



Emergency Housing Assistance and Housing COVID-19 Response

Orange County (NC) Housing and Community
Development Department

OCHCD Emergency Housing Assistance

- **Emergency Housing Assistance**

- Started in 2017, scaled up to meet the need in formal partnership with the Towns of Carrboro, Chapel Hill, Hillsborough
- Flexible housing assistance to help with security deposits, application fees, rent and utility payments, etc.
- \$2.5 million disbursed to 1,005 residents in 2020; 14 assisted to date in 2021
- Funded with local funds from County and Towns, CARES, CDBG-CV

- **HOPE Program**

- Statewide rent and utility assistance program administered locally by Orange County Dept. of Housing and Community Development (OCHCD)
- \$1.6 million disbursed and 355 residents assisted in 2020; 42 assisted in 2021
- 68 applications still being processed

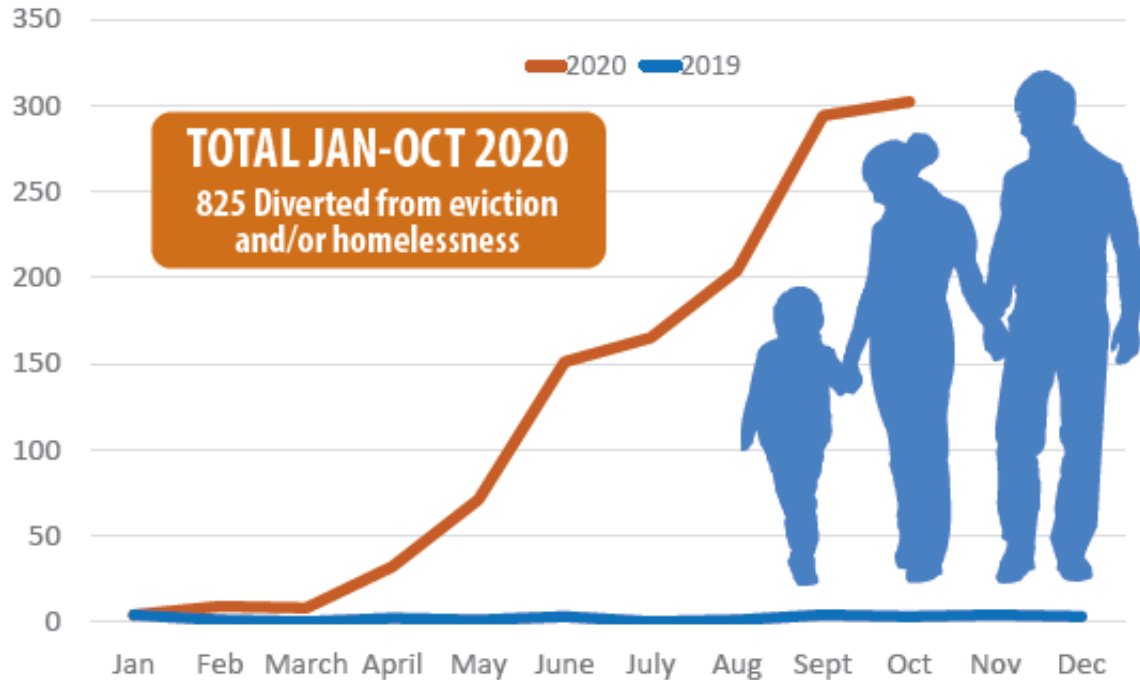
OCHCD Emergency Housing Assistance

Referral Mechanism

- **Housing Helpline** for people in housing crisis
 - 919-245-2655
 - HousingHelp@orangecountync.gov
- **Housing Helpline can:**
 - Help find emergency housing
 - Shelter referrals when needed
 - Connections to security deposits, utility deposits, rental assistance
 - Referrals for other services when needed including eviction diversion and RRH (HOME TBRA)

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HOUSEHOLDS ASSISTED



**This number reflects all households assisted.; 58 households also received repeat assistance.
Total number of households assisted in 2019: 26*

OCHCD partners with the Orange County Partnership to End Homelessness (OCPEH) to run the **Housing Helpline**. Staff on the Helpline assist callers and emailers to:



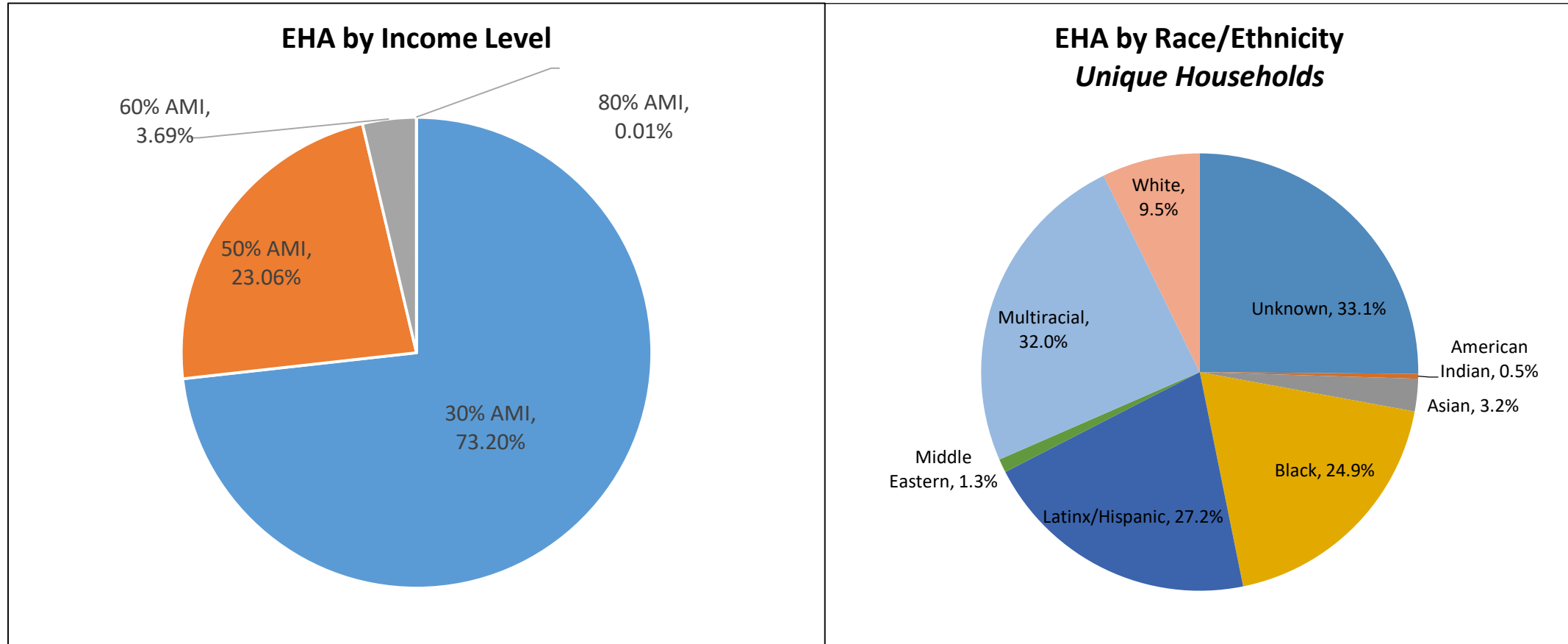
- **ACCESS** programs and services
- **DIVERT** people from homelessness
- **REFER** to shelter and housing programs
- **PRIORITIZE** people on housing waiting lists

	OCPEH HOUSING HELPLINE		
	# OF PEOPLE	# OF CALLS	# OF EMAILS
APRIL	113	210	5*
MAY	350	617	116
JUNE	391	1,005	194
JULY	365	915	598
AUGUST	507	1,527	1,579
SEPT	626	1,459	905
OCT	587	572	1,032

**Housing Helpline began email access on April 28, 2020*

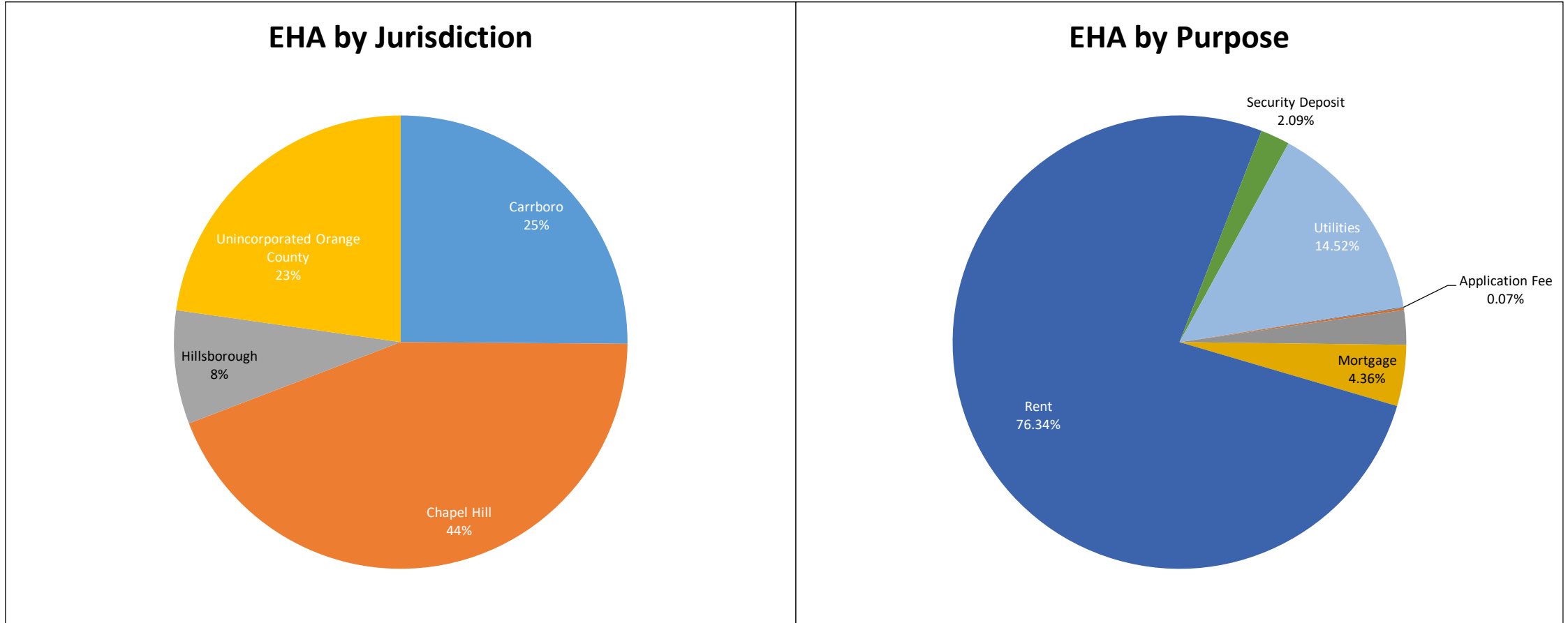
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Income and Demographics of Households Served



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Amount of Assistance by Location and Purpose



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Other Programs

- Eviction Diversion Program
 - Free legal counsel and representation – in-house attny and Legal Aid NC direct referrals
- Housing Access Coordinator Provides Affordable Listings, Landlord Recruitment & Outreach
- Non-congregate Sheltering
 - Moved shelter residents to a hotel until public health emergency subsides
- Housing Choice Voucher Program (Move On, and CoC Coordination)
 - 140 HCV applications to people exp. homelessness (including non-congregate shelter residents and people living unsheltered); 33 People Housed, 55 in Active Housing Search with a Voucher
- Landlord Incentive Program
 - Provides a \$1,000 lease-signing bonus to new 12-month leases for tenants w/ vouchers (subj. to funding availability)

OCHCD Emergency Housing Assistance

- Partner with the Local Continuum of Care
 - CoCs have well established community relationships and referral infrastructure
 - EHA receives referrals via Coordinated Entry, which provides professional triage and resource connections to people in need
- Low Barrier is Key
 - Reduce application and process barriers for landlords and tenants; let staff assume most administrative work
 - For example, allow self-certification of income/assets, lessen ID requirements (will need to follow Treasury guidance for ERA and other funding source guidance if applicable)
- Think About Racial Equity:
 - <https://www.urban.org/features/where-prioritize-emergency-rental-assistance-keep-renters-their-homes>
- Be Prepared for Analysis of the Program
 - Partner with students and/or researchers via outreach to colleges and universities

OCHCD Emergency Housing Assistance

- Partner with the organizations in your community serving people who speak languages other than English
 - OCHCD formed partnerships with organizations who serve immigrant and refugee communities
 - Extremely helpful to have bilingual staff; if that is not possible, reach out to community groups and/or volunteers who can help
- Partner directly with your local Legal Aid office to provide free legal council to those facing an eviction hearing, or who have other legal needs related to housing (e.g., Fair Housing, housing condition issues)
- And partner with local governments and PHAs!

Contact



Emila Sutton

Housing & Community Development Director

esutton@orangecountync.gov | 919-245-2490

Erika Brandt

Housing and Community Development Manager

ebrandt@orangecountync.gov | 919-245-4331