

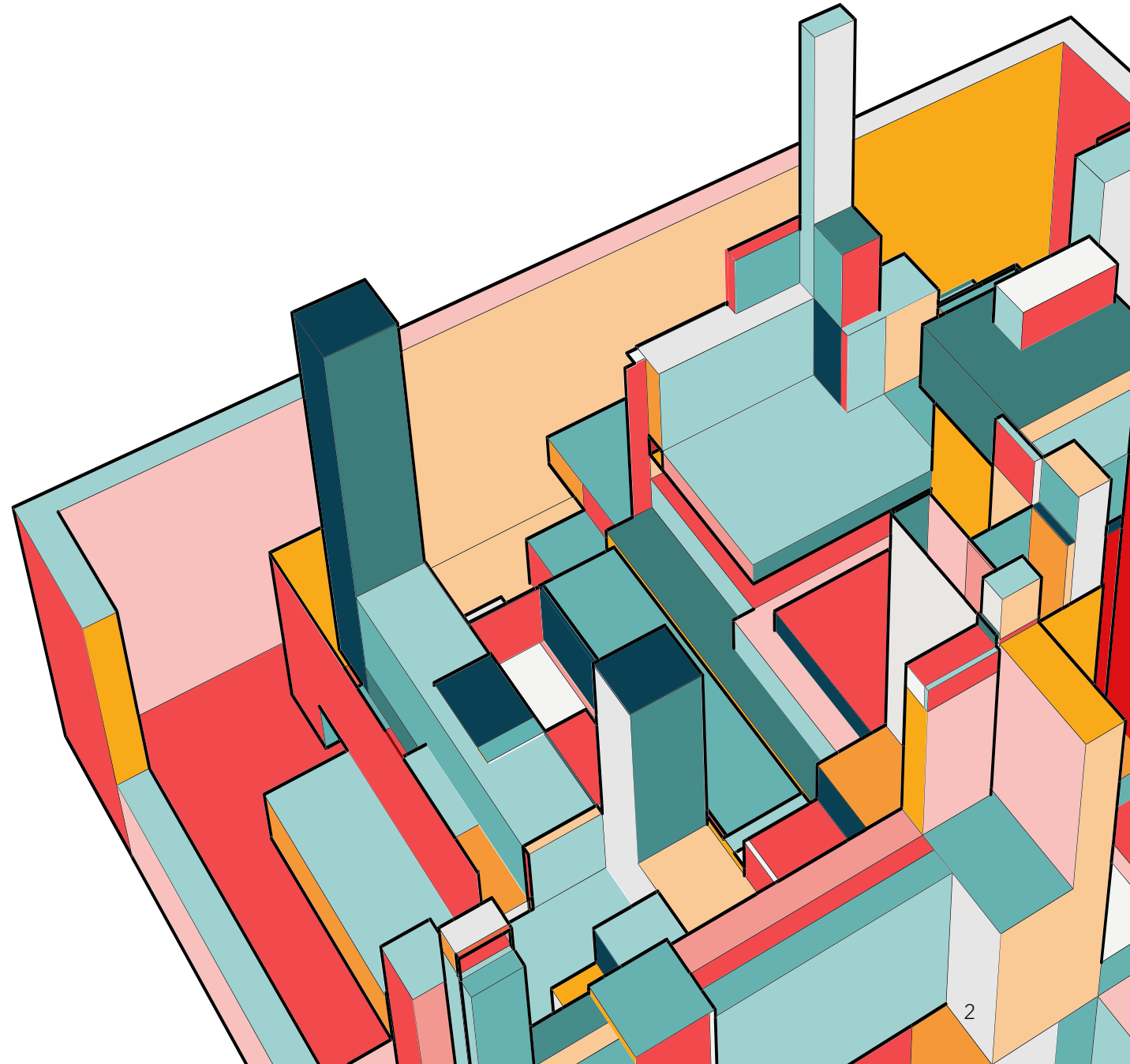


CITY OF AUSTIN, NEIGHBORHOOD SERVICES UNIT RENTAL ASSISTANCE PROGRAM

December 12, 2023

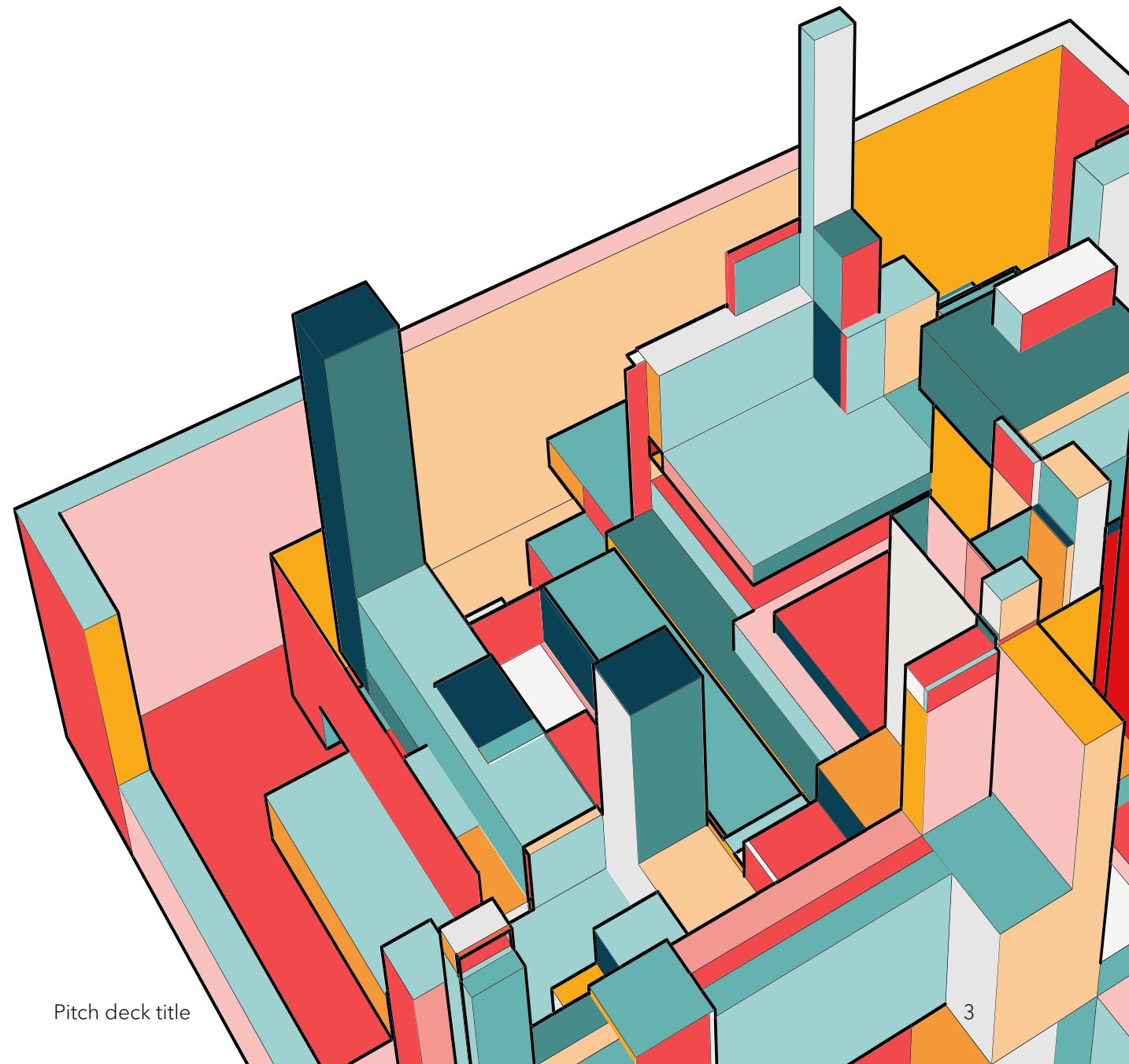
City of Austin Financial Stability Program

- Catholic Charities of Central Texas (CCCTX) is the fiscal agent



CRITERIA

- City of Austin OR Travis County
- At or below 200% FPIG
- New clients only
- Rent past due
- Household compositions:
 - HH with minors OR
 - Any member receives Social Security benefits OR
 - HH with member 60+



ASSISTANCE AVAILABLE

- Past due rent and fees
- Up to \$4,000 with the Neighborhood Center Manager approval
- Over \$4,000 requires Neighborhood Services Unit Manager approval



ADMINS / STAFF ANSWERING PHONES COLLECT:

- Name
- DOB
- Address
- Contact information
- # in house
- Language spoken

MUST verify residency with Jurisdictional Web Map and that rent is past due.

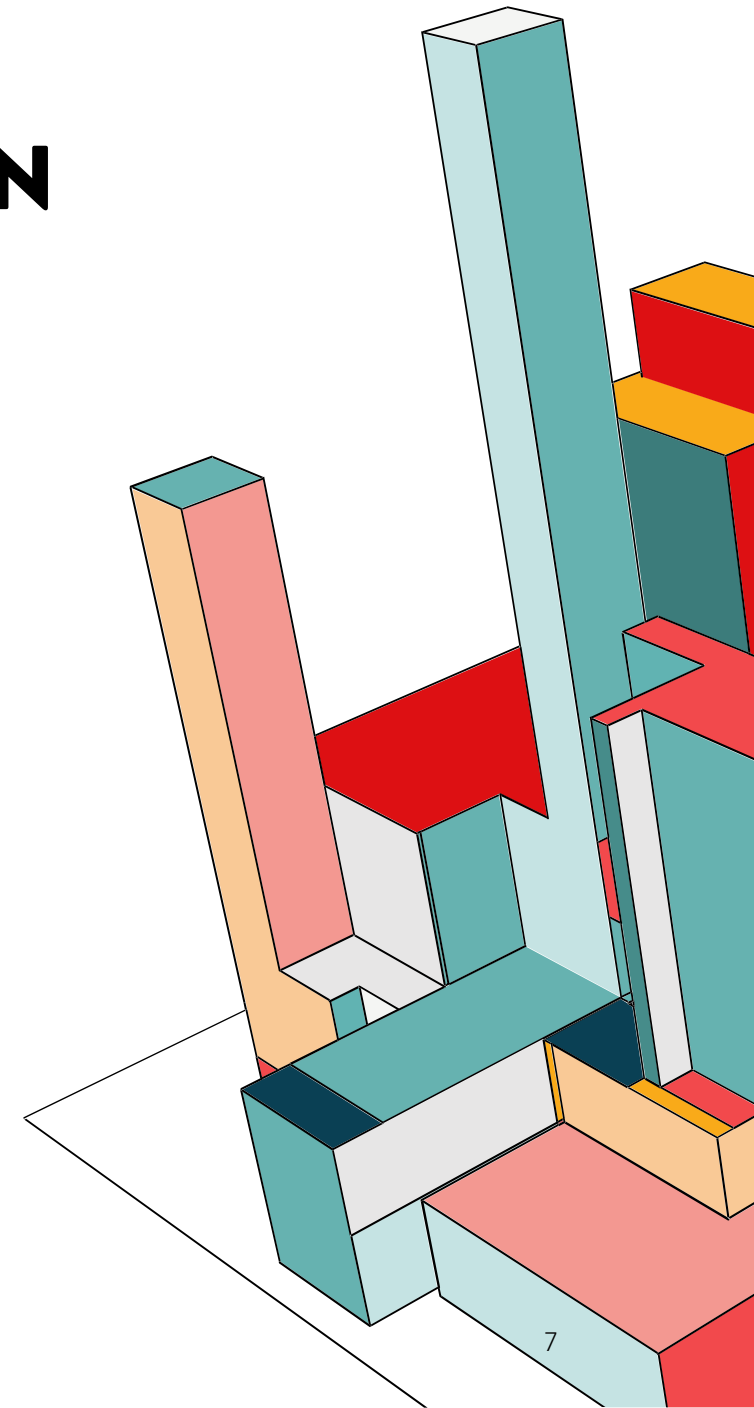
<https://maps.austintexas.gov/GIS/JurisdictionsWebMap/>

ASSIGNED WORKER CONTACTS CALLER

- Staff call within 1 business day
- If staff cannot reach client by phone then staff will send an email
- Call or email 1 more time within 2nd business day
- Clients have 2 business days to respond to our contact from staff's initial call.

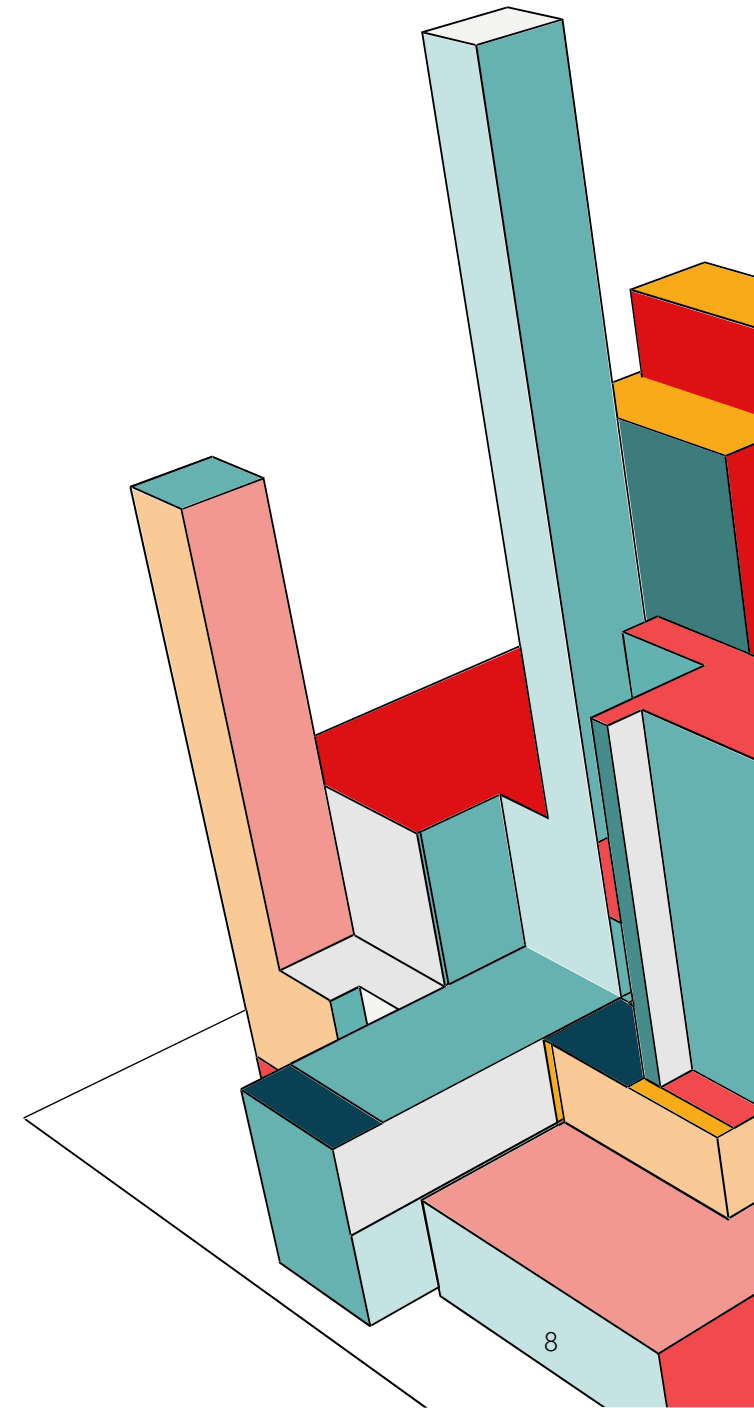
SCREEN THE CALLER BY PHONE OR IN PERSON

- Verify data already provided
- Ask about HH composition eligibility:
 - Minors in house
 - HH member with Social Security payment
 - HH has a member 60+ year
- Ask if rent is past due (required)
- Details of Current Crisis
- If client meets above criteria, collect all household demographic information



DOCUMENTS

- Clients must get all documents in within 5 business days from initial call
- Email, in person, or US mail
- Required Documents
 - ID
 - Proof of address
 - Proof of Income
 - Lease (formal or informal) and Ledger/Statement
 - NSU forms
 - ROI with CCCTX and landlord info.
 - Confidentiality form
 - Consent form



ACCESS TO RENTAL ASSISTANCE



Calls to R/U
Hotline
512-972-5870



Walk-Ins

THANK YOU

Angel Zambrano, Manager,
Neighborhood Services Unit,
Austin Public Health, City of
Austin