PBC COMMUNITY SERVICES DEPARTMENT
COVID-19 RESOURCES TOOLKIT
Guidance for COVID-19 Related Emergency Rental, LIHEAP, EHEAP & Utility Assistance

#SaferAtHome  #InThisTogether

Revised: April 27, 2020
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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 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 who 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

CSD COVID-19 Resources Video: https://youtu.be/_Nlo-Z6J534
Eligibility Guidelines for all CSD Programs Related to COVID-19

Eligibility criteria, such as Federal Level Poverty Guidelines (FPLG) will remain the same for each individual program. However, due to the 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 when paystubs or lay-off letters cannot be provided.

   - “Presumptive eligibility” determinations are based on unemployment (access unemployment application at [http://www.floridajobs.org](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 of $2,000 per individual or $3,000 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 who 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 that received a 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

<table>
<thead>
<tr>
<th>AGENCY NAME</th>
<th>PROGRAM NAME</th>
<th>SERVICE</th>
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<tbody>
<tr>
<td>Coalition for Independent Living Options</td>
<td>FIND</td>
<td>Financial assistance payment (i.e. rent payments, utility payments and/or utility deposits)</td>
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<tr>
<td>Community Child Care Center of Delray Beach</td>
<td>Family Strengthening</td>
<td>Financial management services, coupled with crisis intervention services</td>
</tr>
<tr>
<td>El Sol</td>
<td>Worker Development Project</td>
<td>Educational and training opportunities, job matching services</td>
</tr>
<tr>
<td>CCMO/Families First</td>
<td>Kin Support</td>
<td>Provide financial assistance, counseling, legal services, healthcare, and case management that helps caregivers and kinship families to achieve healthy functioning and stability</td>
</tr>
<tr>
<td>Farmworkers Coordinating Council</td>
<td>Family Preservation &amp; Economic Stabilization</td>
<td>Case management, rent &amp; utilities assistance, financial literacy, translation, food, clothing, household items, toiletries, diapers, transportation, referrals</td>
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<tr>
<td>The Glades Initiative</td>
<td>Connecting the Glades</td>
<td>Navigation, Medicaid &amp; food stamp assistance, financial literacy</td>
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<tr>
<td>Habilitation Center for the Handicap</td>
<td>Employment Program for Adults with Disabilities</td>
<td>Case management, paid work training, job coaching</td>
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<td>Palm Beach Habilitation Center</td>
<td>Achieving Economic Stability</td>
<td>Financial literacy</td>
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<tr>
<td>The Lord's Place</td>
<td>Cafe Joshua Job Training &amp; Employment</td>
<td>Job search/readiness, job training programs</td>
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<td>United Way</td>
<td>VITA</td>
<td>Free tax preparation</td>
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## COVID-19 Testing Sites

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<tr>
<th>AGENCY NAME</th>
<th>LOCATION</th>
<th>PHONE</th>
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<tr>
<td>FITTEAM Ballpark of the Palm Beaches</td>
<td>5444 Haverhill Road, West Palm Beach, FL 33407</td>
<td>(561) 642-1000</td>
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<tr>
<td>South County Civic Center</td>
<td>16700 Jog Road, Delray Beach, FL 33446</td>
<td>(561) 804-0250</td>
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<tr>
<td>Belle Glade: Primary Care Clinic at Lakeside Medical Center</td>
<td>39200 Hooker Highway, Belle Glade, FL 33430</td>
<td>(561) 642-1000</td>
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### COVID-19 Call Center
Available 24/7
1 (866) 779-6121
or email:
COVID-19@flhealth.gov

### PBC Information Line
Open Daily 8am - 6pm
(561) 712-6400
or email:
public@pbcgov.org

### Report Price Gouging Call:
1 (866) 9NO-SCAM

### COVID-19 Testing Sites Complete List
http://discover.pbcgov.org/coronavirus/Pages/testing-sites.aspx
Additional COVID-19 Resources

Behavioral Health and Substance Use Disorders
www.sefbhn.org/programs

Budgeting and Banking
www.Debthelper.com

Childcare
https://www.elcpalmbeach.org

Department of Housing & Economic Sustainability (DHES)
Homeowners and prospective renters assistance, call 561-233-3600, or visit http://discover.pbcgov.org/hes/Pages/default.aspx.

Employment
https://www.careersourcepbc.com
www.floridajobs.org

Food
Elder Helpline: 866-684-5885
All others: call 211 or 211palmbeach.org

Transportation
www.palmtran.org

Legal Access Services
https://legalaidpbc.org/information-and-resources

Vita Tax Returns
www.Myfreetaxes.com
www.unitedwaypbc.org/taxes