

*Lead* **UNITED**  
**LIVE UNITED**



**Consolidated Appropriations Act Emergency Rental Assistance  
Denton County Eviction Prevention Update  
Apartment Association of Greater Dallas  
May 5, 2021**

# UWDC CARES & CAA ERA Eviction Prevention

## Welcome



# UWDC CARES & CAA ERA Eviction Prevention

## United Way of Denton County Team



**Gary Henderson, President & CEO**  
**[Gary@UnitedWayDenton.org](mailto:Gary@UnitedWayDenton.org)**



**Elena Lusk, Director of Housing Initiatives,**  
**[Elena@UnitedWayDenton.org](mailto:Elena@UnitedWayDenton.org)**



**Teddy Yan, Director of Financial Initiatives,**  
**[Teddy@UnitedWayDenton.org](mailto:Teddy@UnitedWayDenton.org)**



# UWDC CARES & CAA ERA Eviction Prevention Results To Date

The Denton County  
Eviction Prevention Program  
has provided

**11,283 MONTHS**

of assistance since  
**April 2020** to help prevent

**5,702 HOUSEHOLDS\***

across Denton County from experiencing  
homelessness due to COVID-19

\*some duplicates

Preventing a  
pandemic generated  
spike in homelessness  
of **783%** in Denton  
County.



# UWDC CARES & CAA ERA Eviction Prevention Results To Date

**Collaborative partnership, one application, one process,  
many partners for tenants and landlords to access.**

**Payments made directly to landlords from United Way of  
Denton County daily.**

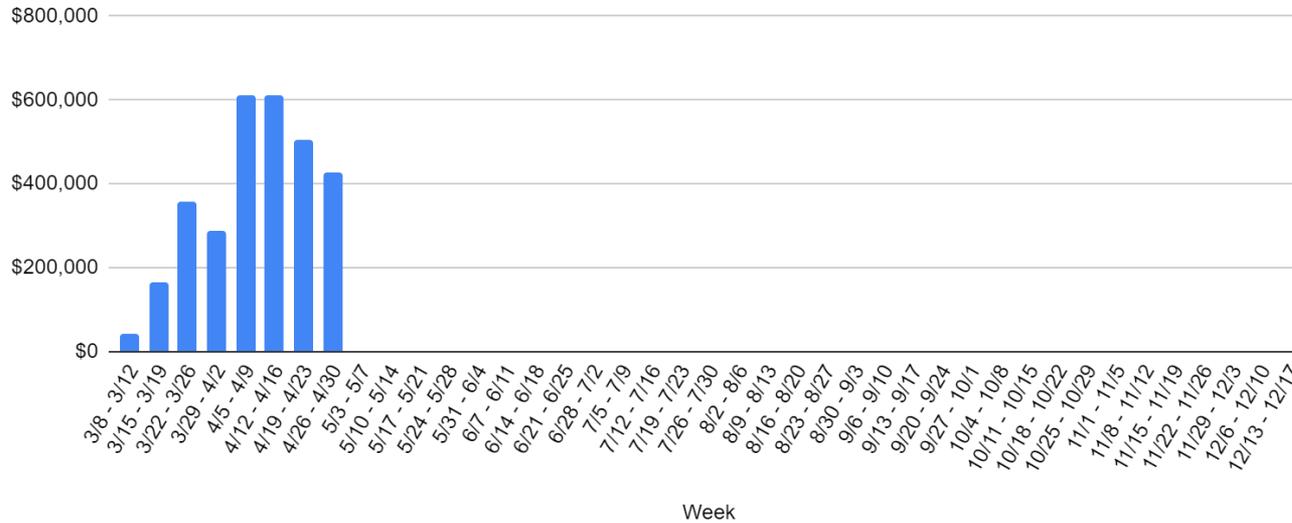


<https://www.unitedwaydenton.org/eviction-prevention>

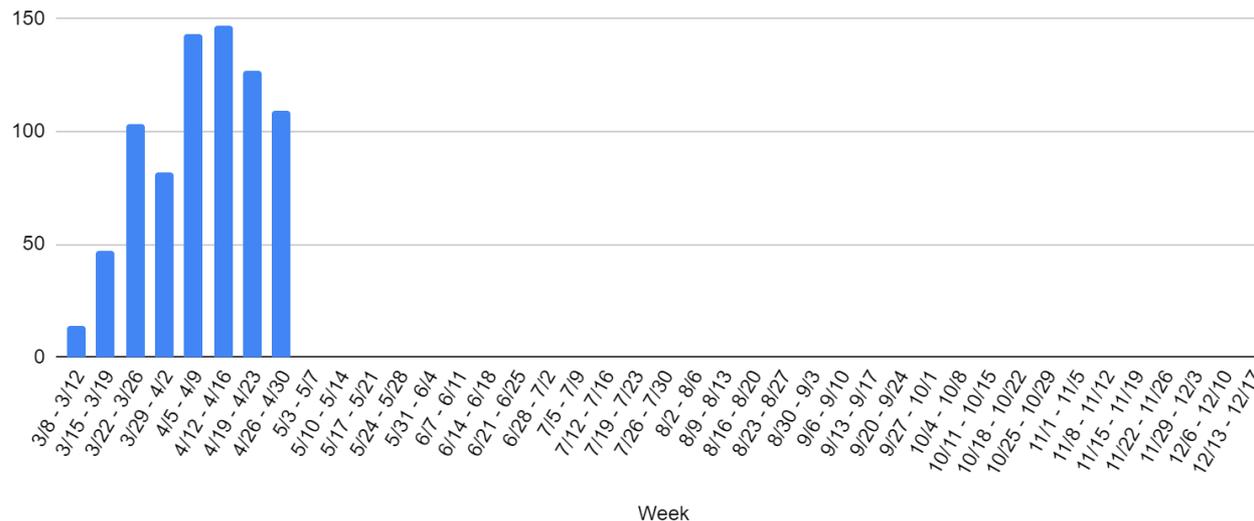


# UWDC CAA ERA Eviction Prevention Update – 5/5/2021

UWDC CAA/ERA Eviction Prevention Weekly Trend (Payments)



UWDC CAA/ERA Eviction Prevention Weekly Trend (Approved Requests)



Agency	Number of Requests
Christian Community Action	7
Denton County Friends of the Family	12
Giving HOPE, Inc.	71
Grace Like Rain	51
Interfaith Ministries of Denton	27
Metrocrest Services	10
Next Steps The Colony	90
Salvation Army Denton	0
Salvation Army Lewisville	0
United Way of Denton County	744

# UWDC CAA ERA Eviction Prevention Update – 5/5/2021

## ASSISTANCE BY CITY (CAA/ERA, TERAP & ESG)

Municipality	Applications Processed	Months of Assistance	Months Assistance % of Total
Argyle	4	19	0.6%
Aubrey	69	258	7.7%
Bartonville	0	0	0.0%
Carrollton	42	161	16.0%
Coppell	0	0	0.0%
Corinth	15	72	2.1%
Cross Roads	3	8	0.2%
Dallas	19	77	2.3%
Denton	365	1,173	34.8%
Flower Mound	12	30	0.9%
Frisco	41	163	4.8%
Haslet	0	0	0.0%
Hickory Creek	1	7	0.2%
Highland Village	0	0	0.0%
Justin	8	37	1.1%
Krum	3	22	0.7%
Lake Dallas	10	36	1.1%
Lewisville	281	834	24.8%
Little Elm	23	76	2.3%
Northlake	2	15	0.4%
Oak Point	1	1	0.0%
Pilot Point	1	5	0.1%
Plano	0	0	0.0%
Ponder	4	7	0.2%
Prosper	0	0	0.0%
Providence Village	4	19	0.6%
Roanoke	2	7	0.2%
Sanger	14	41	1.2%
Savannah	0	0	0.0%
Shady Shores	0	0	0.0%
The Colony	88	300	8.9%
Trophy Club	0	0	0.0%
<b>TOTAL</b>	<b>1,012</b>	<b>3,366</b>	<b>100%</b>

## FUNDING TO DATE

Metric	CAA2021/ERA	TERAP (Denton)	TERAP (Lewisville)	ESG CV R2	COVID Barriers Fund	Total
<b>Funds Raised</b>	\$3,550,554.48	\$18,744.41	\$101,745.46	\$0.00	\$0.00	<b>\$3,671,044.35</b>
<b>Expenses</b>	\$3,256,410.90	\$169,435.50	\$136,664.24	\$0.00	\$0.00	<b>\$3,562,510.64</b>
<b>Current Balance</b>	<b>\$294,143.58</b>	<b>-\$150,691.09</b>	<b>-\$34,918.78</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$108,533.71</b>

## WEEKLY EXPENDITURES (CAA/ERA Only)

Week	Amount	Months	Requests (Duplicated)
3/8 - 3/12	\$43,624.80	41	14
3/15 - 3/19	\$163,601.13	175	47
3/22 - 3/26	\$355,257.76	339.2	103
3/29 - 4/2	\$286,977.36	302.2	82
4/5 - 4/9	\$609,355.00	548.7	143
4/12 - 4/16	\$610,941.58	592	147
4/19 - 4/23	\$504,802.88	451.8	127
4/26 - 4/30	\$428,739.34	397.6	109



# UWDC CAA ERA Eviction Prevention Update – Pipeline

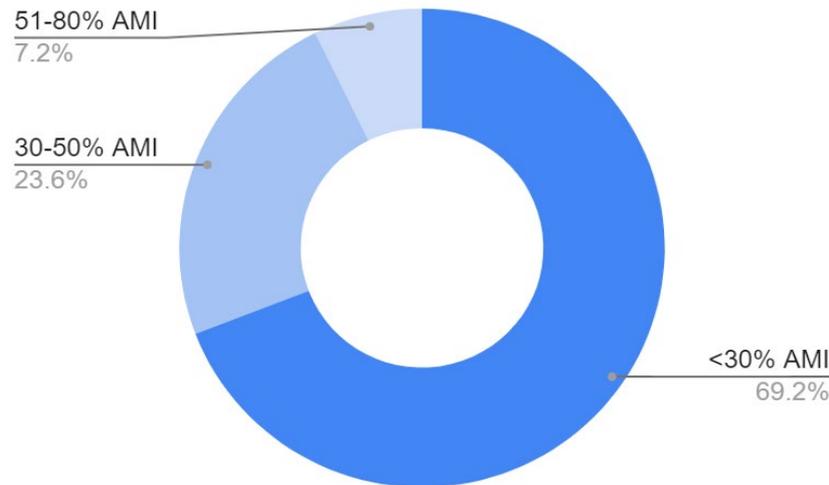
Week 7 of Data	4/19/2021		4/20/2021		4/21/2021		4/22/2021		4/23/2021	
Step	# of Requests	Wait Time								
EI&R Inquiries	53	1 day	70	2 days	80	3 days	91	4 days	103	5 days
Unassigned Screenings	16	12 days	9	5 days	11	6 days	7	7 days	7	7 days
CAA2021/ERA Awaiting Application	21	15 days	6	14 days	3	12 days	2	28 days	1	17 days
Awaiting Review	5	2 days	5	2 days	6	1 day	7	12 days	6	8 days
Requests Approved	29	--	32	--	20	--	20	--	26	--
Awaiting Check Requests	8	same day	12	same day	0	none	2	same day	7	same day
Unconfirmed W9	8	same day	11	same day	0	none	2	same day	6	same day
EPL Pending	0	none	3	same day	11	same day	0	none	1	same day
Awaiting Check Writing/Signing	2	4 days	4	3 days	1	19 days	1	15 days	1	16 days
In queue for application	18		15		15		10		8	
<b>Pipeline</b>	<b>89</b>		<b>117</b>		<b>91</b>		<b>88</b>		<b>91</b>	
Week 8 of Data	4/26/2021		4/27/2021		4/28/2021		4/29/2021		4/30/2021	
Step	# of Requests	Wait Time								
EI&R Inquiries	13	6 days	12	6 days	14	7 days	15	7 days	14	7 days
Unassigned Screenings	7	3 days	8	5 days	3	3 days	2	3 days	3	3 days
CAA2021/ERA Awaiting Application	2	4 days	1	6 days	1	14 days	2	20 days	6	3 days
Awaiting Review	8	3 days	8	4 days	7	2 days	7	2 days	7	12 days
Requests Approved	10	--	12	--	16	--	36	--	35	--
Awaiting Check Requests	2	same day	0	none	1	same day	0	none	0	none
Unconfirmed W9	2	same day	0	none	0	none	0	none	0	none
EPL Pending	0	none	2	same day	0	none	0	none	0	none
Awaiting Check Writing/Signing	7	same day	5	same day	6	same day	2	6 days	3	1 day
In queue for application	10		10		4		4		4	
<b>Pipeline</b>	<b>91</b>		<b>96</b>		<b>84</b>		<b>96</b>		<b>104</b>	

45 Households in the pipeline as of 4/30/2021; wait time approximately a week. Wait time reduced from a month to a week in last 4 weeks. Incoming application volume expected to pick up from agencies that received CAA ERA Personnel grants in April. Increased marketing by Denton County municipalities and Apartment Association of Greater Dallas will increase applications for assistance.

# UWDC CAA ERA Eviction Prevention – Tenant Income Eligibility

To date, 1,012 Denton County households served by CAA ERA, 69% are below 30% AMI.

Households by % of AMI Category

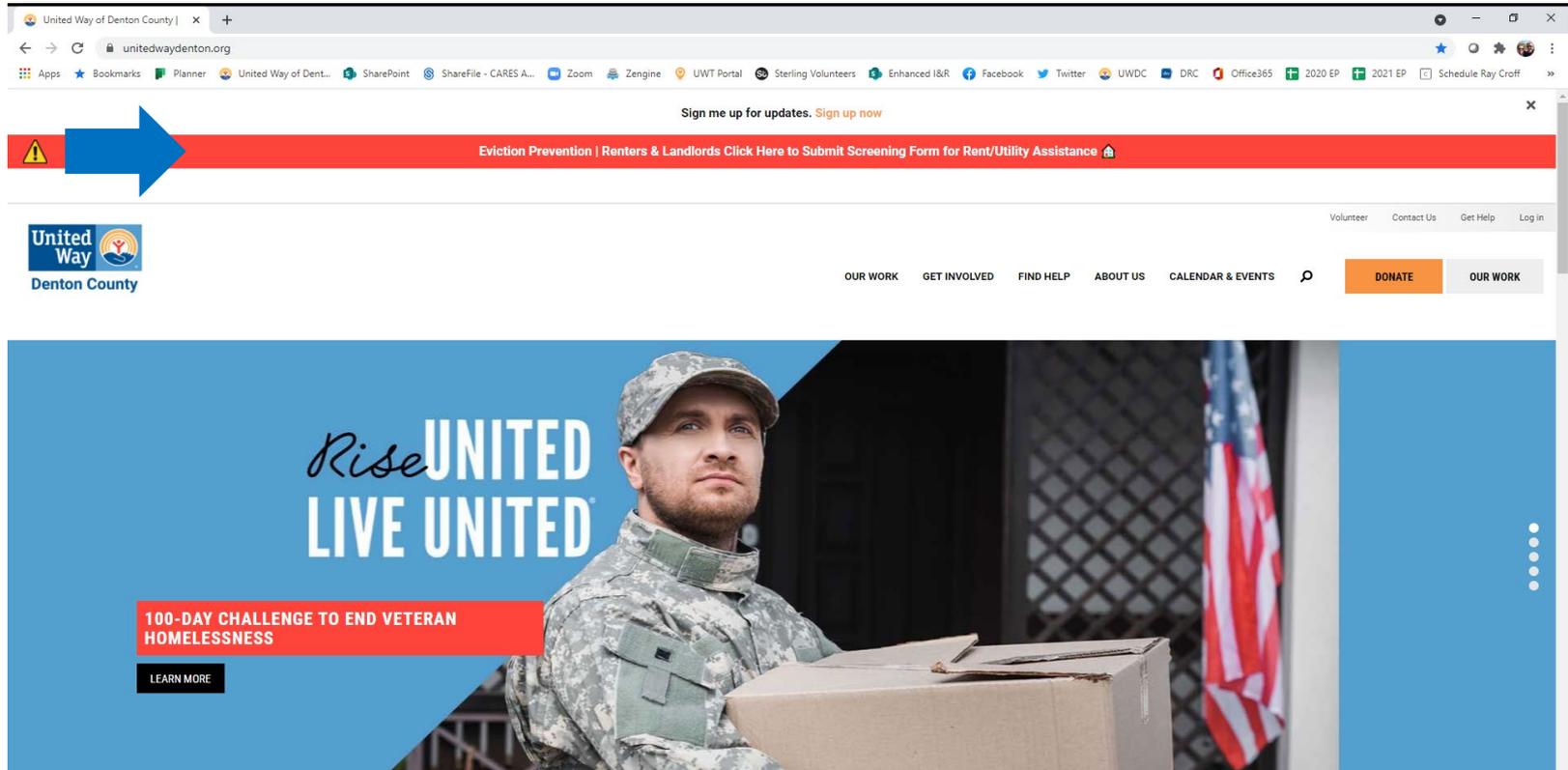


Area Median Income Levels Based on Number of People in the Household

	30% AMI	50% AMI	60% AMI	80% AMI
<b>1 person</b>	\$18,700	\$31,150	\$37,380	\$49,850
<b>2 people</b>	\$21,400	\$35,600	\$42,720	\$57,000
<b>3 people</b>	\$24,050	\$40,050	\$48,060	\$64,100
<b>4 people</b>	\$26,700	\$44,500	\$53,400	\$71,200
<b>5 people</b>	\$31,040	\$48,100	\$57,720	\$76,900
<b>6 people</b>	\$35,580	\$51,650	\$61,980	\$82,600
<b>7 people</b>	\$40,120	\$55,200	\$66,240	\$88,300
<b>8 people</b>	\$44,660	\$58,750	\$70,500	\$94,000

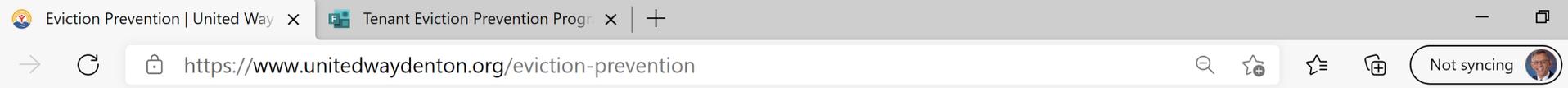
# UWDC CAA ERA Eviction Prevention – Easy Web Access

Alert at top of every UWDC web page about eviction prevention.



The screenshot shows a web browser displaying the United Way of Denton County website. At the top, a red banner with a yellow warning icon and a blue arrow pointing right contains the text: "Eviction Prevention | Renters & Landlords Click Here to Submit Screening Form for Rent/Utility Assistance". Above this banner, a smaller red banner says "Sign me up for updates. Sign up now". The United Way of Denton County logo is on the left, and navigation links like "OUR WORK", "GET INVOLVED", "FIND HELP", "ABOUT US", "CALENDAR & EVENTS", "DONATE", and "OUR WORK" are on the right. The main content area features a large image of a man in a military uniform holding a cardboard box, with the text "Rise UNITED LIVE UNITED" and a red banner that reads "100-DAY CHALLENGE TO END VETERAN HOMELESSNESS". A "LEARN MORE" button is located below the red banner.

# UWDC CAA ERA Eviction Prevention – Web Access for Tenants



## EVICITION PREVENTION

THE EVICTION PREVENTION PROGRAM was created to help Denton County residents avoid eviction and stay in their homes while also helping property managers and landlords avoid the eviction process. The Denton County nonprofit community is working collaboratively to help residents in need of rent and/or utility assistance.

Residents who received COVID-19 Eviction Prevention assistance for rent/utility payments in 2020, may be eligible for additional assistance in 2021.

Tenants residing in Denton County and Landlords with Denton County properties can begin the screening process today.

Please be advised, there is currently no funding available for mortgage assistance at this time. We are actively seeking funding for mortgage assistance to assist households in the months to come.

TENANT SCREENING

LANDLORD SCREENING

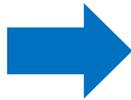
TENANT Required Documents

LANDLORD Required Documents

Collect ALL of the following REQUIRED documents:

- IDENTIFICATION:
  - Drivers License or Identification Card for each adult in the household
- PROOF OF INCOME (FOR EACH ADULT):
  - 4 weeks of most recent pay stubs
  - 4 weeks of bank statements
- OTHER FEDERAL BENEFITS:
  - Copy of any benefits your household receives (SSI, SSDI, SNAP, etc.)
- FOR RENTAL ASSISTANCE:
  - Full copy of lease AND resident ledger
- FOR UTILITY ASSISTANCE:
  - Copy of utility bill

**TENANT  
required  
documents.**



# UWDC CAA ERA Eviction Prevention – Web Access for Landlords



## EVICTIION PREVENTION

THE EVICTION PREVENTION PROGRAM was created to help Denton County residents avoid eviction and stay in their homes while also helping property managers and landlords avoid the eviction process. The Denton County nonprofit community is working collaboratively to help residents in need of rent and/or utility assistance.

Residents who received COVID-19 Eviction Prevention assistance for rent/utility payments in 2020, may be eligible for additional assistance in 2021.

Tenants residing in Denton County and Landlords with Denton County properties can begin the screening process today.

Please be advised, there is currently no funding available for mortgage assistance at this time. We are actively seeking funding for mortgage assistance to assist households in the months to come.

TENANT SCREENING

LANDLORD SCREENING

TENANT Required Documents

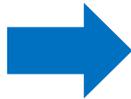
LANDLORD Required Documents

Collect ALL of the following REQUIRED documents:

- Full copy of Lease
- Completed W9\*
  - [Click here to download Form W9](#)

\* unless provided to United Way of Denton County in last 12 months

**LANDLORD  
required  
documents.**



**LANDLORD screening form is only 10 questions.**

# UWDC CAA ERA Eviction Prevention – Connection to Workforce

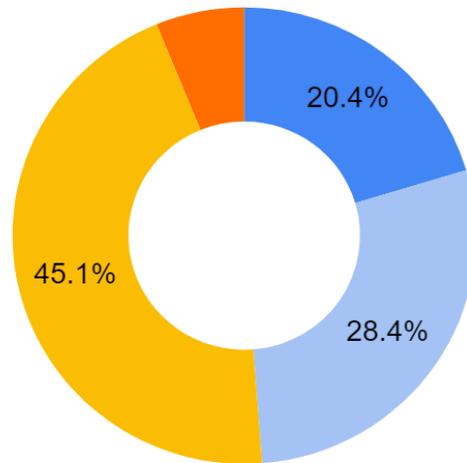
**On 4/19, UWDC added employment questions to application and began providing North Central Texas Workforce Solutions jobs database & free skills training website resources:**

<https://www.workintexas.com/vosnet/Default.aspx>

<https://www.twc.texas.gov/jobseekers/skillsenhancementtools#metrixOnlineLearningPlatform>

Primary Employment Status

- Fully Employed
- Reduced Hrs/Pay
- Unemployed, job seeking
- Unable to work



**48.8% of CAA ERA households are working.**

**For the 45.1% seeking work, UWDC's Denton County Workforce Success Leadership Team advises the CAA ERA program on best practices to aid clients in job search.**

**Note: Unable to work includes COVID-19 long-term recovery & disability related unable to work.**

# UWDC CAA ERA Eviction Prevention – Outreach Efforts

Promotion of Denton County CAA ERA underway at UWDC, Denton County & our municipality partners. We request that AAGD & LANDLORDS join us in sharing this eviction prevention resource.

## Have You Been Impacted By Covid?

## Ha Sido Impactado Por COVID?



**REQUEST RENT & UTILITY ASSISTANCE TODAY**  
COMPLETE THE TENANT SCREENING ONLINE

[UNITEDWAYDENTON.ORG/EVICTION-PREVENTION](https://UNITEDWAYDENTON.ORG/EVICTION-PREVENTION)



**PREGUNTE POR NUESTRA ASISTENCIA EN RENTA Y UTILIDADES**  
COMPLETE LA FORMA DE ARRENDADOR EN ESTE ENLACE

[UNITEDWAYDENTON.ORG/EVICTION-PREVENTION](https://UNITEDWAYDENTON.ORG/EVICTION-PREVENTION)

**2,877**

**UNIQUE HOUSEHOLDS SERVED**  
The eviction prevention program has provided 10,609 months of assistance and counting. Thank you to all of our non-profit partners.



**2,877**

**HOGARES ASISTIDOS**  
El programa de prevención de desalojo ha asistido en un transcurso de 10,609 meses y continúa. Gracias a todos nuestros colaboradores.



**QR Code to United Way of Denton County Eviction Prevention website page**



# UWDC CAA ERA Eviction Prevention – Questions & Answers

## Questions & Answers

<https://www.unitedwaydenton.org/eviction-prevention>

[Info@UnitedWayDenton.org](mailto:Info@UnitedWayDenton.org)

