



General Assistance Internal Control Policy

Effective May 18, 2020

DeKalb County Department of Family and Children Services (DFCS) currently has funds available to assist households who has experienced an unexpected, uncontrollable, one time crisis or emergency that has prevented the applicant from paying their utilities or rent. The Applicants must demonstrate that they are facing disconnection of utility service (i.e. gas, electricity or water) or eviction from their residence.

To Apply for Rental/Mortgage or Utility Assistance

- A. Applicant **must** be a resident of DeKalb county.
- B. One or two parent household with minor children under the age of 18.
- C. Applicant must have consistent verifiable income (wages, child support, social security, unemployment, VA Benefits, Disability).

OR

- D. Elderly (60 and above) and/or receiving VA or Social Security Disability.

OR

- E. Have an open social services case to apply for rental deposit assistance.
- F. Clients may apply for Rental/Mortgage Assistance and one (1) utility bill service concurrently.

Rental/Mortgage Assistance

For Rental/Mortgage Assistance:

- Applicants may apply for service once every 180 days (6 months). The date of eligibility will be 180 days (6 months) after the last date of approval.

The Applicant must provide:

For Rental Assistance –

- A court issued **eviction warrant or late notice** from landlord that eviction is imminent. The warrant must be filed in DeKalb County.

The late notice from the landlord/leasing office must provide the following:

- Applicant name shown as the renter/lease
- Applicant is behind in rent and eviction is imminent
- Itemized list of charges including any late charges or miscellaneous expenses.
- Contact Information for Landlord/Leasing Office

For Mortgage Assistance,

Applicant must provide a **late notice** from the mortgage company. The notice must show the following:

- Applicant is the Mortgage holder
- Itemized list of charges including any late charges or miscellaneous expenses.
- Contact Information for Mortgage Company

For Deposit Assistance

Applicant must provide:

- Move In Letter With Deposit Amount Required
- Contact Information for Leasing Office/Landlord
- Social Services Case Manager Name and Phone Number
- Social Services Case Number (**Staff will verify that case is active with Case Manager**)

Applicants must also provide the following documents:

- Current Government Issued State ID or Drivers' License or Current Passport
- Proof of all Verifiable Household Income – Wages, Child Support, SSI, Disability, VA Benefits, Retirement, Unemployment, Self-Employment

If approved, the Agency will provide up to twelve hundred (\$1200) dollars in assistance. If the amount due is less than \$1200, the agency only pays what is due.

Approval is based upon all eligibility criteria being met in addition to verification from the landlord/mortgage company that the agency pledge will help the client remain in their home.

If the agency pledge will not help the client remain in their home, the application will not be approved.

Utility Assistance

For Utility Assistance

- Applicants may apply for assistance once every 120 days (4 months). The date of eligibility will be 120 days (4 months) after the last date of approval.

Applicant must provide:

- Utility bill must be in applicants name.
- Utility bill that includes a Past Due Balance OR
- Utility Bill that Includes a Disconnection Notice.

Applicants must also provide the following documents:

- Current Government Issued State ID or Drivers' License or Current Passport
- Proof of all Verifiable Household Income – Wages, Child Support, SSI, Disability, VA Benefits, Retirement, Unemployment, Self-Employment

If approved, the Agency will provide up to three hundred and fifty (\$350) dollars in utility assistance. If the bill is less than \$350, the agency will only pay what is due.

Applicants 60 and above may receive assistance with DeKalb Watershed reconnection services. Approval will be determined on case by case basis. The agency will provide up to three hundred and fifty (\$350) dollars in reconnection assistance. Reconnection will require Operations Manager approval or her designee.

General Assistance Staff

- Will verify with the utility company that services are not disconnected and the amount owed.
- Will verify with the landlord/mortgage company the amount owed and that client will not be evicted/foreclosed if assistance is provided.
- Will verify client has an open services cases prior to approving rental deposit assistance.
- Will obtain W-9's for accounting.
- Will request all supporting documents and verification from clients needed for processing the application.
- Will send pledge letters to landlord or utility company once application has been approved.
- Will send approval/denial letters to client via US Mail.
- Will complete applications within 7-14 days of application. The application will remain open and on file for 30 days. If there is barrier in processing the application within 30 days, the Operations Supervisor should notify Operations Manager for next steps.

Accounting

- Applicant must have a valid state or government issued ID.
- Authorization for Disbursement or Purchase Order form must have two (2) signatures approving the application. 1 must be supervisory staff.
- Reconnections for Watershed management must have three (3) signatures one being the Operations Manager or designee.
- The agency will NOT require applicant to provide proof of excess payments above \$1200 for rental/mortgage assistance or \$350 for utility assistance.
- Checks will be made payable and mailed to the landlord/mortgage or utility company.
- Clients may be approved for rental/mortgage and utility concurrently. Two separate adpors will be submitted for each vendor.

Special Provision Policies

This policy would only be applied in the case of state of emergencies, natural disasters, (hurricanes, etc.) or pandemic outbreaks such as COVID 19.

Income Requirement will be adjusted as follows:

- We will request check stubs from January 2020 up to the last one received before any closing, temporary layoff or reduction of hours. This will allow us to gauge what was previously coming into the household.
- This special measure will only apply to clients who will be late as of April 2020 and forward. This will not apply to people who are 2-3 months behind because COVID 19 would not be their reason for job closures.
- We will request letter from employer stating closures due to COVID 19 and the employers contact information to confirm that the client has reduced

hours or temporary layoff and that they will be coming back to work when the company reopens fully.