ESG CV Rent Assistance

Frequently Asked Questions

Q. What is the ESG CV Rent Assistance program?

ESG-CV Emergency Solutions Grant funds are to be used to prevent, prepare for and respond to coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless assistance; and to support additional homeless assistance and homelessness prevention activities to mitigate the impacts of COVID-19

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 households who are experiencing a crisis and as a result, are at risk of homelessness; households whose total household income is at or below 150% Area Median Income (AMI); Households that do not have any other resources to prevent eviction or homelessness.

Participants seeking ESG-CV rental assistance in units with rents above Fair Market Rate (FMR) must comply with HUD's standard of rent reasonableness.

Q. What are the benefits of the ESG CV program?

- Households may receive up to 12 months of rental assistance (case management services will be provided and reassessment of income will be completed every three months).
- Households may receive up to 6 months of arrears in rental assistance and current month of rent.

Q. Do I qualify if my rent is more than the Fair Market Rate (FMR)?

Participants may be eligible for assistance if FMR complies with HUD's standards of Rent Reasonableness.

Q. How do I know if my unit/rent is higher than the FMR requirements?

Once application is reviewed, applicant will be notified through application portal if the unit does not meet eligibility requirements.

Q. What are the eligibility application requirements to receive ESG CV rental assistance?

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

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

i. Demonstrates a risk of homelessness (crisis), and
ii. Demonstrates that they do not have other resources to prevent eviction, and
iii. Whose total household income is at or below 50% of the area median (AMI)

A household may be eligible if they meet the following:

- Risk of homelessness: One or more household members experience crisis, and as a result, are at risk of homelessness. PLEASE NOTE DOCUMENTS DATED ON OR AFTER JANUARY 1, 2021, MUST DEMONSTRATE A CURRENT CRISIS.
    - Late Rent Notice
    - Eviction Court Order
    - 30-Day Termination of Tenancy Notice from Landlord
    - 3-Day Notice to Pay or Quit from Landlord
    - A Signed Letter from a Motel or Hotel stating that the household must vacate within 30 days
- Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described and
    - (c) Meets one of the following conditions:
        - Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
          (II) Is living in the home of another because of economic hardship;
          (III) Has been notified in writing that their right to occupy their current housing or living situation
          will be terminated within 21 days after the date of application for assistance;
          (IV) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals;
          (V) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than
          two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per
          room, as defined by the U.S. Census Bureau;
          (VI) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
          (VII) Otherwise lives in housing that has characteristics associated with instability and an increased
          risk of homelessness, as identified in the recipient's approved consolidated plan.
          (ii) A child or youth who does not qualify as “homeless” under 24 CFR 576.2, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or
          (iii) A child or youth who does not qualify as “homeless” under 24 CFR 576.2, but qualifies as

"homeless" under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or h

- The total household income must be at or below 50% of Area Median Income (AMI)

Household /Family Size	AMI 50%
1	32,200
2	36,800
3	41,400
4	46,000
5	49,700
6	53,400
7	57,050
8	60,750

  - Six (6) months of income for all adult household members ages 18 and older (must provide proof of income to determine eligibility). Proof of income can include:
    - Unemployment Benefits
    - Earned Income (paystubs)
    - Self-Employment Income
    - Public Assistance (TANF, SSI, SSDI, SNAP, etc)
    - Pension/Retirement Income
    - Alimony and/or Child Support
    - Armed Forces Income
    - Other Income
    - If no Income:
      - Zero Income Declaration Form plus one of the below (depends on age):
        - Social Security Wage Transcript
        - School Records for Age 18 to 25

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

- **All Household Adults 18 and Older must have (Both of These)**
  - Government Issued ID
  - Social Security Card
- **All Household Minors 17 and Younger must have (Both of These)**
  - Birth Certificates
  - Social Security Card
- **All Household Adults must have Proof of Income for the last 6 months (All that Apply)**
  - Unemployment Benefits
  - Earned Income (paystubs)
  - Self-Employment Income

    - Public Assistance (TANF, SSI, SSDI, SNAP, etc)
    - Pension/Retirement Income
    - Alimony and/or Child Support
    - Armed Forces Income
    - Other Income
    - If no Income:
        - Zero Income Declaration Form plus one of the below (depends on age):
            - Social Security Wage Transcript
            - School Records for Age 18 to 25
- **All Household Adults must have Six (6) Months of Bank Statements OR**
    - Bank Statements for each Adult in Household
- **No Bank Accounts**
    - Applicant's written Statement that no bank accounts are held by the household
- **Household Expenses are required (You must upload documents for every expense you choose in the system; For example: water bill, lease for rent)**
- **Household Assets are required**
- **Lease Agreement signed and dated by all parties** (must have Applicant's Name on it)
- **Applicant must show At Risk of Homelessness (One of These)**
    - **Proof of Potential Housing Loss due to Rental Non-Payment OR**
        - Late Rent Notice
        - Eviction Court Order
        - 30-Day Termination of Tenancy Notice from Landlord
        - 3-Day Notice to Pay or Quit from Landlord
        - A Signed Letter from a Motel or Hotel stating that the household must vacate within 30 days
    - **Proof of Potential Housing Loss due to Utility Non-Payment**
        - Must include copy of Utility Shut-Off Notice and one of the following
            - Lease/Rental Agreement indicating application is responsible for utilities and utility shut-off will cause eviction or
            - Other Evidence of housing being unfit for human habitation due to utility shut-off (e.g. other third party provider assessment of ESG-CV staff assessment)

Q. How is a household defined?

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

Q. Do I have to repay the ESG CV funds?

No, the ESG CV assistance does not have to be paid back.

Q. What are other resources if I am denied ESG CV 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 or email CSDCares@pbcgov.org.

GENERAL APPLICATION QUESTIONS

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

Please contact our Call Centre at (561) 355-4792 or email CSDCares@pbcgov.org.

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.

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Q. How do I check the status of my application?
You may check the status of your application by logging to your account.

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Q. Can I apply over the phone?
No. You must apply through our online application and upload required documentation to determine eligibility for the approval process. If you need assistance applying for services, you may make an appointment to visit one of our offices or library locations by calling 561-355-4792.

Q. Who can help me apply for services in-person?
Applications are available online at www.rentalassistance.org and accessed through any internet connection. If you need assistance applying for services in person, you may make an appointment to visit one of our offices or library locations by calling 561-355-4792. If you are homebound or have extreme limitations that prohibit you from visiting our in-person locations, please contact 561-355-4792 and request a home visit. Our Mobile Outreach team will return your call and schedule a time to meet.

Q. Unable to register for OSCARSS account?

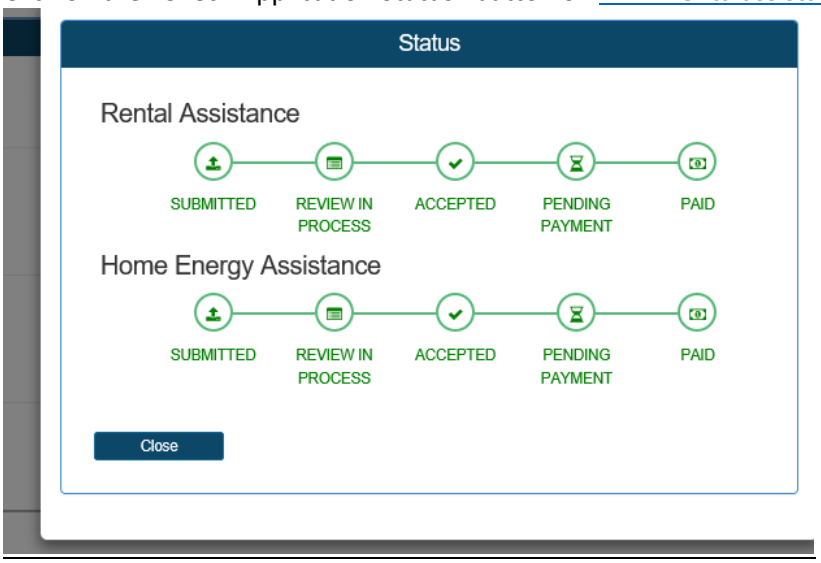
Email CSDCarespbcgov.org. (CSD Cares Lead will verify if there's an existing account and/or technical issue and handle accordingly).

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 CSDCares@pbcgov.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 CSDCares@pbcgov.org

Q. How do I calculate income, particularly self-employment
The OSCARSS application will provide computerized calculations after the requested information is entered.

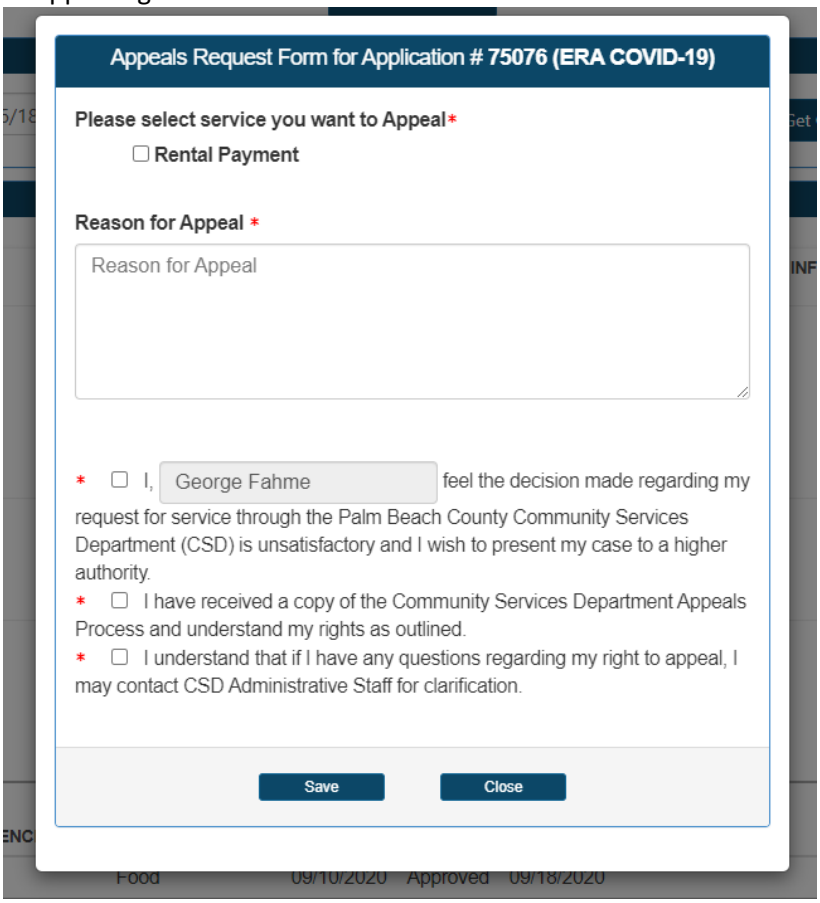
Q. How do I appeal if my application was denied?
If your application was denied you may appeal the process in order to have the decision reconsidered. The appeal process has been automated in OSCARSS.

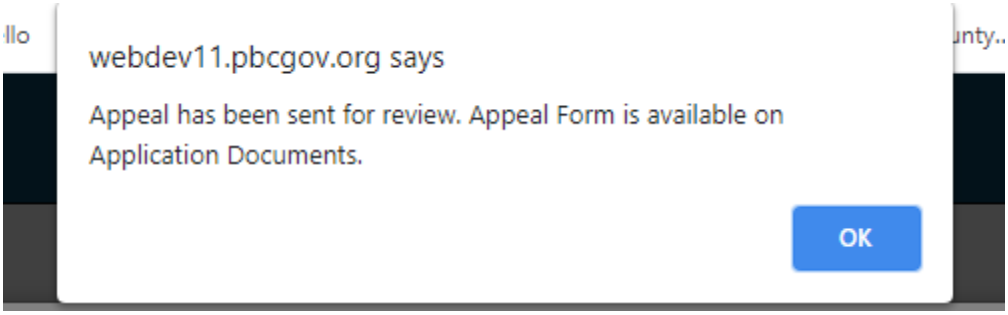
Note: If you have 2 services, water and rent, denied and only appeals for water then can only apply for rent after the appeal for water goes through

Please see the screenshot to the two-step process below

1. Click on Request Appeal button in OSCARSS.

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.





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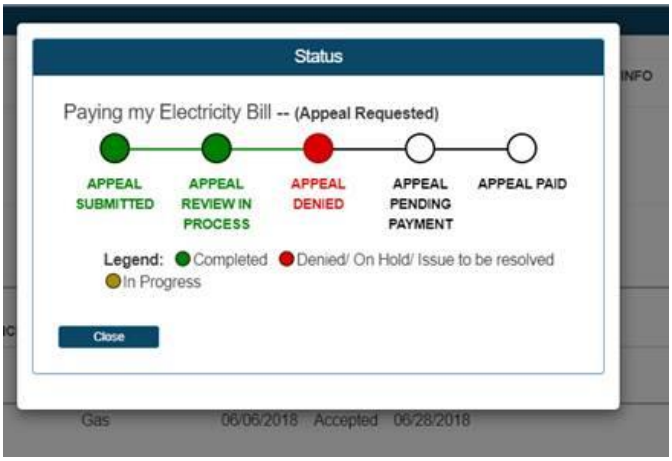

Q. If my application is returned to me, how long do I have to resubmit it?

You must resubmit your application within 15 days once it is returned to you by your case manager. If you do not resubmit your application with in 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.

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