



Emergency Rental Assistance Program 1 (ERA-1) and 2 (ERA-2)

Frequently Asked Questions

Q. What is the Emergency Rental Assistance Program 1 (ERA-1) and Emergency Rental Assistance Program 2 (ERA-2)?

The Emergency Rental Assistance Program 1 (ERA-1) is a fund authorized by the U.S. Department of Treasury Emergency and approved by the Board of County Commissioners on March 9, 2021 to provide Palm Beach County residents with rental and utility assistance who are affected, directly or indirectly, by COVID-19 who are at risk of being homeless. On August 17th, 2021, the BCC approved ERA-2 funding for the same purpose.

The ERA funds are newly issued and have rigorous eligibility requirements, necessitating a thorough documentation and screening process.

This program is for rental and utility assistance for **renters only**. Resources for home owners financially impacted by the COVID-19 pandemic are not covered with this funding.

WARNING: Section 1001 of Title 19 of the U.S. code makes it a criminal offense to make willful false statements or misrepresentation to any department or agency of the United States as to any matter within the jurisdiction. False information may result in civil liability, and/or in criminal penalties including, but not limited to, fine, imprisonment or both.

**This information is available in English, Spanish and Creole.*

DIRECT LINKS TO Q&A SECTION

- [General Eligibility Requirements](#)
- [General Application Questions](#)
- [Applying for Services as a Tenant](#)

GENERAL ELIGIBILITY REQUIREMENTS

Eligible Palm Beach County tenants who either experienced a loss of income as a direct result of COVID-19 (ERA-1) OR at some time DURING the Pandemic (ERA-2) are eligible for assistance with rent and utilities (electric, water, and gas).

Q. What are the benefits of the ERA program?

The ERA-1 benefits:

- Households may receive up to 12 months of utility assistance for their rental unit. If utilities are paid for by the landlord these utility expenses shall be covered as rent payments.
- Households may receive up to 12 months of rental assistance.
- An additional 3 months of assistance may be considered, if it is determined that the extra months are needed to ensure housing stability, and if funds are available.

The ERA-2 benefits:

- Households may receive up to 18 months of assistance, inclusive of any assistance provided under ERA-1.

Households may reapply for additional assistance at the end of the three-month period if necessary and the overall time limit is not exceeded. All required documentation must be uploaded for each reapplication.

Rental payments are made directly to the landlord.

Utility payments are made directly to the utility company.

NOTE: At a certain service level an applicant may be required to participate and receive a certificate in Housing Counseling services. The Housing Counseling services are free, and will be provided by one of our contracted providers.

Q. How are applicants prioritized?

Households are prioritized:

- With incomes at or below 50% AMI
- With one or more members who have been unemployed for more than 90 days, or
- have evidence of housing instability/homelessness

This process was established in the PPM and automated in the online application system, OSCARSS. The system assigns a priority level to each applicant based on the information submitted in the application. Documentation is required to show the percentage of AMI, unemployment length, or proof of housing instability/homelessness.

* If a client has already received 2 months of services, they will be considered as a low priority for future requests.

Q. What are the eligibility application requirements to receive ERA rental and utility assistance?

It is important to **read the application requirements carefully** to avoid delays when applying for assistance.

Eligible Palm Beach County households is a renter household in which at least one or more individuals meets all of the following criteria:

- i. For ERA-1-qualifies for unemployment or experienced a reduction of household income, incurred significant costs, or experienced other financial hardships due to COVID-19 (either directly or indirectly), or for ERA-2 qualifies for unemployment or experienced other financial hardships during or due to (either directly or indirectly) COVID-19
- ii. Demonstrates a risk of homelessness or housing instability, and
- iii. Has a household income at or below 80% of the area median

Note: The difference in eligibility between ERA-1 and ERA-2 is with the financial hardship. For ERA-1, the hardship must be DUE TO COVID-19, but with ERA-2, the financial hardship can be due to OR DURING COVID-19.

A household may be eligible if they meet the following:

- One or more household members experience a financial crisis caused by the COVID-19 pandemic, directly or indirectly. **PLEASE NOTE DOCUMENTS DATED ON OR AFTER JANUARY 1, 2021, MUST DEMONSTRATE A CURRENT CRISIS.**
 - Financial crisis **directly** related to COVID-19 examples include:
 - Reduction or loss of income
 - Lost employment
 - Qualified for unemployment
 - Financial crisis **indirectly** related to COVID-19 include:
 - Increase in expenses due to COVID-19 (Routine expenses, such as copays for routine doctor visits and care maintenance, are not considered examples of a crisis. Proof of payments for all crisis-related expenses are required.)

- Responsible for caring for children/grandchildren at home
 - Caring for or being a high risk individual
- One or more household members can demonstrate a risk of homelessness or housing instability. Examples of proof of risk are:
 - Eviction notice
 - Past due rent notice
 - Past due utility bill
 - Utility disconnect notice
- The total household income must be at or below 80% of Area Median Income (AMI)
 - Households with 50% or less of Area Median Income will be given priority, as well as, households that have at least one individual
 - who has been unemployed for 90 or more days

Household/ Family Size	AMI		
	ELI 30%	VLI 50%	LI 80%
1	\$ 19,350	\$ 32,200	\$ 51,550
2	\$ 22,100	\$ 36,800	\$ 58,900
3	\$ 24,850	\$ 41,400	\$ 66,250
4	\$ 27,750	\$ 46,000	\$ 73,600
5	\$ 32,470	\$ 49,700	\$ 79,500
6	\$ 37,190	\$ 53,400	\$ 85,400
7	\$ 41,910	\$ 57,050	\$ 91,300
8	\$ 46,630	\$ 60,750	\$ 97,200

- Households receiving funding or subsidy under any other federally funded rental assistance program, for example Section 8, HUD Housing or public housing may be eligible for this assistance. Individuals residing in subsidized housing must provide:
 - Proof of assistance received from such programs; and
 - Proof of rental reduction request to its Housing Authority
- Income for all adult household members ages 18 and older must provide proof of income to determine eligibility. Proof of income can include:
 - Total household income for 2020 (adjusted gross Income under IRS form 1040 series) **OR**
 - Total household income for the two months prior to the submission of the application
 - Income and household composition must be recertified for each 3-month period after the initial assistance application.

Q. What documents does an applicant need to provide when applying for the ERA program?

Applicants must provide the following documents in order to apply for services.

Note: Applications will be returned to applicant or rejected if all required documents are not submitted.

LIST OF ACCEPTABLE DOCUMENTATION	DOCUMENTATION SAMPLE	Check (✓)
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ERA-1 ONLY

Proof of COVID-19
Financial Crisis

ERA-1-qualifies for unemployment or experienced a reduction of household income, incurred significant costs, or experienced other financial hardships due to COVID-19

(Direct or Indirect)

Must Submit At Least One

PLEASE NOTE CURRENT DOCUMENTS MUST BE DATED ON OR AFTER JANUARY 1, 2021.

Direct Impact:

- At least two paystubs, one paystub before COVID-19 and one current (most recent) paystub during COVID-19 showing reduced hours (Note: Paystubs must show your name)
- At least two bank statements with transaction history that shows your income (deposits) before COVID-19 and one current bank statements that shows your reduced income (deposits) during COVID-19 – Bank statement must include your name

NOTES:

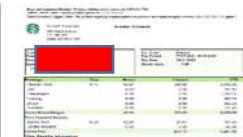
1. Proof of wages prior to 3/13/2020 and wages after 3/13/2020 (at least three pay periods) showing reduction if showing loss of income and still unemployed.
2. For applicants with cash income and stating no cash income coming: Must have proof of routine cash deposits prior to 3/13/2020 and after 3/13/2020.
3. For applicants claiming loss of overtime: Must have proof of three months of OT stubs prior to pandemic and loss of OT in current stubs OR provide an employer attestation indicating a reduction
4. For applicants who have returned to work: If the client has returned to work, and was unemployed during the pandemic, we can pay for the past bills to get them back to normalcy.
5. For applicants who were diagnosed with COVID-19: Ask if their employer continued to pay them while they were out sick. They must have proof of bills or receipts or loss of income. They still need to show the loss if they were out sick and didn't get paid and/or additional expenses due to sickness
6. Comments must be entered as to how the determination was made on the income reduction due to COVID, or highlights/notes on the documents explaining the reduction. Ensure amount requested is reasonable. See additional details below under Reminders.



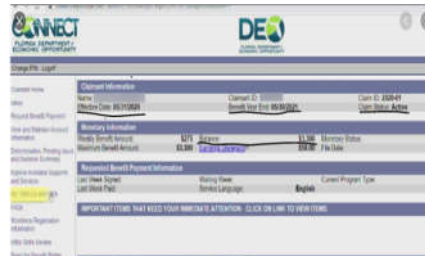
Unemployment letter



Paystub prior COVID-19



Paystub after COVID-19






- Lost employment, like a letter from employer Note: letter or email must have Tenant's name
 - Evidence for Loss of Income if Self-Employed- Notice of business closure and proof that business is still closed if self-employed. The client can provide a Profit/Loss statement or 1099 or Schedule C or any transactions that show loss of income - transactions prior to the pandemic and last three months showing reduction in sales or no business
 - Qualified for unemployment— Unemployment award letter/statement from Department of Economic Opportunity (DEO) with unemployment amount and date range during COVID-19, after March 2020
- Note: If unemployment letter provided as proof of income at or below 80% AM, the benefit year end date cannot be more than 3 months old when using the ending balance to calculate and determine income (attached example)
- Termination or layoff notice - if from last year, any documents that show that are still unemployed. If Layoff is from last year- ask the current DOE claim
 - Any other verifiable document(s) that demonstrates a loss of income due to COVID-19, document must include your name

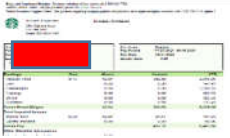

Indirect Impact:

- Increase in expenses due to COVID-19, for example
 - Purchases to support remote work or school
 - Childcare needs due to school closure
 - Cost of alternative transportation
 - Increase in utility costs and/or penalties for those late utility payments
 - Expenses receipts if relocation due to financial or health circumstances

NOTE: Applicants must provide verification for expenses, such as:

- Receipts for purchased items;
- Medical bills; or
- Proof of utilities prior to 4/1/2020 and utilities after 4/1/2020 (at least three bills) demonstrating an increase.

	<ul style="list-style-type: none"> ➤ Responsible for caring for children/grandchildren at home ➤ Caring for or being a high risk individual ➤ Proof of lost/reduced child-support due to COVID-19 impact ➤ Proof of lost/reduced spousal support due to COVID-19 impact ➤ Homeless Determination letter- must be verified and signed by Reviewer <p>NOTE: Routine expenses, such as copays for routine doctor visits and care maintenance, are not considered examples of a crisis. Proof of payments for all crisis-related expenses are required.</p>		
<p><u>ERA-2 ONLY</u></p> <p>ERA-2 qualifies for unemployment or experienced other financial hardships DURING or due to (either directly or indirectly) COVID-19 Pandemic</p>	<p>Same as above for ERA-1. In all of the examples above documentation is for financial hardships DURING or due to COVID-19.</p> <p>For ERA-2 only, must provide documentation to demonstrate financial crisis during COVID.</p>		
<p>Valid Government Issued ID <u>(Applicant Only)</u></p>	<ul style="list-style-type: none"> ➤ Passports ➤ Driver's License 	 <p>Driver's license</p>  <p>Passport</p>	
<p>Social Security Cards and Numbers <u>(SS Card Applicant Only)</u></p>	<ul style="list-style-type: none"> ➤ Social Security Number & Card-<u>applicant only</u> ➤ Social Security Numbers for <u>all</u> other household members <p><u>Note:</u></p>	 <p>Social Security Card</p>	

<p>SSN <u>All</u> Household Members)</p>	<ol style="list-style-type: none"> 1. Social Security cards from all household members may be required by Case Manager during eligibility review. 2. SS card (or other Federal govt issued document, like Medicaid or Selective Service cards). W-2s are also acceptable in picture format. Tax returns and handwritten paper is NOT acceptable as proof of SSN. 		
<p>Proof of Income (All Adult Household Members 18 years old and older) Note: Household income does not include persons whose cost of residence is partially or fully paid through a foster care or a residential program administered by the state as household members.</p> <p>Must Submit At Least <u>One</u></p>	<ul style="list-style-type: none"> ➤ 2020 Income Tax OR Last 2 months of income <ul style="list-style-type: none"> ○ Total household income for 2020 (adjusted gross -Income under IRS form 1040 series) ○ Total household income for the two months prior to the submission of the application ➤ Categorical Eligibility: May be used for clients who have been eligible for Determination letter from the government agency that verified the applicant's household income at or below 80% AMI on or after January 1, 2020. Examples of Government Agencies: <ul style="list-style-type: none"> ○ LIHEAP/CSBG ○ SNAP ○ TANF ○ Healthcare District ○ Medicaid ○ Ryan White ➤ Self Attestation Form for INCOME (available online) may be completed for persons with no income documentation. Note: Additional information may be required by Case Manager during eligibility review. 	 <p>Last paystub</p>	
<p>Proof of Residency</p> <p>Must Submit At Least <u>One</u></p>	<ul style="list-style-type: none"> ➤ Driver's License with rental address ➤ Recent utility bill – applicant's name must be on the bill ➤ Mail from a Government Agency- applicant's name must be on the letter/envelope 	 <p>Driver's license (address must match rent agreement/lease)</p>	

Applying for Rent

- Rental Lease Agreement (**must be current, not expired**)
- Note:** The Balance Sheet will be submitted by the Landlord upon request from the County's request. If the Landlord is not a registered vendor of Palm Beach County the applicant **must** provide landlord's e-mail address. The County will email a link to the landlord to register. The Landlord will also certify the balance statement. The balance statement must be in an electronic form. Handwritten balance statements will NOT be accepted.

ADDITIONAL DETAILS ON BALANCE STATEMENTS AND VENDOR REGISTRATION BELOW UNDER REMINDERS.

Landlord's Balance Statement

Tenant Name: Michael Zedman
 Tenant Address: 14880 Sunset Palms Circle, 1A
 DELRAY BEACH, FL 33484

Month	Month Due	Late Fee	Legal Fee	Total Due
Month 1	November	\$2,200.00	\$125.00	\$2,325.00
Month 2	December	\$2,200.00	\$125.00	\$2,325.00
Month 3	January	\$2,200.00	\$125.00	\$2,325.00
Month 4	February	\$2,200.00	\$125.00	\$2,325.00
Month 5	March	\$2,200.00	\$200.00	\$2,400.00
Grand Total:				\$12,400.00

Sample of Balance Statement



Screen view to send link to landlord.

Households receiving funding or subsidy under any other federally funded rental assistance program i.e. Section 8, HUD Housing, Public Housing

- Proof of assistance received from such programs (tenant portion identified)
- Proof of rental reduction request to its Housing Authority

Submit only if applicable.

Applying for Utility Payment

- Dates of service for past due bills, after March 2020
 - Final Notice (if applicable)
 - Disconnect Notice (if applicable)
- Note:** Applicant's or household member's name must be on the bill or relationship to applicant must be included in the app.

Must submit ALL of the items listed for each utility type request: Electric, Water, Gas.

Water Utility Bill

Account Number: 123456789
 Service Address: 1234 Main St, Delray Beach, FL 33484

Category	Amount
Basic Service Charge	\$15.00
Water Usage	\$10.00
Sanitary Sewer	\$5.00
Stormwater	\$2.00
Service Fee	\$1.00
Other Fees	\$0.00
Total Amount Due	\$33.00



		Electric bill sample – No screenshots of bill summaries allowed (depicted above with red X). Screenshots of entire bills (depicted above) containing all required information is acceptable.	
Evidence of risk of homelessness or housing instability Submit only if applicable.	<ul style="list-style-type: none"> ➤ <u>For rent assistance request:</u> documentation of current lease agreement and balance statement completed by Landlord, eviction notice, past due rent notice ➤ <u>For utility assistance:</u> documentation of past due bills or disconnection notice with dates of service after March 2020 	See rent and utility assistance sample documentation.	

Q. How is a household defined?

An applicant applies for the household. A household is defined as all persons living under one roof.

Q. Can I apply for ERA if I receive subsidize housing assistance?

Households receiving funding or subsidy under any other federally funded rental assistance program i.e. Section 8, HUD Housing, Public Housing may be eligible for ERA assistance. However, households need to provide:

- Proof of assistance received from such programs (new tenant portion identified)
- Proof of rental reduction request to its Housing Authority

Q. Do I have to repay the ERA funds?

No the ERA assistance does not have to be paid back, however, fund distribution is reported to the IRS.

Q. What are other resources if I am denied ERA assistance?

For crisis non-COVID-19 related, log in to OSCARSS and select “Apply for Services”.

For other resource referrals, including mortgage assistance, contact 211.

Q. How can landlords become vendors with Palm Beach County and what documentation do they need to provide?

Landlord/vendor shall have 14 days to register as a vendor with Palm Beach County. If vendor does not comply with the established timeframe, the application shall be returned to the client. Landlords can apply at

<https://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService>

Documents Required: Signed Balance Sheet AND Lease Agreement

NOTE: Payments to Property Manager requires proof with Landlord signature authorizing property manager to accept payment.

Q. Who may I contact with additional questions?

If you have further questions, please contact our Call Centre at (561) 355-4792.

GENERAL APPLICATION QUESTIONS

Q. When completing the application do I have to select ERA-1 or ERA-2 ?

No, the application system will assign either ERA-1 or ERA-2 funding based on the information submitted.

Q. What if I am having trouble applying for services?

Please review the *How to Apply Step-by-Step* tutorial at www.rentalassistancepbc.org prior to completing an application.

Q. How can I verify the status of my application?

To verify the status of an application, visit CSD's Client Services Search at www.pbcgov.com/clientservicessearch or directly through the application portal at www.rentalassistancepbcgov.org.

Once the application is reviewed, you will receive an email for any pending documentation. Pending documents will also be listed in your application when you log in.

Applicants are encouraged to check their emails regularly and to maintain a valid phone number on file, as reviewers make contact by email, and they send important updates regarding applications.

Q. How long does it take to process the application?

If you are eligible and the application and balance statement from the Landlord are submitted without issue, the approval process may take up to 6 weeks before the Landlord receives payment.

Applicants are encouraged to check their emails regularly as reviewers make contact by email, and they send important updates regarding applications. To verify the status of an application, visit CSD's Client Services Search at www.pbcgov.com/clientservicessearch or directly through the OSCARSS portal at www.pbcgov.com/OSCARSS.

Q. How do I check the status of my application?

You may check the status of your application by logging to your account.

Applicants are encouraged to check their emails regularly as reviewers make contact by email, and they send important updates regarding applications. To verify the status of an application, visit CSD's Client Services Search at www.pbcgov.com/clientservicessearch or directly through the OSCARSS portal at www.pbcgov.com/OSCARSS.

Q. Can I apply over the phone?

No. You must apply thru online application and upload required documentation to determine eligibility for the approval process. If you need assistance applying for services, you may contact one of the five non-profit organizations that are available to assist you in person and help with entering and submitting your application online. See list under the question *Who can help me apply for services?*

Q. Who can help me apply for services in-person?

In-person assistance is available BY APPOINTMENT ONLY at participating libraries and non-profit agencies. Please find current information at the following link below:

Assistance includes:

- Answering incoming phone calls from the public about how to apply, application status, and other frequently asked questions.
- Returning phone calls from public about the application process, documents needed, how to apply, and other frequently asked questions.
- Referring unanswered questions to the Coordinated Entry Network/Call Center at 561-355-4792.
- Collecting, scanning and uploading documents to client’s applications.
- Creating OSCARSS accounts for clients who come to the branch for in person assistance.
- Assisting clients who come to the branches, with creating and submitting applications.
- Providing other customer/client support as needed.

Q. Unable to register for OSCARSS account?

Email CSDCarespbcgov.org. (CSD Cares Lead will verify if there’s an existing account and/or technical issue and handle accordingly).

Q. Unable to Sign In?

Email mail CSDCarespbcgov.org.

Q. Unable to upload documents?

You can contact the CSD Call Center at 561-355-4792

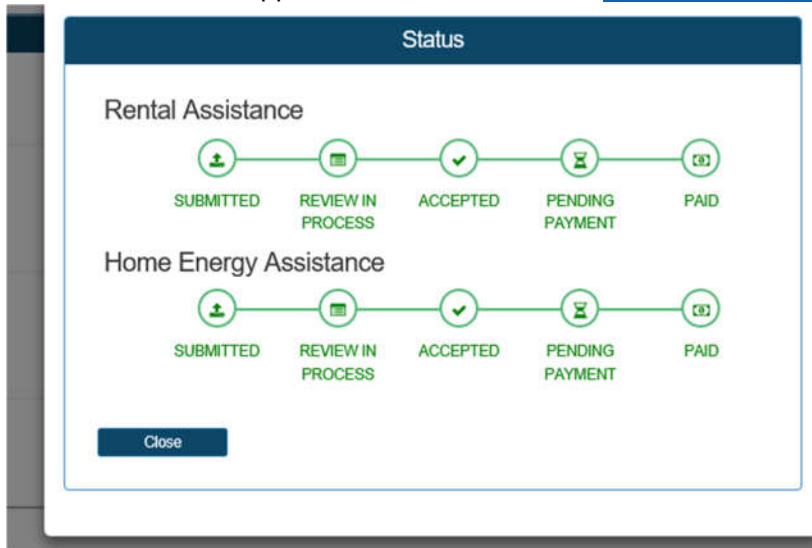
You can email staff by clicking on “Contact Us” on www.rentalassistancepbc.com or www.pbcgov.com/OSCARSS.

Q. Assume they submitted the application, but left it on Draft?

The applicant should log back into their account and click “Submit”.

Q. What do the icons mean in the Application Status?

Click on the “Check Application Status” button on www.rentalassistancepbc.com or www.pbcgov.com/OSCARSS.



Q. What do the Status Definitions mean?

Submitted-Applicant has submitted their application.

Review in Process-Caseworker or reviewer is reviewing the application to ensure all requirements have been met and all documents have been provided.

Accepted-Caseworker or reviewer has confirmed application requirements have been met and sent application to Fiscal (Finance) for review and payment processing.

Pending Payment-Finance has created the invoice for payment. Payment will be processed and mailed/paid within 10-15 days.

Paid-Landlord or Property Management Company has received payment.

Q. Need clarification on the documents requested by the Case Manager

1. You can contact the CSD Call Center at 561-355-4792 or Email CSDCarespbcgov.org.
2. You can email staff by clicking on "Contact Us" on www.rentalassistancepbc.com or www.pbcgov.com/OSCARSS

Q. Want to know if the landlord cashed the payment?

Email PBCLandlord@pbcgov.org and provide the application number.

Q. How do I communicate with the case manager?

1. Call the CSD Call Center at 561-355-4792 or email CSDCarespbcgov.org OR
2. You can email staff by clicking on "Contact Us" on www.rentalassistancepbc.com or www.pbcgov.com/OSCARSS

Q. How do I reset my password?

Email CSDCarespbcgov.org

Q. How do I calculate income, particularly self-employment

The OSCARSS application will provide computerized calculations after the requested information is entered.

Q. Is future rent paid?

No. We are no longer paying for future months' rent.

Q. How do I apply for rental and/or utility assistance?

Tenants may applying online at www.rentalassistancepbc.org. and www.pbcgov.com/oscarss. Once the tenant submits the application the landlord will receive an email prompting them to register with the County as a vendor and complete all required forms.

Applications can be accessed through any internet connection. CSD staff may assist you by calling (561) 355-4792.

Applicants can save their online application and return to it at a later date to complete and submit.

NOTE: Please ensure your mailing address remains up to date. Check your address by logging in to your account at www.rentalassistancepbc.org.

Applications can be accessed through any internet connection. CSD staff may assist you by calling (561) 355-4792.

Applicants can save their online application and return to it at a later date to complete and submit.

NOTE: Please ensure your mailing address remains up to date. Check your address by logging in to your account at www.rentalassistancepbc.org.

Q. What if I have no proof of income and no one in my household has proof of income?

In the rare case that an applicant and their entire household does not have proof of income, in OSCARSS the applicant will be prompted to complete the Self-Attestation Zero Income Declaration Form:

1. Check two certification statements

2. When the Applicant checks “I Certify that I have Zero Income to report” this certification statement, the following question pops up “Do you receive a Local, State, or Federal Government Assistance Program (EX. SNAP, TANF, SSI, etc) Yes or No”.

If applicant answers Yes - Supporting Document will be required for the Applicant Local, State, or Federal Government Assistance Program (EX. SNAP, TANF, SSI, etc). **These documents must be dated from January 2020 to the present.**

If applicant answers No - The Applicant must enter the responses to these questions

1. Please explain where you worked prior to the COVID-19 Crisis
2. Please explain the situation for not being able to provide traditional methods of proof of income
3. Household Income Amount for Last 2 Months
4. System will generate the CSD ERA Self-Attestation Form

Please note that if an applicant has no proof of income, if they are eligible for this program, the rental amount will only be paid up to the Fair Market Rate (FMR) for their zip code.

Self-Attestation Zero Income Declaration Form

Total Household Income = Zero; Applicant fills Self-Attestation Zero Income Declaration Form

The Income and Calculated AMI% will show in the Income Portion of the Review/View on all screens

Self-Attestation Zero Income Declaration Form will be a Supporting Document

Q. What if the household has income, but there are members who do not have income?

In cases whereby the household does have an income, but there are individual household members who do not have an income, the household members without an income will be asked to check off the Self-Attestation Certification checkbox.

Self-Attestation Certification Checkboxes

All Adult Household Members with Zero Income, Applicant Certifies that they have Zero Income

The Income and Calculated AMI% will show in the Income Portion of the Review/View on all screens

These Certifications will Display in the Review and in the View on all screens where Applications are reviewed and/or viewed

Household Income

Important Note: We have added the Last 2 Months to our income collection for your benefit. We have Multiple Funds with specific requirements for providing specific types of help to Palm Beach County Residents. Your recent Crisis may have affected your most recent income. Collecting the Last 2 Months of your household income will open more opportunities for our Case Managers to help your Family.

Household	Annual Income		Last 2 Months Income		
	2020 Tax Return (Adjusted Gross Income - Line # 11 on 1040)		Unemployment Wages (Last 2 Months)	Wages - Employment, Self-Employment, etc (Last 2 Months)	Fixed Income - Social Security, Pension, Disability, etc (Last 2 Months)
Name					
Julie Dowe 9	\$25,000.00		\$0.00	\$0.00	\$0.00
George Dowe	\$0.00		\$0.00	\$0.00	\$0.00
Charles Dowe	\$0.00		\$1,000.00	\$0.00	\$0.00
Dorothy Dowe	\$0.00		\$0.00	\$0.00	\$0.00
Total Annual Income:		\$25,000.00	Total Last 2 Months Income:		\$1,000.00

I Certify that **George Dowe** has Zero Income to report
 I Certify that **Dorothy Dowe** has Zero Income to report

Previous

Next

Q. Am I eligible to get assistance for the residence that I don't reside in anymore but still have arrears?

Yes. A former tenant will need to complete a separate application for the arrears from the residence they no longer live. If rental assistance is needed for the current address, again, a separate application will need to be completed. The total rental assistance cannot exceed 12 months, or 15 months in special situations. System only allows one active application. Applicant has to wait to submit second application for the rent until the first application is fully approved for the benefit.

As with any rental assistance we provide with the ERA funds the landlord would need to approve the balance statement and agree to be PBC vendor.

Q. Can I apply for relocation expenses, like first, last and security deposit?

Yes. The ERA funds will cover relocation expenses, however the total months of service for all rental assistance, regardless of the address cannot exceed 12 months, or 15 months with special consideration. Applicants may be assisted with relocation expenses, which may include deposits, first and last month, **application and screening fees**. Applicants requesting relocation expenses must meet the eligibility criteria for the program. The eligibility criteria is the same for all ERA funded services, and is listed above. A lease for the new unit is required. The landlord will be required to submit a balance statement through the OSCARSS application portal. Landlord/Tenant will be required to return the security deposit if client moves out of the dwelling. If there are other rental arrears or utility payments for another address, that must be a separate application. Applications for relocation expenses must be in its own application separate from any other request for services.

Homeless clients may have a homeless determination letter, available in the OSCARSS online application system, signed by a Homeless and Housing Alliance agency.

Q. How do I appeal if my application was denied?

If your application was denied you may appeal the process in order to have the decision reconsidered. The appeal process has been automated in OSCARSS.

Note: If you have 2 services, water and rent, denied and only appeals for water then can only apply for rent after the appeal for water goes through

Please see the screenshot to the two-step process below

1. Click on Request Appeal button in OSCARSS.

[View](#)

[Request Appeal](#)

[View Status](#)

2. Complete the Appeal Form and Click Save in OSCARSS. All denied services will be checked by default. Unselect those that you are not appealing.

Appeals Request Form for Application # 75076 (ERA COVID-19)

Please select service you want to Appeal*

Rental Payment

Reason for Appeal *

Reason for Appeal

* I, feel the decision made regarding my request for service through the Palm Beach County Community Services Department (CSD) is unsatisfactory and I wish to present my case to a higher authority.

* I have received a copy of the Community Services Department Appeals Process and understand my rights as outlined.

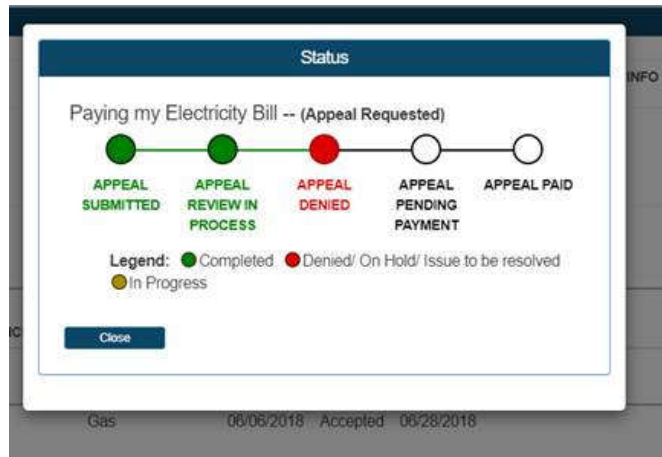
* I understand that if I have any questions regarding my right to appeal, I may contact CSD Administrative Staff for clarification.

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Appeal has been sent for review. Appeal Form is available on Application Documents.

To verify the status of an application, visit CSD's Client Services Search at www.pbcgov.com/clientservicessearch or directly through the application portal at www.rentalassistancepbcgov.org.

Applicants are encouraged to check their emails regularly and to maintain a valid phone number on file, as reviewers make contact by email, and they send important updates regarding applications.



Q. How do I apply for the Grocery Card Program that are available on a limited basis?

January 18, 2022 the Grocery Card Program is available again, on a very limited basis. Again, the funding is very limited. Grocery Cards will be issued in order of the approved applications.

Grocery cards are \$400 and can only be used for food grocery purchases. Apply Online at Rentalassistancepbc.org or pbcgov.org/OSCARSS.

Eligible Palm Beach County residents must be a household in which at least one or more individuals meets all of the following criteria, including but not limited to:

- Experiencing any crisis, for example, qualifies for unemployment, experienced a reduction of household income, incurred significant costs, or experienced other financial hardships;
- Children under 5 years old live in the household, applicant is a person with a disability, applicant is 60+ years old;
- Has a household income at or below 200% Federal Poverty Guideline (FPG);

Household Size	Annual Income Federal Poverty Guideline (FPG)	200% FPG
1	\$12,880	\$25,760
2	\$17,420	\$34,840
3	\$21,960	\$43,920
4	\$26,500	\$53,000
5	\$31,040	\$62,080
6	\$35,580	\$71,160
7	\$40,120	\$80,240
8	\$44,660	\$89,320
9	\$49,200	\$98,400
10	\$53,740	\$107,480

Applications must be submitted online and will be processed on a first-submitted, first-qualified, first-served basis, subject to funding availability. All requested information must be uploaded prior to submitting your application.

Limited funding available for this program

For a full list of eligibility requirements and to apply, visit www.rentalassistancepbc.org.

Q. If my application is returned to me, how long do I have to resubmit it?

You must resubmit your application within 30 days once it is returned to you by your case manager. If you do not resubmit your application within that timeframe, you will receive an email stating that, due to inactivity, the application is now closed. If you receive this message and are still in need of services, please log into your account to submit a new

application at rentalassistancepbc.org or PBCGOV.org/OSCARSS. Please note that your information is maintained in the system, therefore you will not have to resubmit everything, just update the information and resubmit it.

Q. May a renter subject to a “rent-to-own” agreement with a landlord be eligible for ERA assistance?

A grantee may provide financial assistance to households that are renting their residence under a “rent-to-own” agreement, under which the renter has the option (or obligation) to purchase the property at the end of the lease term, provided that a member of his or her household:

- i. is not a signor or co-signor to the mortgage on the property;
- ii. does not hold the deed or title to the property; and
- iii. has not exercised the option to purchase

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