



DEHAP

Rental Assistance

# What is DEHAP?

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- **Rental and utility assistance** for Delaware Renters who were affected directly or indirectly by the COVID -19 pandemic.



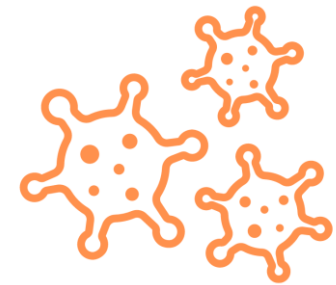
Shutdowns or  
Closures



Unpaid Leave or  
Layoffs



Reduced  
Hours



Financial Hardship  
Related To COVID-19

# How Can DEHAP Help?

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## 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

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## 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

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**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

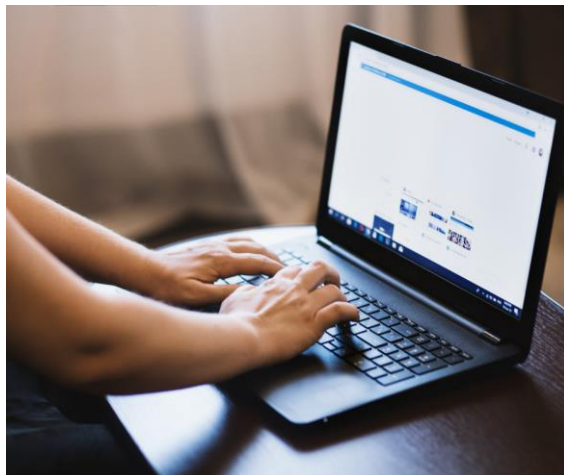
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# Where Can Me Or My Tenant Go For Questions?

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Check out FAQs & Bi-Weekly  
webinar call on  
[decovidhousinghelp.com](https://decovidhousinghelp.com)



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



Tenants can contact DEHAP  
**Community Navigators**
















# What's The Status?

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<b>Approved for Payment</b>	Approved – absolute max in this status would be two weeks, if approved right after payment batch was done
<b>Paid</b>	Status will flip to Paid after sent to bank/cleared. This will prompt auto-email to you with details.
<b>Denied</b>	Primarily eligibility. Can appeal.
<b>Denied – No Appeal Allowed</b>	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
<b>Applied</b>	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.
<b>In Progress</b>	<p>Review has started</p> <p>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</p> <p>If Auditor assignment is “DSHA Auditor”, contact DSHA staff</p>

-  Landlord Info ✓
-  Bank Info ✓
-  Users
-  Property Info ⚠
-  Tenant ✓
-  Landlord Documents ✓
-  Property Documents ✓
-  Tenant Documents ⚠
-  Submit
-  Case Info ✓
-  1099 Access History

Case #	Address	Name	Monthly Rent:	Future Rent:	Past Due Rent:	Status	Applied	Date	Document	
[REDACTED]	[REDACTED]	[REDACTED]	\$1,000.00	\$3,000.00	\$5,200.00	Submitted	Unassigned	Applied	Jan 10, 2022	<a href="#">lltcdocv2_ysignature_template_arial.pdf</a>
[REDACTED]	[REDACTED]	[REDACTED]	\$1,312.50	\$1,312.50	\$1,312.50	Submitted	Kemi U	Applied	Jan 10, 2022	<a href="#">lltcdocv2_ysignature_template_arial.pdf</a>
[REDACTED]	[REDACTED]	[REDACTED]	\$333.00	\$1,100.00	\$1,100.00	Not Started	Unassigned	Denied - No Appeal Allowed	Jan 24, 2022	<a href="#">lltcdocv2_ysignature_template_arial.pdf</a>
[REDACTED]	1 [REDACTED] A [REDACTED]	[REDACTED]	\$700.00	\$700.00	\$2,100.00	Submitted	Unassigned	Applied	Jan 26, 2022	<a href="#">lltcdocv2_ysignature_template_arial.pdf</a>
[REDACTED]	[REDACTED] St	[REDACTED] St	\$875.00	\$875.00	\$875.00	Submitted	Unassigned	Applied	Jan 26, 2022	



# Program Contacts

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<b>Application status questions</b>	<b>Call Center (1-866-935-0407)</b>
<b>Payment questions (Yardi/September 2021 on)</b>	<b>Call Center, if not answered by call center they can escalate</b>
<b>Login/Password questions</b>	<b>Call Center (1-866-935-0407)</b>
Payment questions (pre-Yardi/before Sept 2021)	Brenda Stevenson, DEHAP Program Specialist <a href="mailto:Brenda@destatehousing.com">Brenda@destatehousing.com</a>
Questions on cases that have eviction filings or upcoming Court dates	Reem Aleissa, DEHAP Program Specialist <a href="mailto:Reem@destatehousing.com">Reem@destatehousing.com</a>
Connecting to tenants; questions for large property managers; utilities questions	Brenda Stevenson, Program Specialist <a href="mailto:Brenda@destatehousing.com">Brenda@destatehousing.com</a>
Other program issues	Marva Hammond, DEHAP Operations Manager <a href="mailto:Marva@destatehousing.com">Marva@destatehousing.com</a>

# Program Portal Pause

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- **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

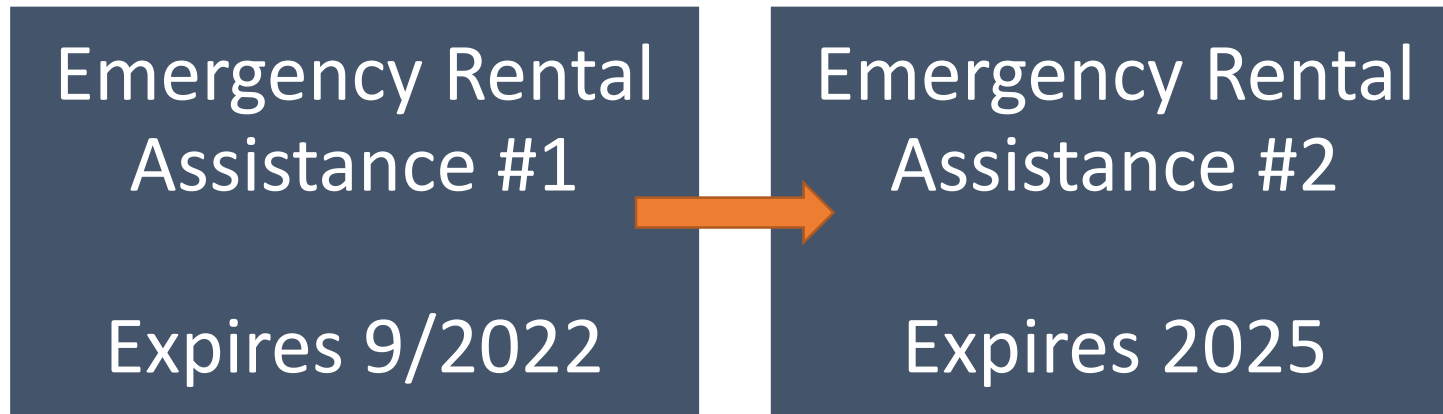
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- **Anticipated modifications include:**
  - Decreasing income limits
  - Increasing documentation requirements
  - Aligning the program assistance amount to meet market rate cost
- **How can I prepare?**
  - Talk with your tenants
  - Attend bi-Weekly landlord calls
  - Sign up for email updates



# Shift In Funding Sources

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- **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

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Approx. 5,000  
in progress  
applications

Approx. 1,100  
new  
applications

- Cases will continued 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



Question & Answer