduled except Northwest CoC. Other seven CoCs are scheduled and save the dates went out. The Northeast CoC is scheduled for October 22 from 1-3p; Tulsa CoC is scheduled for Oct 28<sup>th</sup> from 10a-noon; Norman CoC is November. 3<sup>rd</sup>; North Central is January 7<sup>th</sup> ; Southwest is January 14<sup>th</sup>; Southeast February 14<sup>th</sup>; and Oklahoma City on March 4<sup>th</sup>. Suzanne shared about agenda items, speakers, and topics being presented.
- b. Oklahoma City Basic Center Program –Suzanne Williams shared that program launched a year ago for street outreach, basic center, and emergency shelter for youth 17 and under in Oklahoma City. Partners include: Pivot, SISU, Mental Health Association, and Homeless Alliance. Suzanne reported additional funding to start new program-Housing to Hope Youth Program in partnership with Mental Health Association, which will provide supportive housing with wrap services to dually involved transitioned aged youth 18-25. They are planning to accept referrals on Monday 10/25/2021 with 16 beds available initially. Potential for this program to expand to Tulsa area.
- c. Update and Discussion of Council Vacancies: Rebekah Zahn-Pittser reported discussion with Chris Bruehl and working on several pending members to include: Rich Schaus, faith-based member; Floyd Long with Department of Corrections to apply; Tammy Smith with State Department of Education; and Marcus Ayres with Oklahoma Health Care Authority.
- d. Legislative Update
- e. Current Initiatives
  - i. OKC ESG CV Funding Recommendations -Greg Shinn noted updates earlier in meeting.
  - ii. OKC Strategic Plan –Greg Shinn reported that OKC Mayor’s taskforce meeting to be held this Friday. Survey went out and results will be reviewed at this meeting.
  - iii. Tulsa Strategic Plan –Greg Shinn stated we will update at next meeting.

f. Update on Next Meeting Location

- i. Next GICH Regular Meeting is Tuesday, December 15, 2020. Location to be determined, but likely to be held virtually.

VI. **Public Comment:** Suzanne Williams shared that Dr. Sam Tsemberis, founder of Housing First, is presenting at the Prevention and Recovery Conference in November.

VII. **Adjournment of Regular Meeting** –Greg requested motion to adjourn. Linda Love moved; Kay Floyd seconded. All in favor.

DRAFT

# GOVERNOR'S INTERAGENCY COUNCIL ON HOMELESSNESS

## EMPLOYMENT, EDUCATION, AND TRAINING SUBCOMMITTEE UPDATE FOR GICH

Wednesday January 6, 2021

### Minutes

Present: Amanda Burnside (ODMHSAS), Linda Whaley (DHS), John Harris (OESC), Kay Floyd (Head Start Collaboration Office), Janelle Bretten (OJA); Mindy Yoder (DHS); Terri Williams (DRS); Mark Kinnison (DRS), Susan Agel (Positive Tomorrows); Jeff Walls (DHS)

Next meeting: TBD

#### **I. Goals and Action Steps Updates**

- a. Discussed modifications to EET action plan. Discussed adding IPS and Veterans employment, training, education areas, as well as foster/transition aged youth. Discussed data and Point in Time Count, specifically working with schools. With OESC, discussed getting the word out about available supports and services. How can we better utilize promotional efforts through GICH website and social media. Discussed connections to Be a Neighbor and Unite us/Oklahoma and Central Employment and Training Alliance. It was suggested that resources need to be in Spanish as well. Also suggested is to utilize ODMHSAS Housing Newsletter to share resources, as well as writing an article about GICH and the EET subcommittee work to be included in the newsletter. Encourage partners to get the word out, provide links on partner agency websites.

#### **II. Early Childhood/School Aged Children/Higher Ed**

- a. Update on virtual regional meetings with CoCs, school district homeless liaisons and Head Start directors-we have started planning to help make connections and develop plan to sustain collaborative partnerships. Although Kay Floyd is retired, she is continuing to work with Janelle Bretten and Tammy Smith to work on coordinating map of CoCs with Head Start Directors and the school district homeless liaisons to develop invite list. Kay's replacement will also be made aware of the project.
- b. Jeff Walls reported that work is being done to extend foster care supports and services for youth to age 21. Data collection and analysis should be finalized this spring. This would have significant impact for youth. Jeff also shared about the Supporting Foster Youth and Families Through Pandemic Act. There is discussion about the Chafee independent living program funds extending through age of 27 (from 21) and increasing education and training from 5k to 12k per year for/transition aged foster care youth. Funds can be used for housing too. Jeff reported that college dorms still open and will continue to monitor. Linda shared that extending the age will be so helpful in getting services to foster care youth who now have children of their own.
- c. Terri discussed DRS partnership with OJA serving custody youth in secure care settings and that we should invite Renee Samson who is over DRS' youth services to join the EET group. Janelle shared more about the partnership with DRS and status of OJA' Next Generation Campus in Tecumseh, OK.

#### **III. IPS Steering Committee-Amanda Burnside**

- a. Amanda shared that there are currently 15 IPS sites and continuing to work on expanding.
- b. Shared next IPS training date.
- c. Discussed Discharge Planning Forum and getting the invites out to EET members so they can share with others. Amanda will send invites for all the remaining meetings.
- d. ODMHSAS currently planning for next Employment and Housing Summit set for April and will be virtual format.

**Governor’s Interagency Council on Homelessness Employment, Education and Training Subcommittee Action Plan 2021**

Goals	Objectives (Measureable)	Action Steps	Update/Due	Status
<p>1. Improve discharge planning to include access to education, employment, and training opportunities of ex-offenders (youth and adult).</p>	<p>1.1 Promote awareness and access to resources through collaboration with public and private partners, as well as faith-based organizations.</p>	<p>1.1.1 Develop a list of employers who are willing to hire ex-offenders and share through newsletters, GICH website and other avenues.</p> <p>1.1.2 Establish list of resources/website links to include on GICH website, as well as link GICH website with partner organizations</p> <p>1.1.3 Utilize websites, social media, trainings, newsletters etc. to highlight programs</p> <p>1.1.4 Monitor existing and new programs through EET meetings every other month</p> <p>1.1.5 Identify barriers/solutions to access services/programs</p>	<p>Ongoing</p>	<p>Active</p>
<p>2. Support a Two-Generation Approach by Developing and Strengthening Partnerships across Early Childhood and Housing Programs and Systems.</p>	<p>2.1 Improve Communication between Continuums of Care and school district homelessness liaisons/Title I Coordinators, and Head Start and child care programs.</p> <p>2.2 Improve Communication between Head Start staff responsible for enrollment and local school district homelessness liaisons.</p> <p>2.3 Educate members of the GICH and CoC’s to educate them on parents rights under McKinney Vento, including eligibility for early childhood programs and child care subsidy.</p> <p>2.4 Educate parents on their rights under McKinney Vento, including eligibility for early childhood programs and child care subsidy.</p>	<p>2.1.1 Identify the school district homelessness liaisons/Title I Coordinators, Head Start Program Directors, and Child Care Resource &amp; Referrals of each CoC, and facilitate their attendance at CoC meetings.</p> <p>2.2.1 Identify or develop a process of communication and coordinated enrollment between school districts, Head Start/EHS programs. Identify barriers/solutions for homeless families to access services.</p> <p>2.3.1 Develop linkage between Child Care Resource &amp; Referrals and CoCs to inform homelessness service providers of child care subsidy eligibility process.</p> <p>2.3.2 Formalize and distribute a flyer explaining parents’ rights.</p>	<p>Ongoing</p>	<p>Active</p>



<p>3. Enhance public school and early childhood program and system integration with the Continuum of Care (CoC)'s coordinated entry process.</p>	<p>3.1 Assist OK Department of Education to promote annual Webinar training on McKinney-Vento.</p> <p>3.2 Develop strong, integrated referral system for children and youth identified by any means as homeless under HUD OR MCKINNEY-VENTO definition to early childhood programs or schools.</p>	<p>3.1.1 Create a resource packet for homelessness liaisons. Urge that all teachers receive some training in McKinney-Vento regulations.</p> <p>3.2.1 Formalize a housing intake form to determine homelessness under McKinney-Vento and immediate referral to services family/child is eligible for, including Head Start, Subsidized child care, pre-K or K-12 school.</p>	<p>Ongoing</p>	<p>Active</p>
<p>4. Improve, leverage, and integrate public school and early childhood homelessness data.</p>	<p>4.1 Identify relevant available early childhood homelessness data sources and mechanisms to assess progress toward this goal.</p> <p>4.2 Identify relevant housing and homelessness data sources and mechanisms to assess progress toward this goal.</p>	<p>4.1.1 Determine how The Wave includes data on children identified as homeless.</p> <p>4.1.2 Track enrollment of children who are homeless in Head Start/EHS.</p> <p>4.1.3 Identify children under age five who are homeless and enrolled in childcare or not enrolled in any early childhood program.</p> <p>4.2.1 Review Point and Time counts/school homelessness counts.</p>	<p>Ongoing</p>	<p>Active</p>
<p>5. Improve employment, education and training access for veterans at risk or experiencing homelessness</p>	<p>5.1 Identify new programs and grant opportunities specific to services for veterans</p> <p>5.2 Promote awareness to supports and services through collaboration with public and private partners, as well as faith-based organizations</p>	<p>5.1.1 Monitor existing and new programs through EET meetings every other month.</p> <p>5.2.1 Establish list of resources/website links to include on GICH website, as well as link GICH website with partner organizations</p> <p>5.2.2 Utilize websites, social media, trainings and other means to promote awareness and access to programs</p> <p>5.2.3 Identify barriers/solutions regarding access to services/programs</p>	<p>Ongoing</p>	<p>Active</p>
<p>6. Improve employment, education and training access for foster care and transition aged youth at risk or</p>	<p>6.1 Identify new programs and grant opportunities specific to services for foster care/transition aged youth.</p> <p>6.2 Promote awareness to supports and services through collaboration with</p>	<p>6.1.1 Monitor existing and new programs through EET meetings every other month.</p> <p>6.2.1 Establish list of resources/website links to include on GICH website, as well as</p>	<p>Ongoing</p>	<p>Active</p>

<p>experiencing homelessness</p>	<p>public and private partners, as well as faith-based organizations</p>	<p>link GICH website with partner organizations</p> <p>6.2.2 Utilize websites, social media, trainings and other means to promote awareness and access to programs</p> <p>6.2.2 Identify barriers/solutions regarding access to services/programs</p>		
<p>7. Serve as Steering Committee for Individual Placement and Supports (IPS)</p>	<p>7.1 Receive reports and updates on IPS sites, services, outcomes, and training opportunities.</p> <p>7.2 Continue to facilitate expansion of IPS teams serving homeless throughout all 77 counties</p> <p>7.3 Continue to work towards expanding the EET for a more robust and diverse group of stakeholders, resulting in better collaboration and increased access to IPS services</p>	<p>7.1 Updates/reports will be reviewed through EET meetings every other month.</p> <p>7.2 Through EET meetings, IPS expansion efforts will be monitored/discussed and how partners can assist.</p> <p>7.3 Through EET meetings, explore/identify expansion of EET member base/list serve of diverse stakeholders.</p>	<p>Ongoing</p>	<p>Active</p>

**GOVERNOR'S INTERAGENCY  
COUNCIL ON HOMELESSNESS**  
**2021 Meeting Schedule**  
***the third Tuesday of every other month***

**Locations  
TBD**

**Regular Meeting Time:  
1:30 p.m. – 3:30 p.m.**

**February 16, 2021  
Pending**

**April 20, 2021  
Pending**

**June 15, 2021  
Pending**

**August 17, 2021  
Pending**

**October 19, 2021  
Pending**

**December 14<sup>th</sup>, 2021  
(Second Tuesday due to Holidays)  
Mental Health Association Oklahoma, Tulsa**

**Go to this link for Agenda:**

**See <https://www.okcommerce.gov/about-us/meeting-notice/>**

**GOVERNOR'S INTERAGENCY COUNCIL ON HOMELESSNESS**

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## FACT SHEET: 2021 ERAP

### What is ERAP?

- ERAP stands for Emergency Rental Assistance Program, a federally funded program by the U.S. Department of the Treasury to help tenants and landlords by paying past due rent and utilities (water, gas and electric).

### How much was awarded to the City of Tulsa?

The City of Tulsa received \$12 million.

### Who are our partners and why?

Restore Hope Ministries is the nonprofit selected to administer the \$12 million. Restore Hope has led rental assistance aid since May 2020 in Tulsa County through Tulsa Area COVID-19 Response Fund, federal CARES Act funds from the State of Oklahoma and many other donations. The nonprofit has provided more than \$3.9 million in rent and bill payments for 1,600 families. Restore Hope has more than 45 years' experience in homeless prevention. Tulsa County also received federal funding of \$7 million, which will also be administered by Restore Hope.

### What is ERAP supposed to accomplish?

ERAP will provide relief to families impacted directly and indirectly by the COVID-19 pandemic and those who might face eviction. The goal is to help alleviate a financial burden for both tenants and landlords and help keep families in their homes.

### Why do Tulsans need this assistance?

Tulsa County has the 11<sup>th</sup> highest eviction rate in the United States, and the situation has only grown worse as the pandemic has devastated many families' economic situations. With many residents losing their jobs and their wages, it has impacted their ability to pay rent and utilities, so this assistance is crucial to their livelihoods. Due to lost rental income, landlords have struggled to pay their bills and mortgages. Through the ERAP program, tenants and landlords will receive much needed relief to ensure stable rental housing in Tulsa.

### Who is eligible to apply?

- City of Tulsa and Tulsa County residents over 18.
- Must meet household income requirements set by federal guidelines (at or below 80 percent of the Area Median Income, AMI)
- Experiencing difficulty with housing
- Experienced a reduction in household income, incurred significant costs, experienced a financial hardship due to COVID-19, or qualifies for unemployment benefits since March 13, 2020

### Ways to apply

- **Online:** <https://erap.restorehope.org>
- **By Phone:** 918-528-9008
- **In Person:** Future pop-up events with community partners

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## DATOS SOBRE ERAP 2021

### ¿Qué es ERAP?

- ERAP, por sus siglas en inglés, Emergency Rental Assistance Program, es un programa federal del Departamento del Tesoro de EE.UU. para ayudar a inquilinos y propietarios a pagar deudas de renta y servicios públicos (incluyendo el agua, gas y electricidad).

### ¿Cuántos fondos fueron otorgados a la Ciudad de Tulsa?

La Ciudad de Tulsa recibió \$12 millones.

### ¿Quiénes están colaborando con la Ciudad y por qué?

Restore Hope Ministries (Ministerio de Restore Hope, por sus siglas en inglés), ha sido seleccionado para administrar los \$12 millones. Restore Hope ha liderado la ayuda de alquiler desde mayo de 2020 en el condado de Tulsa a través de los fondos de alivio sobre COVID-19 en el área de Tulsa, fondos federales de la ley CARES del Gobierno del Estado de Oklahoma entre otras donaciones. La organización sin fines de lucro ha brindado más de \$3.9 millones en pagos de renta y pagos de servicios públicos a 1,600 familias. Restore Hope tiene más de 45 años de experiencia en prevenir la pérdida de hogar. Al igual que la Ciudad, el condado de Tulsa recibió fondos federales, los cuales también serán administrados por Restore Hope.

### ¿Cuál es el objetivo de ERAP?

ERAP va a brindar ayuda a familias que fueron impactadas directa o indirectamente por la pandemia del COVID-19 y aquellas personas que enfrentan un posible desalojo. El objetivo es ayudar a aliviar una carga financiera tanto para los inquilinos como para los propietarios y ayudar a mantener a las familias en sus hogares.

### ¿Por qué es necesaria esta ayuda?

El condado de Tulsa ocupa el puesto número 11 con la tasa de desalojo más alta de los EE.UU. y la situación solo ha empeorado a medida que la pandemia ha devastado las situaciones económicas de muchas familias. Muchos residentes han sido afectados por la pandemia, ya sea pérdida de trabajo o de ingreso, y esto ha impactado su habilidad de pagar renta y hacer pagos de servicios públicos, por lo cual esta asistencia financiera es importante para el sustento de sus familias. Debido a la pérdida de ingresos por alquiler, los propietarios también han luchado para pagar sus cuentas e hipotecas. A través del programa ERAP, los inquilinos y los propietarios recibirán los fondos para asegurar estabilidad de vivienda en Tulsa.

### ¿Qué es ERAP?

- Residentes del condado de Tulsa y la Ciudad de Tulsa mayores de 18 años
- Ingreso familiar en o por debajo del 80 por ciento del ingreso promedio en el área (AMI) de los EE.UU. (*los ingresos promedios están disponibles en [este sitio](#)*)
- Si su ingreso familiar se ha reducido, incurrió costos significativos, ha experimentado dificultades financieras debido al COVID-19 o califica para recibir beneficios de desempleo desde el 13 de marzo de 2020.

### Maneras para aplicar

- En línea:** <https://erap.restorehope.org>
- Por teléfono:** 918-528-9008
- En persona:** Futuros eventos en la comunidad

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# Tulsa County Income Limits

(80% Area Median Income, AMI)

Number of People in Household	Household income equal to or less than the following:
1	\$38,450
2	\$43,950
3	\$49,450
4	\$54,900
5	\$59,300
6	\$63,700
7	\$68,100
8	\$72,500

Figures from the U.S. Department of Housing and Urban Development

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# Límite de ingresos del condado de Tulsa

(80% Ingreso Promedio del Área, AMI)

<b>Número de personas en el hogar</b>	<b>Ingresos iguales o debajo a los siguientes:</b>
1	\$38,450
2	\$43,950
3	\$49,450
4	\$54,900
5	\$59,300
6	\$63,700
7	\$68,100
8	\$72,500

Cifras del Departamento de Vivienda y Desarrollo Urbano (HUD, por sus siglas en inglés)

# RESTORE HOPE MINISTRIES

*Restoring families in financial crisis to economic and spiritual vitality.*

## FREQUENTLY ASKED QUESTIONS FOR COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM ERAP PHASE II

### 1. WHAT IS THE COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM?

The Restore Hope Ministries (RHM) COVID-19 Emergency Rental Assistance Program is a rental assistance program designed to provide relief to low- and moderate-income households residing in Tulsa County, Oklahoma that are unable to pay rent and utilities due to the COVID-19 Pandemic.

### 2. WHO CAN APPLY FOR THE COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM?

Households who live in Tulsa County, Oklahoma who:

1. Qualify for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due, directly, or indirectly to COVID-19 outbreak.
2. Demonstrate a risk of experiencing homelessness or housing instability; and
3. Have a household income at or below 80 percent of the area median.

CARES EMERGENCY RENTAL ASSISTANCE MAXIMUM INCOME LIMIT								
COUNTY	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Tulsa County	38,450	43,950	49,450	54,900	59,300	63,700	68,100	72,500

### 3. WHAT IS A COVID-19 ERAP APPLICATION?

An application is the first step to being considered for emergency rental assistance. All applications submitted will be prioritized and assessed according to need. You will be notified through email of your selection for an eligibility review and determination. If you are not selected, your application will not be considered and will be inactivated.

### 4. HOW DO I APPLY FOR THE COVID-19 ERAP WAITING LIST?

Go to <https://erap.restorehope.org> during the open enrollment period and follow the instructions on the home page to submit an application. This is the only way to create an application for the ERAP.



# RESTORE HOPE MINISTRIES

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**5. WHEN CAN I SUBMIT AN APPLICATION FOR COVID-19 ERAP?**

The open enrollment period for accepting applications opens on Monday, March 15th, 2021 at 9:00am. Applications will be accepted until an adequate number of applications have been received to distribute all available program funds.

**6. HOW DOES PRIORITIZATION OF ASSISTANCE WORK?**

A prioritization process will be used to select eligible applicants.

Priorities in selection will be given to household who meet the following criteria:

- The income of the household does not exceed 50 percent of the area median income for the household.
- 1 or more individuals within the household are unemployed as of the date of the application for assistance and have not been employed for the 90- day period preceding such date.

In addition to the above prioritized conditions, Restore Hope will prioritize based on data collected related to risk of eviction, homelessness, as well as other local priority criteria.

**7. WHAT ARE THE HOURS THAT THE WEBSITE WILL ACCEPT COVID-19 ERAP APPLICATIONS?**

The website <https://erap.restorehope.org> accepts applications 24 hours a day beginning on Monday, March 15th, 2021 at 9:00am until an adequate number of applications have been received to distribute all available program funds.

**8. EXACTLY HOW LONG WILL THE COVID-19 ERAP ASSIST WITH RENTAL ASSISTANCE?**

Assistance will be provided according to guidelines from the Department of Treasury and, as such, no rent or utility assistance prior to March 13, 2020 will be considered eligible. The program will remain open until December 31, 2021 or until all funds have been allocated.

**9. HOW MUCH ASSISTANCE IS AVAILABLE?**

Restore Hope will work with tenants and landlords to provide the necessary assistance to prevent homelessness, to the extent the funds are available. A determination will be made if further assistance is needed to ensure housing stability according to Treasury Department guidelines.

**10. CAN I APPLY FOR OTHER RENTAL ASSISTANCE WHILE BEING ASSISTED FROM THE COVID-19 ERAP?**

Yes. However, households who receive subsidy from other rental assistance programs such as Housing Choice Voucher (Section 8) or Public Housing will not be eligible to receive ERAP assistance if the assistance results in duplicative benefits. Households who have a tenant portion of rent that is not assisted by other federal source may be eligible for assistance.

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### 11. DO I HAVE TO CREATE AN ACCOUNT AT <https://erap.restorehope.org?>

Creating an account allows you to come back to the website after you have submitted your application and check on the status of your application. You must save your account information so that you may return to the website and find out if your application was selected.

### 12. WHAT DOCUMENTATION IS REQUIRED WHEN I SUBMIT MY APPLICATION?

One of the following items of documentation is required at the time of submitting your application.  
Identification

- Driver's License or State Issued ID
- Passport
- Tribal CDIB Card
- Veteran Identification

*Reduction in household income* (Section II.A.1) is defined as a loss of wages or compensation. RHM will accept the following documents as form of verification in reduction of household income since 3/13/20:

- 1) Letter from employer stating reduced wages, termination, or furlough.
- 2) Layoff letter from employer
- 3) Unemployment letter dated from 3/13/2020 to current.
- 4) Print out from Unemployment on benefits received in the last 30 days.
- 5) Notice of business closure on employer website.
- 6) Letter from healthcare provider or employer noting a COVID-related inability to work.
- 7) Letter from workforce solutions
- 8) Reduction of income due to family member who passed away due to COVID-19.
- 9) Other applicable documentation verifying reduction in income.
- 10) If none of the above available, a self-certification form may be acceptable.

Income Verification (at least one of the following documents for all household members)

#### **Annual Income**

- 2020 Tax Return (1040, 1040EZ, etc.)
- 2020 W2 from Employer
- 2020 1099 Tax Form
- Other evidence of annual Income (e.g., wage statement, interest statement, unemployment compensation statement)

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- If none of the above available, self-certification form. If self-certification is relied on, RHM will reassess household income every three months, as needed to determine additional subsidy eligibility

### **Monthly Income**

- One month's worth of paystubs, at minimum showing gross pay for wages dated within the last 60 days (about 2 months), from the time of application
- Social Security benefit letter dated within the last 12 months
- Unemployment benefits letter dated with the last 60 days (about 2 months)
- Child Support Payment Report from the Oklahoma Department of Human Services
- Letter from parent payment child support for Child Support payments made outside of the Oklahoma Department of Human Services. Letter must be dated within the last 60 days (about 2 months)
- Any other documented monthly income, i.e. (public assistance, alimony, workers comp, etc.)
- If none of the above available, self-certification form. If self-certification is relied on, RHM will reassess household income every three months, as needed to determine additional subsidy eligibility

If an applicant's household income has been verified to be at or below 80% of the area median income in connection with another local, state, or federal government assistance program, RHM may accept official documentation from the government agency that verified the applicant's household income in determining income eligibility, provided that the determination for such program was made on or after January 1, 2020.

### Proof of Rent Arrears (if applying for arrearages)

- Lease and Past Due Notice
- Ledger (can be obtained from your landlord or submitted by landlord separately)
- Notice of rent arrears issued by the rental property owner
- Eviction Notice
- If none of the above available, self-certification form may be accepted on the condition that applicant can provide satisfactory evidence of residence. If this option is being relied upon, the household must provide evidence of rent owed after three months for the household to be considered for continued assistance as needed and is available.

\*Documentation must include the months in which the rent arrearages are being incurred

### Proof of Utility Arrears (if applying for arrearages)

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NOTE: According to federal guidelines, utility assistance is only allowed for eligible renter households. Homeowners are not eligible for this assistance, unfortunately.

- Total amount of each type of assistance (i.e., rent, rental arrears, and home energy costs, and home energy costs arrears) provided to each household,
- Utility Company Name and Account Number
- Past Due utility bills/statements
- Any applicable documentation from the Utility Company
- If none of the above available, self-certification form may be accepted.
- If the household member named on the utility bill is not a named household member on the lease, the household must provide proof of occupancy in the residence.
- Households may be required to complete a utility release to obtain utility verification.
- Documentation must include the months in which the utility arrearages are being incurred.

Evidence of Financial Hardship, such as a reduction in income or incurring significant costs, either directly or indirectly due to the COVID 19 outbreak (only one document per household needed)

### **Reduction of Income:**

- 1) Letter from employer stating reduced wages, termination, or furlough.
- 2) Layoff letter from employer
- 3) Unemployment letter dated from 3/13/2020 to current.
- 4) Print out from Unemployment on benefits received in the last 30 days.
- 5) Notice of business closure on employer website.
- 6) Letter from healthcare provider or employer noting a COVID-related inability to work.
- 7) Letter from workforce solutions
- 8) Reduction of income due to family member who passed away due to COVID-19.
- 9) Other applicable documentation verifying reduction in income.
- 10) If none of the above available, a self-certification form may be acceptable.

### **Evidence of Significant Costs/Expenses (if applicable) Restore Hope will accept the following documents as form of verification of significant COVID-related costs since 3/13/2020:**

- Healthcare costs, including care at home for individuals with COVID-19
- Adverse healthcare impact/Increased healthcare costs (medical bills, receipts, etc.)

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- Expenses incurred due to quarantining or social distancing as mandated by employer (computer equipment, internet expenses, etc.)
- Expenses for childcare due to school closures because of COVID-19
- Remote learning expenses due to COVID-19
- Purchase of PPE (Personal Protective Equipment)
- Funeral costs for deceased family members due to COVID-19
- Penalties, fees, and legal costs associated with rental or utility arrears
- Payments for rent or utilities made by credit card to avoid homelessness or housing instability
- Alternative transportation for households unable to use public transportation during the pandemic
- If none of the above are available, self-certification form

\*These costs may be verified with receipts, payment statements, bank or credit card statements, or other documentation. Proof of payment of incurred expenses is not required.

### Evidence of Risk of Homelessness (only one document per household needed)

- Eviction notice
- A past due utility or rent notice (late notice or 5-day notice to pay/quit)
- Living in unsafe or unhealthy living conditions, such as conditions that increase the risk of exposure to COVID-19 because of overcrowding
- A housing cost burden that makes it difficult for renters to afford their housing costs
- Informal rental arrangements with little or no legal protection
- History of or potential for exposure to intimate partner violence, sexual assault, or stalking
- Evidence the household is forgoing or delaying the purchase of essential goods or services to pay rent or utilities, such as food, prescription drugs, childcare, transportation, or equipment needed for remote work or school
- Documented harassment or threats of eviction by a property owner
- Evidence the household is relying on credit cards, payday lenders, or other high-cost debt products, or depleting savings, to pay for rent or utilities, rather than wages or other income

### Owner Documentation

- Name, address, social security number, tax identification number or social security number, as applicable, for property owner
- Completed W-9 tax form for owner or property manager
- Property Management Agreement, Brokers Agreement that authorizes payments to be distributed to property manager on behalf of owner.

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- Proof of ownership (deed, most recent real estate tax bill, or current property insurance policy). The agency may also verify property ownership with a local municipal Assessor's Office or with the Registry of Deeds. If this option is used, the agency must maintain a printed copy of such verification in the applicant file.

**13. DO I NEED TO HAVE LEGAL IMMIGRATION STATUS TO BE ELIGIBLE TO RECEIVE ASSISTANCE?**

No. Households do not need to have a legal immigration status to qualify for the program.

**14. IF MY APPLICATION IS SELECTED, DO I AUTOMATICALLY QUALIFY FOR ASSISTANCE?**

No, RHM needs to review all your documentation that you submit to determine your eligibility. Applications will be prioritized based on federal guidelines and other data collected related to risk of eviction, homelessness, as well as other local priority criteria.

**15. I DO NOT HAVE AN EMAIL ADDRESS. HOW DO I SUBMIT MY COVID-19 ERAP APPLICATION?**

You cannot apply without an email address. You must obtain a valid email address to make an application. There are many free email services such as Yahoo, Gmail, and Hotmail. If you require a reasonable accommodation to assist in applying, you can call customer service at 918-528-9008.

**16. CAN I USE MY SMART PHONE, IPHONE, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO MAKE AN APPLICATION?**

Yes, if you can navigate to the website <https://erap.restorehope.org> and enter all the information from your device, you can use it.

**17. CAN I MAKE CORRECTIONS TO MY APPLICATION DURING THE APPLICATION PERIOD?**

You cannot change your application, however you can upload new documents at any point during the application period.

**18. DO I HAVE TO ENTER NAMES AND INCOME ON MY COVID-19 ERAP APPLICATION?**

Yes. You must answer all the questions and complete all the required fields in the application. Your application must list all the members of your household and all your household's income including, but not limited to: Social Security Retirement, Social Security Disability, Supplemental Security Income (SSI), pensions, child support, alimony, unemployment, temporary disability, wages, self-employment earning, etc.

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**19. CAN I PRINT MY COVID-19 ERAP APPLICATION?**

Yes, you can print the application before submitting it. Applications will only be accepted online. RHM will extend reasonable accommodations to disabled individuals, and person(s) who have limited English proficiency on a case-by-case basis and will take into consideration the disability and the need(s) of the individual(s) or those households without internet access.

**20. I DON'T HAVE INTERNET ACCESS AT HOME WHERE CAN I GO TO COMPLETE MY COVID-19 ERAP APPLICATION?**

Please call 918-528-9008 Monday through Friday from 8:00am to 5:00pm for assistance.

**21. IF I HAVE QUESTIONS, WHO SHOULD I CONTACT?**

Please call 918-528-9008 Monday through Friday from 8:00am to 5:00pm for assistance.

**22. I WAS ON THE WEBSITE AND STARTED TO COMPLETE MY ERAP APPLICATION. I LOST THE INTERNET CONNECTION IN THE MIDDLE. HOW DO I GET BACK?**

If you did not receive a confirmation receipt, you will need to start your application again from the beginning.

**23. THE WEBSITE IS UNAVAILABLE AND I CANNOT ENTER MY ERAP APPLICATION. WHAT SHOULD I DO?**

Please re-try after a few minutes.

**24. CAN SOMEONE ELSE SIGN UP FOR ME?**

Yes, you can have a friend, family member or case worker assist you in completing the application, but you must certify that all the information being provided (dates of birth, income, etc.) is true and sign electronically.

You will need to include the name, phone number and email of the person who assisted you on the application.

**25. IF MY CHILDREN LIVE WITH ME AND THEY ARE 18 YEARS OLD OR OLDER DO I HAVE TO INCLUDE THEIR INCOME?**

Yes, all adult household members' income needs to be entered into the application.



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**26. HOW DO I REQUEST A REASONABLE ACCOMMODATION DUE TO A DISABILITY?**

If you are disabled and need help applying for an application, RHM will extend reasonable accommodations on a case-by-case basis and will take into consideration the disability and the need(s) of the individual(s). Our written policy is in our Administrative Plan which can be viewed online at: <https://erap.restorehope.org>. Please contact RHM's Customer Service number at 918-528-9008 Monday through Friday from 8:00am-5:00pm, for reasonable accommodations, including persons with limited English proficiency.

**27. I DON'T SPEAK ENGLISH OR DON'T SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE ERAP APPLICATION. CAN I GET AN APPLICATION IN ANOTHER LANGUAGE?**

The application is available in English and Spanish. Please select the box at the top left of the application to choose the language for the application. Other language assistance is available by calling RHM's Customer Service number at 918-528-9008.

**28. HOW SOON WILL I RECEIVE MY ASSISTANCE?**

We are unable to provide an estimated timeframe for payment should your application be selected, and we will process applications as efficiently and equitably as possible.

**29. SHOULD I STOP PAYING MY RENT WHEN I APPLY FOR ERAP?**

No, if you can pay all or part of your rent, you should continue paying until you are notified by RHM that you have been fully accepted into the program and that RHM has issued a rental payment to your property owner. If you pay rent for a month that will be covered by this program, your property owner will be required to provide a credit for future rent due for that payment.

**30. WILL THE HOUSING ASSISTANCE GO DIRECTLY TO ME?**

No, it will go directly to your property owner.

**31. CAN ERAP FUNDS BE USED TO PAY FOR SECURITY DEPOSITS OR OTHER FEES**

Reasonable accrued late fees are eligible but landlords who waive late fees may receive some priority in application processing.





## Landlord Questions

### 1. CAN I APPLY ON BEHALF OF MY TENANT?

Yes. If a property manager or owner of a residential dwelling applies for assistance, the following is required:

- The landlord must obtain the signature of the tenant on application, which may be documented electronically; and
- Documentation of such application shall be provided to the tenant by the landlord

### 2. HOW WILL LANDLORDS KNOW IF ONE OF THEIR TENANTS WILL RECEIVE ASSISTANCE THROUGH ERAP?

You will receive a letter from RHM stating your tenant was approved for assistance, along with the estimated amount of the subsidy.

### 3. WHAT PROOF THAT I NEED TO SHOW THAT I AM A LANDLORD?

You will need to provide proof of ownership (deed, most recent tax bill, or current insurance policy) to verify that you are the legal owner of the subject property. You will receive a Landlord/Owner packet that includes the following documents:

- Landlord Certification Form
- Direct Deposit Authorization form
- W9 IRS form

### 4. AS A LANDLORD, HOW DO I RECEIVE MY ERAP PAYMENTS?

The preferred method for disbursing payment is through direct deposit. If this is not a viable option, you will receive your payment via check by mail; thereby will take longer to process and get to you.

### 5. IF A TENANT MOVES BEFORE THE APPROVED SUBSIDY, DO I HAVE TO PAY BACK THE ERAP PAYMENTS?

Yes, if you received a payment for rent assistance and the tenant moves, that subsidy should be returned. In addition, if a landlord attempts to collect rent, utilities or other amounts that have been paid by the ERAP from the tenant or another third party, the landlord will be required to repay the ERAP funds within a set period of time. Attempts to collect include but are not limited to filing a forcible entry and detainer action against the tenant alleging non-payment of rent, utilities, or fees that have been paid by the ERAP.

### 6. IF I HAVE TO RETURN THE ERAP PAYMENT, WHERE WOULD I SEND THE CHECK TO?

2960 Charles Page Blvd, Tulsa, Oklahoma 74127

# RESTORE HOPE MINISTRIES

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**7. IS RHM GOING TO INSPECT THE APT./UNIT/HOUSE BEFORE I RECEIVE PAYMENT?**

No.

**8. WHAT DOCUMENTS WOULD I NEED TO PROVIDE TO PROVE THAT THE TENANT IS MY TENANT?**

- Signed lease, tenant agreement or landlord certification
- Documentation of residence, including utility bills, attestation by a property owner who can be identified as the verified owner or management agent of the unit
- Other reasonable documentation

**9. ARE UTILITY ARREARAGES ELIGIBLE EXPENSES UNDER THE ERAP?**

Yes. Utility arrearage and home energy costs are eligible for assistance under the Phase II of the Tulsa, Oklahoma ERAP.

**10. HOW MUCH SUBSIDY SHOULD I EXPECT TO RECEIVE?**

Restore Hope will work with tenants and landlords to provide the necessary assistance to prevent homelessness to the extent the funds are available. A determination will be made if further assistance is needed to ensure housing stability according to Treasury Department guidelines.

**11. DO I HAVE TO ACCEPT THE SUBSIDY?**

Yes, if you desire payment from ERAP you must agree to accept the subsidy.

# How to Apply for Emergency Rental Assistance

***The Restore Hope Ministries (RHM) COVID-19 Emergency Rental Assistance Program is a rental assistance program designed to provide relief to low- and moderate-income households residing in Tulsa County, Oklahoma that are unable to pay rent and utilities due to the COVID-19 Pandemic.***

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## Before you apply

### Gather the information you will need to complete the application

- ✓ Your name, address, phone number and current employment status.
- ✓ Details about the impact of COVID-19 on your household (health, income, expenses, etc).
- ✓ Household information
- ✓ Details about your current employment status, household income and any 2020 tax return information or recent paystubs (1 month's worth).
- ✓ Your landlord's contact information, information about your lease and where you live.
- ✓ Utility account information (if applicable) and how much is owed.
- ✓ Information about prior and current rental assistance received since March 2020 (including Section 8 or Public Housing Assistance)
- ✓ Supporting documentation listed below.

### Gather the supporting documentation needed

- ✓ Identity Verification
  - Such as: Driver's License or State Issued ID, Passport, Tribal CDIB Card, Veteran Identification
- ✓ Proof of reduction in household income (see FAQ's for more info)
- ✓ Income verification for all household members
- ✓ Proof of rent amount owed
  - Such as: late and past due notices, notices from rental property owners, eviction notice, etc.
- ✓ Proof of utility amount owed, if applying for utility assistance
- ✓ Evidence of financial hardship
  - Such as: termination notice from employer, unemployment letter or benefits print out, etc.

## Steps in the Application

Visit [erap.restorehope.org](http://erap.restorehope.org), or go directly to the application [here](#).

### 1. Applicant Information

- ✓ Answer all demographics information about yourself or the person you are helping apply.
- ✓ Answer if you rent or own your home. Note: this program is only available to people who are renting and do not own their home.
- ✓ Discuss your current employment status.
- ✓ Provide a response regarding your plans to move in the next three months.
- ✓ Let the Restore Hope team know if someone is helping you fill out this form.
- ✓ Click “next” to go to step 2.

- 1 Applicant Information 2 COVID-19 Impact 3 Household Members 4 Income 5 Lease 6 Utilities  
7 Prior and Current Rental Assistance 8 Income Certification 9 Applicant Certification

### Applicant Information

<b>Name *</b>			<b>Date of Birth *</b>	<b>Age</b>	<b>Gender *</b>
First	MI	Last	<input type="text"/>		<input type="text"/>
			<small>Must be in the following numeric format: Month/Day/Year (mm/dd/yyyy)</small>		

<b>Address *</b>		
<input type="text"/>		
<input type="text"/>		
City	Oklahoma	Zip Code

<b>Email *</b>	<b>Phone *</b>	<b>Mobile Number? *</b>
<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No

*By providing your mobile number, you agree to receiving periodic SMS or MMS messages regarding your application. Message and data rates may apply.*

<b>Do you have a social security number?</b>	<b>Social Security Number</b>
<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>

*Not having an SSN will **NOT** affect Rental Assistance Eligibility.*

**Preferred Spoken Language \***

English ▼

**Ethnicity \***

Hispanic  Not Hispanic

**Are you currently renting? \***

Yes  No

This program is only available to persons that are renting and do not own their home.

**Current Employment Status \***

Unemployed  Employed

Self-Employed

**Do you plan to move in the next three months?**

Yes  No

**Is someone helping you complete this form? \***

Yes  No

**Are you a Veteran?**

Not a Veteran  Active Military  Retired Military  Previously Served

**Race \***

▼

**Disabled \***

Yes  No

Next

## 2. COVID-19 Impact

- ✓ Discuss who in your household was affected by COVID-19.
- ✓ Select a response (yes or no) regarding your employment status or the affected household member.
- ✓ Provide specific information regarding COVID-19's impact on you or your household.
- ✓ Answer (yes or no) if you have experienced homelessness before.
- ✓ Select any of the housing risk factors that best apply to your household.
- ✓ Answer (yes or no) if you have received a disconnect notice from your utility provider.
- ✓ Provide the date of the first month your family was financially impacted by COVID-19.
- ✓ Answer how many months you are behind on rent (if applicable).
- ✓ Select a response on if your landlord is willing to waive late fees if you receive assistance.
- ✓ Discuss if your will need assistance paying for rent in the future.
- ✓ Provide information about history of domestic violent and housing discrimination, if applicable.
- ✓ Click “next” to go to step 3.

### ERAP Application

ERAP Application

Applicant Information COVID-19 Impact Household Members Income Lease Utilities  
Prior and Current Rental Assistance Income Certification Applicant Certification

#### COVID-19 Hardship

Who in your household was financially affected by COVID-19? \*

Myself (Applicant Only)  Other household member(s)

Were you, or the affected household member, employed or self-employed/own business? \*

Employed  Self-Employed  Other

How were you, and/or other leaseholder(s), financially impacted by COVID-19? \*

Reduction in Household Income  Increased Costs  Other

Reduction in Income - Please select all that apply

Reduced wages  Employment Termination  
 Business Closed  Furlough  
 Receiving Unemployment  Sick and unable to work  
 Other

Have you been homeless before? Homelessness Priority Points: 0.00

Yes  No

Choose from one of the housing risk factors that best applies to your household situation. \*

I have received an eviction notice  I have paid due rent and utility bills  
 I have received a Notice of Nonpayment from my landlord (including 3-day notice to Pay or Quit)  I am living in unsafe and/or unhealthy living conditions  
 My housing costs are too expensive  I cannot afford to pay for essential items such as food, medicine, childcare, transportation, etc.  
 My landlord is harassing me and/or making verbal threats to evict me  I have had to pull out funds and pay for utilities and rent with credit  
 I have had or am currently exposed to intimate violence, sexual assault or stalking  I have an informal agreement with my landlord that I am unsure is legally protected  
 None of the above  
 Other

When did you receive an eviction notice? \*

2/15/2021

Have you received a disconnect notice from your utility provider? \*

Yes  No

What was the first month your family was financially impacted by COVID-19? \*

April, 2020

How many months are you behind in rent? \*

0

Is your landlord willing to waive late fees in the event that you receive assistance? \*

Yes  No

Do you need assistance paying for future rents? \*

Yes  No

Applicants may be eligible to receive assistance for future months of rent. Applicants must be able to provide a copy of the lease in order to receive the full amount of rent for up to three months in the future (if funding is available). Applicants who fail to supply their lease may not be eligible for full future rent payments.

Is there a history of Domestic Violence? \*

Yes  No

In your experience, do you feel like you have been discriminated against with your housing? \*

Yes  No

Next Next

2 / 3

### 3. Household Members

- ✓ Answer if there are additional members of your household (yes or no).
- ✓ If there are additional members of your household (partner, spouse, children) provide the following:
  - Name, Relationship, Sex, Date of Birth
  - Provide race and ethnicity for household member
  - Employment status (unemployed or employed)
- ✓ Click “next” to go to step 4.

#### ERAP Application

- ① Applicant Information   ② COVID-19 Impact   ③ **Household Members**   ④ Income   ⑤ Lease   ⑥ Utilities  
⑦ Prior and Current Rental Assistance   ⑧ Income Certification   ⑨ Applicant Certification

Are there additional household members that will or are currently living in the assisted unit? \*

Yes    No

#### Household Members

##### Members

##### MEMBER 1

<b>Name *</b>		<b>Relationship *</b>	<b>Sex *</b>
<input type="text" value="First"/>	<input type="text" value="Last"/>	<input type="text"/>	<input type="text"/>
<b>Date of Birth *</b>	<b>Age</b>	<b>Disabled *</b>	<b>Ethnicity *</b>
<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Hispanic <input type="radio"/> Not Hispanic
<small>Must be in the following format: Month/Day/Year</small>			
<b>Current Employment Status *</b>			
<input type="radio"/> Unemployed <input type="radio"/> Employed <input type="radio"/> Self-Employed			

+ Add Member

Back   Next



#### 4. Income

- ✓ Provide information about your household income.
  - Select “yes” if any member of your household has income, otherwise select “no”
- ✓ Answer if you have filed your 202 taxes.
- ✓ Select yes/no depending on if your household members have completed their taxes or were included with another household member’s 2020 taxes.
- ✓ Provide detailed information regarding any income **you receive**.
- ✓ Click “next”
- ✓ Provide information about any income **a member of your household** receives
- ✓ Click “next” to go to step 5.

- ① Applicant Information   ② COVID-19 Impact   ③ Household Members   ④ **Income**   ⑤ Lease   ⑥ Utilities  
⑦ Prior and Current Rental Assistance   ⑧ Income Certification   ⑨ Applicant Certification

Does any household member have income? \*

Yes    No

Has Claire Smith filed 2020 taxes? \*

Yes    No

*Households who have filed their 2020 tax returns who wish to apply for additional funding may not be required to recertify income if they supply their 2020 Tax Return Documents*

Have the rest of the household members completed their 2020 taxes or were included with another members 2020 taxes? \*

Yes    No

### Household Income

#### Income

##### \* SOURCE 1

Please provide the following information regarding your income.

Name \*

First   MI   Last

**Important:** Applicants who's household income exceeds 80% of the Area Median Family Income are not eligible to receive subsidy under the Covid-19 Emergency Rental Assistance Program and their application for assistance will automatically be denied.

Applicants who do not agree with the denial determination may request an administrative review.

+ Add Source

Annual Gross Income

\$0.00

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## 5. Lease

- ✓ Provide information regarding your lease
  - Month-to-month or annual lease
  - Your rent
  - Type of house/apartment you live in
- ✓ Enter the contact information for your landlord. (If funds are approved, they will be sent to the property owner. Please provide complete owner information so that Restore Hope can find the property owner's account or
- ✓ Click "next" to go to step 6.

- ① Applicant Information   ② COVID-19 Impact   ③ Household Members   ④ Income   ⑤ **Lease**   ⑥ Utilities  
 ⑦ Prior and Current Rental Assistance   ⑧ Income Certification   ⑨ Applicant Certification

## Lease

Please provide the following information regarding your lease.

Lease Start Date \*      Lease End Date \*  
        

Are you on a month to month lease agreement? \*

Yes  No

Monthly Contract Rent \*

Type of House/Apartment \*

Bedrooms \*

**IMPORTANT:** If approved, funds will be sent to your owner. Please provide complete owner information so that we may find the property owner's account if they exist or contact them to set up a new account if they do not.

To help expedite your application please provide as much documentation

Owner Name \*

### Owner Address



Phone       Email

Does the owner participate in the City of Tulsa Gold Star landlord program? \*

Yes  No  I am not sure

5 / 9

## 6. Utilities

- ✓ Answer yes if you need assistance with utilities. If not, select no and then click next.
- ✓ Mark the checkboxes for all of the utilities you pay for
  - Options are gas, electric, water, and propane.
  - Other bills cannot be paid through this program.
- ✓ For each company utility marked
  - Select the company from the dropdown list

- Enter your account number
  - Enter the total owed for each account.
- ✓ Click “next” to go to step 7.

- ① Applicant Information   ② COVID-19 Impact   ③ Household Members   ④ Income   ⑤ Lease   ⑥ Utilities   ⑦ Prior and Current Rental Assistance   ⑧ Income Certification   ⑨ Applicant Certification

**Do you need assistance with utilities?**

Yes    No

## Utilities

Please provide the following information regarding your utilities.

**Please select the Utilities that you pay for.**

Gas    Electric    Water    Propane

Please provide the names of your utility providers below.

**Gas Company \***

**Account Number \***

**Total Owed for Gas**

**Electric Company**

Applicants may be required to sign a utility release in order for RHM to verify utility provider owed balances.

[Back](#)

[Next](#)

## 7. Prior and Current Rental Assistance

- ✓ Answer the following question: Since March 2020 have you received and/or are currently receiving Housing Choice Voucher (Section 8) or Public Housing Assistance?
  - If no, select no and move to the step 8
  - If yes
    - Select your program type
    - Date of benefits starting
    - Answer whether you benefits ended (yes or no)
    - Type your portion of the rent

### Prior and Current Rental Assistance

Families currently receiving other federally subsidized rental assistance may be eligible for ERAP Assistance. Assistance for families receiving subsidy under the HCV or Public Housing Program may not exceed the tenant owed portion of the obligated contract rent.

Please provide the following information regarding your current rental assistance benefits.

**Since March 2020 have you received and/or are currently receiveing Housing Choice Voucher (Section 8) or Public Housing Assistance?**

Yes  No

**Program Type**

- Housing Choice Voucher (Section 8)
- Public Housing

When did your benefits start?

**Have your benefits ended?**

Yes  No

How much is your portion of the rent?

Families who have received or are currently receiving other rental assistance may be required to show evidency of their rent portion.

Back

Next

## 8. Income Certification

- ✓ Double check the four statements on Step 8, Income Certification
- ✓ If anything is incorrect select “back” and correct your answers

Are you a Veteran?

Not a Veteran  Active Military  Retired Military  Previously Served

### Applicant Certification

I, Claire Smith, certify that I rent the property located at 2220 S Real Road, Tulsa, Oklahoma 74103 for a monthly rent of \$550.00. \*

Yes  No

I, Claire Smith, certify that I, or our household members have experienced a financial impact due to the COVID-19 pandemic and is currently at risk of experiencing homelessness or housing instability. \*

Yes  No

I, Claire Smith, certify that the income from all sources reported on this application is correct and that I receive an estimated \$0.00 per year. \*

Yes / Agree  No / I do receive other forms of assistance

I, Claire Smith, am submitting this application fully aware that I will be subject to corresponding criminal, civil and administrative liabilities for any fraud or misrepresentation of information on my application. \*

Yes  No

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Next

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## 9. Applicant Certification

- ✓ Double check the four statements on Step 9, Applicant Certification.
- ✓ If anything is incorrect select “back” and correct your answers
- ✓ **(This is your last chance to review your application before submitting.)**

### ERAP Application

- ① Applicant Information ② COVID-19 Impact ③ Household Members ④ Income ⑤ Lease ⑥ Utilities  
⑦ Prior and Current Rental Assistance ⑧ Income Certification ⑨ Applicant Certification

#### Applicant Certification

I, Claire Smith, consent to allow Restore Hope Ministries (RHM) to request and obtain income information from the sources listed below for the purpose of verifying my eligibility and level of benefits for this housing program. I authorize RHM to 1) request verification of salary and wages from current or previous employers; (2) request wage and unemployment compensation information from the state agency responsible for keeping that information; and 3) request verification of my assets from financial institutions. I understand that the income information received by RHM under this consent form cannot be used to deny assistance without first independently verifying what the amount was, whether I actually had access to the funds and when the funds were received. In addition, I must be given an opportunity to contest those determinations. \*

Yes  No

I, Claire Smith, am submitting this application fully aware that I will be subject to corresponding criminal, civil and administrative liabilities for any fraud or misrepresentation of information on my application \*

Yes  No

The undersigned being warned that willful false statements and the like are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001, and that such willful false statements and the like may jeopardize the validity of the application or document or any registration resulting therefrom, declares that all statements made of his/her knowledge are true; and all statements made on information and belief are believed to be true.

Signature \*



A rectangular box containing a handwritten signature in black ink. The signature is cursive and appears to read 'Claire Smith'. There is a small circular icon in the bottom left corner of the box.

Back

Submit

9 / 9

## 10. Upload Documentation

- ✓ The final step is to upload documents. A web page will show a list of documentation with a link to Upload Documents at the top and the bottom (see image). It will also have your applicant ID number. Write this down!



Applicant ID/Client ID: RHM1048

**You must submit the following documents\*:**

**Please upload your documents here:** [UPLOAD DOCUMENTS](#)

Identity Verification *(at least one of the following documents for all household members)*

- Driver's License or State Issued ID
- Passport
- Tribal CDIB Card
- Veteran Identification

Active Renter Evidence *(only one document per household needed)*

- Signed lease, tenant agreement or property owner certification
- Documentation of residence, including utility bills, attestation by a property owner who can be identified as the verified owner or management agent of the unit
- Other reasonable documentation

Income Verification *(at least one of the following documents for all household members)*

**Annual Income**

- 2020 Tax Return (1040, 1040EZ, etc.)
- 2020 W2 from Employer
- 2020 1099 Tax Form
- Other evidence of annual Income (e.g., wage statement, interest statement, unemployment compensation statement)



- ✓ Upload the following items
  - Identity Verification
  - Active Renter Evidence
  - Income Verification (annual, monthly or categorical)
  - Proof of Rent Arrears
  - Proof of Utility Arrears
  - Evidence of Financial Hardship (only one needed)
    - Reduction in Income
    - Evidence of Significant Costs/Expenses
  - Evidence of Risk of Homelessness
  - Owner Documentation
- ✓ Click Submit

## Upload Document

Enter the information below


Client Type	Your Client or Entity ID
<input type="text" value="Tenant/Applicant"/>	<input type="text" value="RHM1048"/>

Select Document:

Please Note: The maximum file size is 4MB. Acceptable files: PDF, JPEG and JPG

## Captcha Validation

This question is to test whether you are a human visitor or a robot. The reason for this validation step is to prevent automated spam submissions.

 I'm not a robot   
reCAPTCHA  
Privacy · Terms

## What happens next?

Your application is now submitted. Please take a moment to note your applicant ID number. A case manager from Restore Hope Ministries will review your application and supporting documentation to determine your eligibility. Applications will be prioritized based on federal guidelines and data collected related to risk of eviction, homelessness, as well as other local priority criteria.

You will be notified through email of your selection for an eligibility review and determination. If you are not selected, your application will not be considered and will be inactivated.

## Frequently Asked Questions

For more information and FAQ's visit [erap.restorehope.org](http://erap.restorehope.org).

### 1. WHAT IS THE COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM?

The Restore Hope Ministries (RHM) COVID-19 Emergency Rental Assistance Program is a rental assistance program designed to provide relief to low- and moderate-income households residing in Tulsa County, Oklahoma that are unable to pay rent and utilities due to the COVID-19 Pandemic.

### 2. WHO CAN APPLY FOR THE COVID-19 EMERGENCY RENTAL ASSISTANCE PROGRAM?

Households who live in Tulsa County, Oklahoma who:

1. Qualify for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due, directly, or indirectly to COVID-19 outbreak.
2. Demonstrate a risk of experiencing homelessness or housing instability; and
3. Have a household income at or below 80 percent of the area median.

CARES EMERGENCY RENTAL ASSISTANCE MAXIMUM INCOME LIMIT								
COUNTY	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Tulsa County	38,450	43,950	49,450	54,900	59,300	63,700	68,100	72,500

### 3. WHAT IS A COVID-19 ERAP APPLICATION?

An application is the first step to being considered for emergency rental assistance. All applications submitted will be prioritized and assessed according to need. You will be notified through email of your selection for an eligibility review and determination. If you are not selected, your application will not be considered and will be inactivated.

### 4. HOW DO I APPLY FOR THE COVID-19 ERAP WAITING LIST?

Go to <https://erap.restorehope.org> during the open enrollment period and follow the instructions on the home page to submit an application. This is the only way to create an application for the ERAP.

### 5. WHEN CAN I SUBMIT AN APPLICATION FOR COVID-19 ERAP?

The open enrollment period for accepting applications opens on Monday, March 15th, 2021 at 9:00am. Applications will be accepted until an adequate number of applications have been received to distribute all available program funds.

### 6. HOW DOES PRIORITIZATION OF ASSISTANCE WORK?

A prioritization process will be used to select eligible applicants.

Priorities in selection will be given to household who meet the following criteria:

- The income of the household does not exceed 50 percent of the area median income for the household.

- 1 or more individuals within the household are unemployed as of the date of the application for assistance and have not been employed for the 90- day period preceding such date.

In addition to the above prioritized conditions, Restore Hope will prioritize based on data collected related to risk of eviction, homelessness, as well as other local priority criteria.

**7. WHAT ARE THE HOURS THAT THE WEBSITE WILL ACCEPT COVID-19 ERAP APPLICATIONS?**

The website <https://erap.restorehope.org> accepts applications 24 hours a day beginning on Monday, March 15th, 2021 at 9:00am until an adequate number of applications have been received to distribute all available program funds.

**8. EXACTLY HOW LONG WILL THE COVID-19 ERAP ASSIST WITH RENTAL ASSISTANCE?**

Assistance will be provided according to guidelines from the Department of Treasury and, as such, no rent or utility assistance prior to March 13, 2020 will be considered eligible. The program will remain open until December 31, 2021 or until all funds have been allocated.

**9. HOW MUCH ASSISTANCE IS AVAILABLE?**

Restore Hope will work with tenants and landlords to provide the necessary assistance to prevent homelessness, to the extent the funds are available. A determination will be made if further assistance is needed to ensure housing stability according to Treasury Department guidelines.

**10. CAN I APPLY FOR OTHER RENTAL ASSISTANCE WHILE BEING ASSISTED FROM THE COVID-19 ERAP?**

Yes. However, households who receive subsidy from other rental assistance programs such as Housing Choice Voucher (Section 8) or Public Housing will not be eligible to receive ERAP assistance if the assistance results in duplicative benefits. Households who have a tenant portion of rent that is not assisted by other federal source may be eligible for assistance.

**11. DO I HAVE TO CREATE AN ACCOUNT AT <https://erap.restorehope.org>?**

Creating an account allows you to come back to the website after you have submitted your application and check on the status of your application. You must save your account information so that you may return to the website and find out if your application was selected.

**12. WHAT DOCUMENTATION IS REQUIRED WHEN I SUBMIT MY APPLICATION?**

One of the following items of documentation is required at the time of submitting your application.

Identification

- Driver’s License or State Issued ID
- Passport
- Tribal CDIB Card
- Veteran Identification

*Reduction in household income* (Section II.A.1) is defined as a loss of wages or compensation.

RHM will accept the following documents as form of verification in reduction of household income since 3/13/20:

- 1) Letter from employer stating reduced wages, termination, or furlough.
- 2) Layoff letter from employer
- 3) Unemployment letter dated from 3/13/2020 to current.
- 4) Print out from Unemployment on benefits received in the last 30 days.

- 5) Notice of business closure on employer website.
- 6) Letter from healthcare provider or employer noting a COVID-related inability to work.
- 7) Letter from workforce solutions
- 8) Reduction of income due to family member who passed away due to COVID-19.
- 9) Other applicable documentation verifying reduction in income.
- 10) If none of the above available, a self-certification form may be acceptable.

Income Verification (at least one of the following documents for all household members)

**Annual Income**

- 2020 Tax Return (1040, 1040EZ, etc.)
- 2020 W2 from Employer
- 2020 1099 Tax Form
- Other evidence of annual Income (e.g., wage statement, interest statement, unemployment compensation statement)
- If none of the above available, self-certification form. If self-certification is relied on, RHM will reassess household income every three months, as needed to determine additional subsidy eligibility

**Monthly Income**

- One month's worth of paystubs, at minimum showing gross pay for wages dated within the last 60 days (about 2 months), from the time of application
- Social Security benefit letter dated within the last 12 months
- Unemployment benefits letter dated with the last 60 days (about 2 months)
- Child Support Payment Report from the Oklahoma Department of Human Services
- Letter from parent payment child support for Child Support payments made outside of the Oklahoma Department of Human Services. Letter must be dated within the last 60 days (about 2 months)
- Any other documented monthly income, i.e. (public assistance, alimony, workers comp, etc.)
- If none of the above available, self-certification form. If self-certification is relied on, RHM will reassess household income every three months, as needed to determine additional subsidy eligibility

If an applicant's household income has been verified to be at or below 80% of the area median income in connection with another local, state, or federal government assistance program, RHM may accept official documentation from the government agency that verified the applicant's household income in determining income eligibility, provided that the determination for such program was made on or after January 1, 2020.

Proof of Rent Arrears (if applying for arrearages)

- Lease and Past Due Notice
- Ledger (can be obtained from your landlord or submitted by landlord separately)
- Notice of rent arrears issued by the rental property owner
- Eviction Notice
- If none of the above available, self-certification form may be accepted on the condition that applicant can provide satisfactory evidence of residence. If this option is being relied upon, the household must provide evidence of rent owed after three months for the household to be considered for continued assistance as needed and is available.

\*Documentation must include the months in which the rent arrearages are being incurred

Proof of Utility Arrears (if applying for arrearages)

NOTE: According to federal guidelines, utility assistance is only allowed for eligible renter households. Homeowners are not eligible for this assistance, unfortunately.

- Total amount of each type of assistance (i.e., rent, rental arrears, and home energy costs, and home energy costs arrears) provided to each household,
- Utility Company Name and Account Number
- Past Due utility bills/statements
- Any applicable documentation from the Utility Company
- If none of the above available, self-certification form may be accepted.
- If the household member named on the utility bill is not a named household member on the lease, the household must provide proof of occupancy in the residence.
- Households may be required to complete a utility release to obtain utility verification.
- Documentation must include the months in which the utility arrearages are being incurred.

Evidence of Financial Hardship, such as a reduction in income or incurring significant costs, either directly or indirectly due to the COVID 19 outbreak (only one document per household needed)

**Reduction of Income:**

- 1) Letter from employer stating reduced wages, termination, or furlough.
- 2) Layoff letter from employer
- 3) Unemployment letter dated from 3/13/2020 to current.
- 4) Print out from Unemployment on benefits received in the last 30 days.
- 5) Notice of business closure on employer website.
- 6) Letter from healthcare provider or employer noting a COVID-related inability to work.
- 7) Letter from workforce solutions
- 8) Reduction of income due to family member who passed away due to COVID-19.
- 9) Other applicable documentation verifying reduction in income.
- 10) If none of the above available, a self-certification form may be acceptable.

**Evidence of Significant Costs/Expenses (if applicable) Restore Hope will accept the following documents as form of verification of significant COVID-related costs since 3/13/2020:**

- Healthcare costs, including care at home for individuals with COVID-19
- Adverse healthcare impact/Increased healthcare costs (medical bills, receipts, etc.)
- Expenses incurred due to quarantining or social distancing as mandated by employer (computer equipment, internet expenses, etc.)
- Expenses for childcare due to school closures because of COVID-19
- Remote learning expenses due to COVID-19
- Purchase of PPE (Personal Protective Equipment)
- Funeral costs for deceased family members due to COVID-19
- Penalties, fees, and legal costs associated with rental or utility arrears
- Payments for rent or utilities made by credit card to avoid homelessness or housing instability
- Alternative transportation for households unable to use public transportation during the pandemic
- If none of the above are available, self-certification form

\*These costs may be verified with receipts, payment statements, bank or credit card statements, or other documentation. Proof of payment of incurred expenses is not required.

Evidence of Risk of Homelessness (only one document per household needed)

- Eviction notice
- A past due utility or rent notice (late notice or 5-day notice to pay/quit)
- Living in unsafe or unhealthy living conditions, such as conditions that increase the risk of exposure to COVID-19 because of overcrowding
- A housing cost burden that makes it difficult for renters to afford their housing costs
- Informal rental arrangements with little or no legal protection
- History of or potential for exposure to intimate partner violence, sexual assault, or stalking
- Evidence the household is forgoing or delaying the purchase of essential goods or services to pay rent or utilities, such as food, prescription drugs, childcare, transportation, or equipment needed for remote work or school
- Documented harassment or threats of eviction by a property owner
- Evidence the household is relying on credit cards, payday lenders, or other high-cost debt products, or depleting savings, to pay for rent or utilities, rather than wages or other income

Owner Documentation

- Name, address, social security number, tax identification number or social security number, as applicable, for property owner
- Completed W-9 tax form for owner or property manager
- Property Management Agreement, Brokers Agreement that authorizes payments to be distributed to property manager on behalf of owner.
- Proof of ownership (deed, most recent real estate tax bill, or current property insurance policy). The agency may also verify property ownership with a local municipal Assessor's Office

or with the Registry of Deeds. If this option is used, the agency must maintain a printed copy of such verification in the applicant file.

**13. DO I NEED TO HAVE LEGAL IMMIGRATION STATUS TO BE ELIGIBLE TO RECEIVE ASSISTANCE?**

No. Households do not need to have a legal immigration status to qualify for the program.

**14. IF MY APPLICATION IS SELECTED, DO I AUTOMATICALLY QUALIFY FOR ASSISTANCE?**

No, RHM needs to review all your documentation that you submit to determine your eligibility. Applications will be prioritized based on federal guidelines and other data collected related to risk of eviction, homelessness, as well as other local priority criteria.

**15. I DO NOT HAVE AN EMAIL ADDRESS. HOW DO I SUBMIT MY COVID-19 ERAP APPLICATION?**

You cannot apply without an email address. You must obtain a valid email address to make an application. There are many free email services such as Yahoo, Gmail, and Hotmail. If you require a reasonable accommodation to assist in applying, you can call customer service at 918-528-9008.

**16. CAN I USE MY SMART PHONE, IPHONE, ANDROID TABLET OR OTHER ELECTRONIC DEVICE WHICH HAS AN INTERNET CONNECTION TO MAKE AN APPLICATION?**

Yes, if you can navigate to the website <https://erap.restorehope.org> and enter all the information from your device, you can use it.

**17. CAN I MAKE CORRECTIONS TO MY APPLICATION DURING THE APPLICATION PERIOD?**

You cannot change your application, however you can upload new documents at any point during the application period.

**18. DO I HAVE TO ENTER NAMES AND INCOME ON MY COVID-19 ERAP APPLICATION?**

Yes. You must answer all the questions and complete all the required fields in the application. Your application must list all the members of your household and all your household's income including, but not limited to: Social Security Retirement, Social Security Disability, Supplemental Security Income (SSI), pensions, child support, alimony, unemployment, temporary disability, wages, self-employment earning, etc.

**19. CAN I PRINT MY COVID-19 ERAP APPLICATION?**

Yes, you can print the application before submitting it. Applications will only be accepted online. RHM will extend reasonable accommodations to disabled individuals, and person(s) who have limited English proficiency on a case-by-case basis and will take into consideration the disability and the need(s) of the individual(s) or those households without internet access.

**20. I DON'T HAVE INTERNET ACCESS AT HOME WHERE CAN I GO TO COMPLETE MY COVID-19 ERAP APPLICATION?**

Please call 918-528-9008 Monday through Friday from 8:00am to 5:00pm for assistance.

**21. IF I HAVE QUESTIONS, WHO SHOULD I CONTACT?**

Please call 918-528-9008 Monday through Friday from 8:00am to 5:00pm for assistance.

**22. I WAS ON THE WEBSITE AND STARTED TO COMPLETE MY ERAP APPLICATION. I LOST THE INTERNET CONNECTION IN THE MIDDLE. HOW DO I GET BACK?**

If you did not receive a confirmation receipt, you will need to start your application again from the beginning.

**23. THE WEBSITE IS UNAVAILABLE AND I CANNOT ENTER MY ERAP APPLICATION. WHAT SHOULD I DO?**

Please re-try after a few minutes.

**24. CAN SOMEONE ELSE SIGN UP FOR ME?**

Yes, you can have a friend, family member or case worker assist you in completing the application, but you must certify that all the information being provided (dates of birth, income, etc.) is true and sign electronically.

You will need to include the name, phone number and email of the person who assisted you on the application.

**25. IF MY CHILDREN LIVE WITH ME AND THEY ARE 18 YEARS OLD OR OLDER DO I HAVE TO INCLUDE THEIR INCOME?**

Yes, all adult household members' income needs to be entered into the application.

**26. HOW DO I REQUEST A REASONABLE ACCOMMODATION DUE TO A DISABILITY?**

If you are disabled and need help applying for an application, RHM will extend reasonable accommodations on a case-by-case basis and will take into consideration the disability and the need(s) of the individual(s). Our written policy is in our Administrative Plan which can be viewed online at: <https://erap.restorehope.org>. Please contact RHM's Customer Service number at 918-528-9008 Monday through Friday from 8:00am-5:00pm, for reasonable accommodations, including persons with limited English proficiency.

**27. I DON'T SPEAK ENGLISH OR DON'T SPEAK ENGLISH WELL ENOUGH TO COMPLETE THE ERAP APPLICATION. CAN I GET AN APPLICATION IN ANOTHER LANGUAGE?**

The application is available in English and Spanish. Please select the box at the top left of the application to choose the language for the application. Other language assistance is available by calling RHM's Customer Service number at 918-528-9008.

**28. HOW SOON WILL I RECEIVE MY ASSISTANCE?**

We are unable to provide an estimated timeframe for payment should your application be selected, and we will process applications as efficiently and equitably as possible.

**29. SHOULD I STOP PAYING MY RENT WHEN I APPLY FOR ERAP?**

No, if you can pay all or part of your rent, you should continue paying until you are notified by RHM that you have been fully accepted into the program and that RHM has issued a rental payment to your property owner. If you pay rent for a month that will be covered by this program, your property owner will be required to provide a credit for future rent due for that payment.

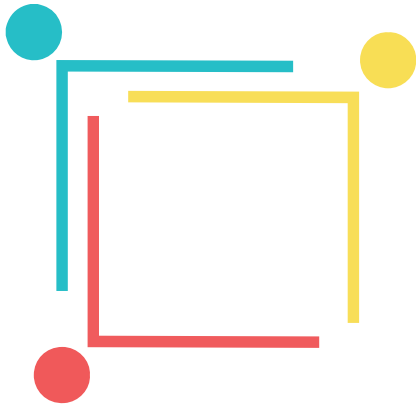
**30. WILL THE HOUSING ASSISTANCE GO DIRECTLY TO ME?**

No, it will go directly to your property owner.

**31. CAN ERAP FUNDS BE USED TO PAY FOR SECURITY DEPOSITS OR OTHER FEES**

Reasonable accrued late fees are eligible but landlords who waive late fees may receive some priority in application processing.





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# GET RENT RELIEF NOW

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BEHIND ON RENT? WORRIED ABOUT GETTING EVICTED?

## WE CAN HELP YOU PAY YOUR RENT

**Community Cares Partners** is a public-private resource center that distributes Emergency Rental Assistance (ERA) allocated by the State of Oklahoma, City of Oklahoma City, Oklahoma County, and Cleveland County to help our neighbors maintain housing stability.

### YOU COULD QUALIFY IF YOU:

- 1 Have lost your job or income due to COVID-19 on or after March 13, 2020 -AND-
- 2 Live in Oklahoma and are behind on your rent and/or utility bills -AND-
- 3 Have received a Past Due Notice, Notice to Quit, or Eviction Notice

---

We expect many people to apply for assistance.

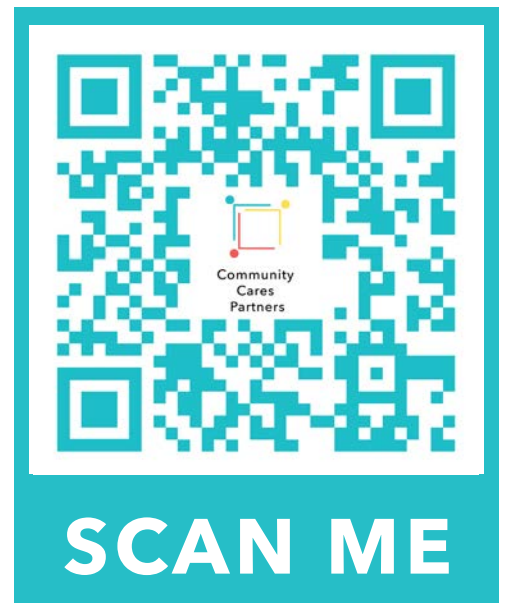
**Submit your application as soon as possible at:**

**okccp.org**

You must provide supporting documentation, including a copy of your ID, utility bills, your lease, and income or unemployment information.

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To contact Legal Aid: (888) 534-5243 or [oklegalconnect.org](http://oklegalconnect.org)





# Community Cares Partners

COVID-19 Relief Emergency Rental Assistance

## Oklahoma Emergency Rental & Utilities Assistance

### Frequently Asked Questions

#### WHAT IS COMMUNITY CARES PARTNERS?

- A public-private program of Communities Foundation of Oklahoma (CFO)
- A new resident support resource center that administers Emergency Rental Assistance (ERA) allocated by the State of Oklahoma, City of Oklahoma City, Oklahoma County, and Cleveland County
- Provides rent and utilities assistance to residents who have been financially impacted by the COVID-19 pandemic (utilities limited to electricity, heating source, water, trash, and internet)

#### WHAT KIND OF ASSISTANCE AND WHO QUALIFIES?

##### **Applicant must verify:**

- 18 years old or over
- Lost job or income due to COVID-19 after 3/13/20
- Financial need
- Rent and utility expenses were incurred after 3/13/20
- No other federal funds were received for the same purpose

All funds are paid to the vendor on behalf of the resident

#### PROGRAM GUIDELINES AND REQUIREMENTS

##### **Criteria for a household to qualify:**

1. FINANCIAL HARDSHIP DUE TO COVID-19
  - A household member qualifies for unemployment
  - Household has experienced a reduction in household income
2. DEMONSTRATES A HOUSING RISK
  - Past due notices, Notice to Quit, or Eviction notices
  - Past due utility notices
3. INCOME LIMITATION: AT OR BELOW 80% AREA MEDIAN INCOME (AMI):
  - Based on the number of people in the applicant's household and the annual household income, the applicant's income must be at or below 80% AMI



# Community Cares Partners

COVID-19 Relief Emergency Rental Assistance

## Oklahoma Emergency Rental & Utilities Assistance FAQs

### HOW CAN RESIDENTS ACCESS THE RESOURCES OF CCP?

- Apply online at [okccp.org](http://okccp.org) or call 2-1-1
- All applicants must complete the application to determine eligibility
- If facing immediate eviction and have a court date, contact Legal Aid and show up at court!

### HOW CAN OTHER AGENCIES GET INVOLVED?

- Join forces and ensure our neighbors take full advantage of the ERA for which they qualify. Helping residents stay on their feet and in their homes ultimately helps the local economy recover from the devastating effects of COVID-19.
- Encourage your clients to visit [okccp.org](http://okccp.org) to learn more and apply for assistance.
- Help us spread the word!
- Connect us to community leaders, especially those in communities most vulnerable to evictions and housing insecurities such as loss of utility service due to lack of payments.
- Help us build relationships with landlord or tenant organizations that we can speak to about eviction prevention funding.
- Share your best practices to aid us in reaching and connecting with those who can benefit from ERA funding.
- Communicate frequently and openly to let us know if there's an issue so we can work to make it right. Let us know what we're missing or any ideas you have to help us reach our collective goals.
- Collaborate. We have data, forms, success stories, and ideas to share, and we hope you'll do the same!

*We're continually striving to streamline services while making sure all clients are seen and heard. We cannot do this alone. Every organization we've reached out to has enthusiastically offered assistance – together, we are making a positive impact for families in need.*



# Community Cares Partners

COVID-19 Relief Emergency Rental Assistance

## Pathway to Rental & Utility Assistance

### STEP 1

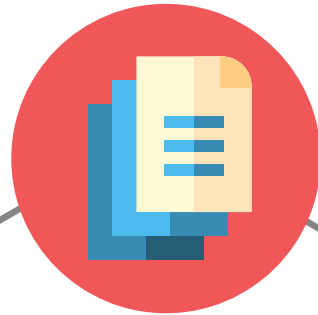
Visit [www.okccp.org](http://www.okccp.org) to see if you qualify and to apply for rental and utility assistance

+ If you have a court date for eviction **show up to court**



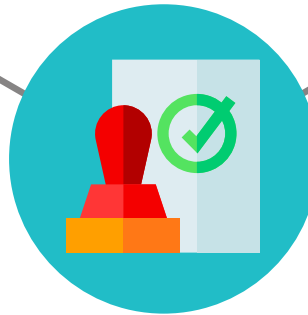
### STEP 2

Provide all supporting documentation including a copy of your ID, utility bills, lease, and income or unemployment information



### STEP 3

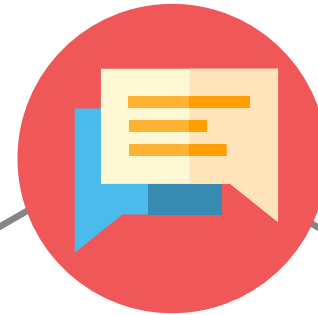
CCP will review your application and notify you of your status



### STEP 4

If you qualify, CCP will work with your landlord and/or utility companies to pay your bills

+ Check your junk/spam folder often



### STEP 5

Rent and utility bills paid - You will be notified of any payments made on your behalf

