

## *Frequently Asked Questions*

### **How do I apply for the program?**

The only way to apply for the program is to fill out the on-line application during open enrollment dates.

### **Is there anyone that can assist me with the application?**

We have partnered with several non-profit charities and state agencies. If you are working with a charity or state agency, they may likely be aware of the program and they can provide you assistance with the application. If you need assistance, please contact one of the following: YMCA – (302) 256-6136, Sunday Breakfast Mission – (302) 652-8314, Family Promise – (302) 998-2222, The Latin American Community Center – (302) 655-7338, [Catholic Charities](#) – 302-655-9624.

### **How will I know that you received my application?**

When you fill out the online application, you must provide an email address. An automatic confirmation notice will be sent to the email you provide once the application is submitted. If you don't have an email address, you may contact one of the charitable partners listed above and they will allow you to utilize their email address as the email contact. They will be able to inform you of the confirmation.

### **When (and how) will I get updates regarding the status of my application?**

If your application doesn't meet the eligibility requirements, we will send you notification of denial by email and by USPS. Otherwise, you will not receive any update regarding your status until the notification deadline (click the "Calendar" tab for the notification deadline dates). At the notification deadline, applicants being awarded housing will be (preferably) contacted by phone and applicants not being awarded housing will receive notification of denial by email and USPS.

### **If I am awarded housing through the Program, what will I need to do and when will I be able to move-in?**

Once applicants being awarded housing are notified, we will coordinate and assist with all the steps that are required to take possession of the apartment. Please click the "Calendar" tab to see the dates that you would be able to take possession of the apartment.

### **How do you decide who is awarded housing and can I do anything to improve my chances?**

This is a merit-based program that maintains strict compliance with Fair Housing Laws. All applicants that meet the eligibility requirements are reviewed. Housing is awarded to those that demonstrate the most compelling hardship and need. The most important factor to improve the chances of being awarded housing through this program is to be 100% truthful when filling out the application. Please be aware that we unfortunately have limited housing available through the program and that most applicants for this program will not be awarded housing.

### **Can this program provide Emergency Housing?**

No. This is a transitional housing program. If you are in need of emergency shelter, please contact one of our charitable partners listed above.