

# Department of Housing and Community Development

# The EHA PROGRAM DISPUTE RESOLUTION PROCEDURES (CDBG-CV)

#### **OVERVIEW**

The Emergency Housing Assistance Program (EHA), administered by the Orange County Department of Housing and Community Development Department (OCHCD), uses Community Development Block Grant Coronavirus (CDBG-CV) funds, among other funding sources, to provide housing assistance. Eligible applicants must earn no more than 30% of the area median income (AMI), have an urgent need for housing assistance that is related to the COVID-19 pandemic, and lack adequate resources to cover their housing costs.

The current income limits for Orange County are below:

	Household Size							
	1	2	3	4	5	6	7	8
30% AMI	18,150	20,750	23,350	25,900	28,000	30,050	32,150	34,200
50% AMI	30,250	34,600	38,900	43,200	46,700	50,150	53,600	57,050
60% AMI	36,300	41,520	46,680	51,840	56,040	60,180	64,320	68,460

Source: 2021 HUD Income Limits

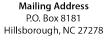
## Eligible Costs and Maximum Assistance

Emergency Housing Assistance may pay for security deposits, utility connections and arrears, rental payments and arrears, mortgage payments and arrears, and, in certain emergency situations and upon OCHCD approval, other urgent housing-related costs (e.g., moving costs), especially for hard-to-house individuals and families, such as large families with children, seniors, people with disabilities, veterans, and people with justice system involvement. Emergency Housing Assistance may not duplicate any assistance provided by any other program.

#### **Applying for Emergency Housing Assistance**

Applicants and referral agencies submitting on behalf of applicants should complete an Emergency Housing Assistance application, available at <a href="http://orangecountync.gov/2359/Emergency-Housing-Assistance">http://orangecountync.gov/2359/Emergency-Housing-Assistance</a>, which includes:

- A description of the urgent need for assistance
- Pertinent background information on the client and other household members
- Information on the identified housing unit or complex (name of the complex, if applicable, and address)
- Name and address of the landlord or utility provider to whom the check for assistance should be made payable
- Signed income certification form and supporting documentation verifying total gross household income (see the <u>Emergency Housing Assistance Application</u> for a checklist of the acceptable source documentation)





- Copy of the lease or other documentation from the landlord showing the client has been approved to live at the identified unit and amount of funds needed, as applicable
- Statement or invoice from utility provider, as applicable
- A duplication of benefits verification documenting previous assistance the applicant has received

### **Dispute Resolution Process**

The EHA specialist reviewing an application makes a funding determination based on an applicant's demonstrated need and eligibility under CDBG-CV guidelines. EHA specialists seek to provide the maximum amount of assistance that an applicant is eligible for to ensure that they remain in stable housing.

#### **Program Grievance Procedures**

Persons dissatisfied with or aggrieved by EHA funding decisions or other phases of the application process will have access to the following complaint resolution process:

- 1. If you disagree with a decision or action of the Emergency Housing Assistance Program, you have the right to file a complaint, grievance, or request for review with the EHA Program Coordinator within 30 days from the date of the program's decision or action of which you are making the complaint. No particular form is required to do this as long as the complaint or grievance: (1) is in writing specifying the nature of the complaint and suggested remedies, if applicable, and is signed by the party making the complaint (2) is delivered to the EHA Program Coordinator via e-mail, fax or mail with the subject line "EHA Program Appeal/Complaint". If you would like additional information or documentation considered, please include it with your appeal. The EHA Coordinator will respond to a written complaint or appeal within 15 business days of receiving it, and may hold a meeting with any persons involved to attempt to resolve the complaint.
- 2. If the EHA Coordinator cannot resolve the complaint, the aggrieved persons may request in writing an appeal to the OCHCD Director. The OCHCD Director will respond to a written complaint within 15 business days of receiving it, and may hold a meeting with the persons and program staff or other parties together or separately, depending on the nature of the complaint and the potential to resolve the complaint by mediation.
- 3. Administrative actions that are not eligible for appeal include a denial of assistance based on an applicant's household income exceeding the permissible limits, fraudulent or misleading income representations, and requests for types of assistance not funded by the program.

#### **Contact Information**

Hunter Fillers Emergency Housing Assistance Coordinator Pronouns: He/Him/His hfillers@orangecountyNC.gov 919-410-7881

Orange County reserves the right to amend, revise, and/or waive the program requirements, specified assistance, and activity areas based on community needs and budgetary and personnel constraints.