



PBC COMMUNITY SERVICES DEPARTMENT

Guidance for COVID-19 Related Emergency Rental,
LIHEAP, EHEAP & Utility Assistance

 **#SaferAtHome** **#InThisTogether**



Palm Beach County
Board of County Commissioners



Contents

Purpose 3

CSD General Resources 3

 All services including rent and utilities

 Department of Housing & Economic Sustainability

 Palm Beach County COVID-19 Updates

COVID-19 Related Services- Eligibility Guidance for all Programs 4

Community Action Program (CAP) 5

 Benefit limits

 Event-specific services

 CSBG

 LIHEAP

Division of Human and Veteran Services (DHVS) 6

 Human Services

 Benefit limits

 Event-specific services

 FLP Care to Share Program

 CSBG

 Veteran Services

 Benefit limits

 Event-specific services

Division of Senior Services (DOSS) 7

 Benefit limits

 Event-specific services

 EHEAP

Financially Assisted Agencies (FAA) 7

 Benefit limits

 Event-specific services

 Agency-specific economic stability programs

Additional COVID-19 Resources 8





Purpose

The purpose of the **COVID-19 Related Rental & Utility Assistance Guidance** is to provide information to all stakeholders to assist individuals and families who are experiencing an economic hardship related to COVID-19. The economic hardship may be due to loss of employment, loss of hours of employment, sickness, or any other direct or indirect cause due to COVID-19.

Community Services Department (CSD) Resources

County residents that are eligible, can still access emergency rental and utility assistance online by visiting our website or by calling the following phone numbers:

- Online application for **all services including rent and utilities**: www.pbcgov.com/OSCARSS
- Phone number for **rent**: 561-904-7900
- Phone number for **utilities (electricity, water and gas)**: 561-355-4792
- Phone number for **seniors EHEAP (electricity)**: 561-355-4746

For now, the courts have temporarily suspended hearings on evictions and a moratorium has been placed on utility shutoffs. However, we are encouraging residents to ACT NOW to ensure they are positioned to receive their federal stimulus checks and have the ability to budget responsibly to ensure their rent/mortgage and utilities are paid. Please visit our website for more information about how to prepare and budget.

CSD website: www.pbcgov.com/communityservices

Department of Housing & Economic Sustainability (DHES)

DHES offer assistance to Palm Beach County homeowners and prospective renters. To discuss housing needs and available funding, contact DHES at 561-233-3600, or visit <http://discover.pbcgov.org/hes/Pages/default.aspx>.

Palm Beach County COVID-19 Updates

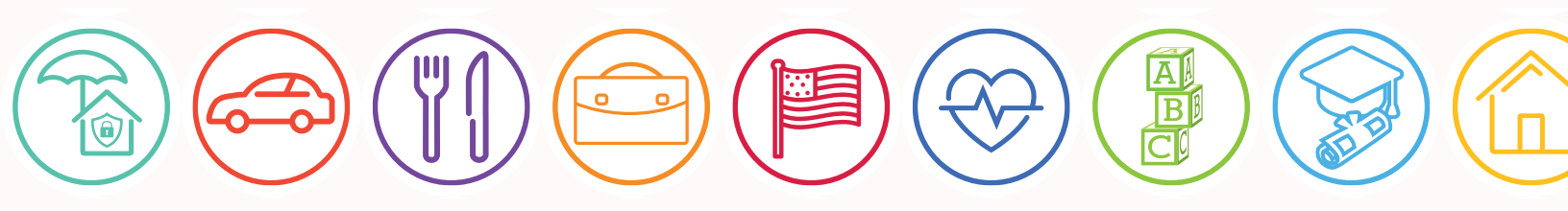
For more information on Palm Beach County's orders, actions and announcements, visit: <http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx>.



COVID-19 Related Services- ELIGIBILITY GUIDANCE FOR ALL PROGRAMS

Eligibility criteria, such as Federal Poverty Guidelines (FPLG) will remain the same for each individual program. However, due to COVID-19 crisis, additional provisions related to client documentation have been added to make it easier to determine eligibility for all CSD Programs. The below provisions apply to all services/programs listed in this document.

- I. Disaster/Crisis-related unemployment may create circumstances where many individuals or families that may not have been eligible for assistance prior to the disaster/crisis may now be eligible. CSD will use the following three possible approaches to comply with income eligibility, in the event where paystubs or “lay-off letter” cannot be provided:
 - “Presumptive eligibility” determinations are based on unemployment (access unemployment application at <http://www.floridajobs.org>;
 - The use of short, signed declarations or affidavits of eligibility (Declaration of Zero Income Form);
 - Accepting eligibility certification paperwork from another Federal or State program (DCF or Housing Information).
- II. Clients must reside in Palm Beach County.
- III. Clients applying for rental assistance may have to provide proof of savings. An asset limit amount of \$2000 per individual or \$3000 asset limit per household may be required, depending on the funding source.
- IV. Clients on subsidized housing programs do not qualify for rental assistance, unless only applying for a rental deposit. Proof from the Housing Agency will be requested. Clients applying for utility assistance will qualify for benefits minus their utility reimbursement amount.



Community Action Program (CAP)

Benefit Limits

In any combination, the maximum benefit per household combining both CSBG and LIHEAP programs is \$2,000. This limit applies to emergency-related benefits per household for expenses incurred because of COVID-19. Benefits provided under this guidance do not waive eligibility criteria.

Example 1: A client that receives \$600 in LIHEAP services can be eligible for up to \$1,400 under the CSBG program.

Example 2: A client that receives Home Energy and Crisis benefits of \$1,000 can be eligible for up to \$1,000 in additional funds under the CSBG program.

Event-Specific Services

Eligible services include, but are not limited to:

CSBG

- Emergency services
- Emergency and permanent housing deposit
- Rental assistance
- Utility assistance (including reconnection costs, fees required to assure resumption of services, and utility deposit)

LIHEAP

- Utility assistance
- Utility reconnection costs
- Fees required to assure resumption of services
- Utility deposit



Division of Human & Veteran Services

Human Services

Benefit Limits

- I. For clients applying for the FPL Care to Share Program, benefit limitations will stay the same for any COVID-19 related crisis:
 - a. Up to \$500 in assistance, (Care to Share may increase with approval by FPL)
- II. For rental assistance:
 - a. Ad Valorem
 - Benefit cap per household is \$3,000
 - Benefit cap for Security Deposit is up to \$2,000
 - b. EFSP
 - Benefit cap is one month rent, up to \$1,000
 - c. SHIP
 - Benefit limit is \$5,000 (Move-in costs)
 - Benefit limit is \$15,000 (Rent and utilities for up to 12 months for tenants financially impacted by COVID-19)

Event-Specific Services

FPL Care to Share Program

Emergency electric bill assistance

CSBG

Rent/lot fees for mobile homes

Rent and security deposit assistance

Move-in assistance

Veteran Services

Benefit Limits

Veteran benefits will depend on the type of service and eligibility requirements.

Event-Specific Services

The Division of Veteran Services serves all military veterans and their dependents, including Merchant Marines and other auxiliaries, in developing and filing claims and appeals with the Department of Veterans Affairs. Veterans Services Officers (VSO) continue to serve veterans via phone and/or email.

Contact Phone

(561) 355-4761



Division of Senior Services (DOSS)

Benefit Limits

Through the EHEAP program, qualifying households will receive a benefit per season of up to \$750 on a past due bill, to resolve their energy crisis. The benefit amount will depend on total household income. Households who received LIHEAP crisis benefit during the same season will not be eligible for the benefit. Households on subsidized housing will be eligible for the benefit amount minus their utility allowance amount.

Event-Specific Services

EHEAP

Emergency electric bill assistance for senior citizens

Contact Phone

(561) 355-4746

Financially Assisted Agencies (FAA)

Benefit Limits

Benefit limits for all FAA will remain the same. These agencies are funded by Community Services Department to provide Economic Stability Programs.

Event-Specific Services

AGENCY NAME	PROGRAM NAME	SERVICE
Coalition for Independent Living Options	FIND	Financially assistance payment (i.e. rent payments; utility payments and/or utility deposits)
Community Child Care Center of Delray Beach	Family Strengthening	Financial management services, coupled with crisis intervention services
El Sol	Worker Development Project	Educational and training opportunities; job matching services
CCMO/Families First	Kin Support	Provide financial assistance, counseling, legal services, healthcare, and case management that helps caregivers and kinship families to achieve healthy functioning and stability
Farmworkers Coordinating Council	Family Preservation & Economic Stabilization	Case management; rent & utilities assistance; financial literacy; translation; food; clothing; household items; toiletries; diapers; transportation; referrals
The Glades Initiative	Connecting the Glades	Navigation; Medicaid & food stamp assistance; financial literacy
Habilitation Center for the Handicap	Employment Program for Adults with Disabilities	Case management; paid work training; job coaching
Palm Beach Habilitation Center	Achieving Economic Stability	Financial literacy
The Lord's Place	Cafe Joshua Job Training & Employment	Job search/readiness; job training programs
United Way	VITA	Free tax preparation



Additional COVID-19 Resources

Budgeting and Banking

www.Debthelper.com

Vita Tax Returns

www.Myfreetaxes.com

www.unitedwaypb.org/taxes

Transportation

www.palmtran.org

Employment

<https://www.careersourcepb.org>

www.floridajobs.org

Childcare

<https://www.elcpalmbeach.org>

Food

Elder Helpline: 866-684-5885

All others: call 211 or 211palmbeach.org

Behavioral Health and Substance Use Disorders

www.sefbhn.org/programs

Legal Access Services

<https://legalaidpb.org/information-and-resources>

COVID-19 Testing Sites

FITTEAM Ballpark of the Palm Beaches - (561) 804-0250

South County Civic Center/Cleveland Clinic - (561) 804-0250

Belle Glade: Primary Care Clinic at Lakeside Medical Center - (561) 642-1000

 **#SaferAtHome**

#InThisTogether

In accordance with the provisions of the Americans with Disabilities Act (ADA), this publication is available in alternate formats. Please call PBC Community Services Department's Community and Volunteer Engagement office at (561) 355-4501 to make your request.



Palm Beach County

Board of County Commissioners

Dave Kerner, Mayor, Robert S. Weinroth, Vice Mayor

Hal R. Valeche, Gregg K. Weiss, Mary Lou Berger

Melissa McKinlay, Mack Bernard