What is DEHAP?

- Rental and utility assistance for Delaware Renters who were affected directly or indirectly by the COVID-19 pandemic.
How Can DEHAP Help?

Program covers:
- Late rent
- Forward rent
- Security Deposits
- Utilities
- Late Fees
- Court Fees

Program Maximums*:
- A maximum of $2,000 per month up to 18 months (Rent)
- A maximum of $1,500 per month (Utilities)

*Will change later this fall
Eligibility Requirements For Tenants

Eligible households must have:

● One or more individuals who qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the pandemic;

● Risk of experiencing homelessness or housing instability, which may include: past due utility or rent notice or eviction notice, or housing cost burden (rent is more than 30% of monthly income) AND

● Meet income requirements* for the county of residence according to the below table. Can be verified through 2020 or 2021 form 1040.

*Will change later this fall
What’s Needed To Apply? Landlords

- W-9 Form
- Direct Deposit Information
- Information On Property & A Rent Ledger
- Past Due Statements
What’s Needed To Apply?

### Proof of Identification
- Government-issued driver’s license or identification card
- U.S. Passport
- Resident Alien Card
- Temporary Resident Identification Card
- Any other documentation also accepted by the DE Division of Motor Vehicles, or
- A recent (<60 days) piece of official mail (such as bank statement, utility bill, or pay stub) with name and current address

### Income Documents
- Calendar year 2020 IRS tax returns (Form 1040 or 1040A)
- Documentation of eligibility for other federal or state benefits, such as SNAP, TANF, WIC, Housing Choice Voucher
  - Self-Certification of Income Form
- Documentation of all sources of current household income for the last 30 days

### Documentation of Benefits
- If available, confirmation of eligibility for or receipt of Unemployment Benefits (must include tenant’s name/identifying information), such as Statement of Monetary Determination or other statement from the Department of Labor.
- If Unemployment documentation not available, applicant must complete COVID-19 Hardship Self-Certification Form

### Rental Documents
- Copy of signed lease or other documentation of landlord/tenant relationship
- Lease may be expired, but must include current rent amount, or a renewal or addendum with current rent also provided.
- Tenants requesting assistance for utilities owed to the landlord must also include bills for these utilities.
DEHAP Application Process

1. Tenant AND Landlord Submits Application
2. Application Sent For Review
3. Application Sent For Audit
4. Application Approved or Denied

[Diagram showing the process]
Where Can Me Or My Tenant Go For Questions?

Check out FAQs & Bi-Weekly webinar call on decovidhousinghelp.com

Reach out to the DEHAP Call Center 866-935-0407

Tenants can contact DEHAP Community Navigators
## What’s The Status?

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Approved for Payment</strong></td>
<td>Approved – absolute max in this status would be two weeks, if approved right after payment batch was done</td>
</tr>
<tr>
<td><strong>Paid</strong></td>
<td>Status will flip to Paid after sent to bank/cleared. This will prompt auto-email to you with details.</td>
</tr>
<tr>
<td><strong>Denied</strong></td>
<td>Primarily eligibility. Can appeal.</td>
</tr>
<tr>
<td><strong>Denied – No Appeal Allowed</strong></td>
<td>Cases where either party has been non-responsive to at least four outreach attempts via two forms of communication over at least seven days. Can submit a new case to restart. OR - Duplicate</td>
</tr>
<tr>
<td><strong>Applied</strong></td>
<td>On the Case Info tab: If the portal only says “Invited” or “In Progress” under the Tenant’s name, they have NOT completed their portion. Cannot be reviewed until done.</td>
</tr>
<tr>
<td><strong>In Progress</strong></td>
<td>Review has started</td>
</tr>
</tbody>
</table>

- If Auditor assignment is “CallOutreachCompleted” – something that was required was not provided by one of the parties and it is on track to be denied

- If Auditor assignment is “DSHA Auditor”, contact DSHA staff
<table>
<thead>
<tr>
<th>Case #</th>
<th>Address</th>
<th>Name</th>
<th>Status</th>
<th>Amounts</th>
<th>Status</th>
<th>Date</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$1,000.00, Future Rent: $3,000.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Past Due Rent: $5,200.00, Monthly Rent: $1,312.50, Future Rent: $1,312.50</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Past Due Rent: $333.00, Monthly Rent: $1,100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Past Due Rent: $700.00, Monthly Rent: $700.00, Future Rent: $2,100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Past Due Rent: $875.00, Monthly Rent: $875.00</td>
</tr>
</tbody>
</table>

- **Submitted**: Case has been submitted for review.
- **In Progress**: Case is currently being processed.
- **Not Started**: Case has not been started.
- **Denied - No Appeal Allowed**: Case has been denied and no appeal is allowed.
- **Unassigned**: Case has not been assigned to an individual.
- **Applied**: Case has been applied for rent relief.

**Dates**: Jan 10, 2022, Jan 10, 2022, Jan 24, 2022, Jan 26, 2022, Jan 26, 2022.
### Program Contacts

<table>
<thead>
<tr>
<th>Application status questions</th>
<th>Call Center (1-866-935-0407)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment questions (Yardi/September 2021 on)</td>
<td>Call Center, if not answered by call center they can escalate</td>
</tr>
<tr>
<td>Login/Password questions</td>
<td>Call Center (1-866-935-0407)</td>
</tr>
</tbody>
</table>

| Payment questions (pre-Yardi/before Sept 2021) | Brenda Stevenson, DEHAP Program Specialist Brenda@destatehousing.com |
| Questions on cases that have eviction filings or upcoming Court dates | Reem Aleissa, DEHAP Program Specialist Reem@destatehousing.com |
| Connecting to tenants; questions for large property managers; utilities questions | Brenda Stevenson, Program Specialist Brenda@destatehousing.com |
| Other program issues | Marva Hammond, DEHAP Operations Manager Marva@destatehousing.com |
Program Portal Pause

- When?
  - Friday, September 9 at 4:00 p.m.

- Why?
  - Modify program guidelines
  - Implement a shift between federal funding sources
  - Manage application volume

- How Will This Affect Me?
  - New applications and recertifications will not be accepted, unless for an emergency
  - Existing application and payments will continue to be processed
Modify Program Guidelines

- Anticipated modifications include:
  - Decreasing income limits
  - Increasing documentation requirements
  - Aligning the program assistance amount to meet market rate cost

- How can I prepare?
  - Talk with your tenants
  - Attend bi-Weekly landlord calls
  - Sign up for email updates
Shift In Funding Sources

Emergency Rental Assistance #1
Expires 9/2022

Emergency Rental Assistance #2
Expires 2025

- This shift will ensure:
  - The program can continue to assist renters at high-risk of eviction
  - The program’s longevity and avoid running out of funds early
Manage Application Volume

- Cases will continue to be processed and paid
- DSHA has hired more case reviewers and auditors to manage application volume
- Landlord and tenants should continue to monitor call, text, emails for communication
- Both will still have access to the portal

Approx. 5,000 in progress applications

Approx. 1,100 new applications
Question & Answer