



## **HOUSING & HOMELESSNESS PREVENTION SERVICES**

### **Frequently Asked Questions (FAQ) Housing Guide**

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#### **About us**

MNC's Housing & Homelessness Prevention program works to identify, assist, and provide services to households at the highest risk of losing their housing, by preventing or quickly ending their homelessness. This includes very low and extremely low-income households, and those with leases or informal housing situations.

Our assistance includes:

- a) Rental Assistance for back rent
- b) Move-in Assistance
- c) Utilities
- d) Resources Services
- e) Referrals Services
- f) Outreach

#### **Our population**

MNC's HHP Services recognizes the critical importance of diversity, equity, and inclusion in working with the disproportionate representation of marginalized groups among people experiencing homelessness, including seniors, BIPOC, persons with disabilities, families with minor children, and the formerly incarcerated. Housing Coordination and Housing-Focused Case Management are customized to each group and are critical to securing stable housing.

## Our Staff

MNC 's HHP Services professional bi-lingual and multilingual staff are highly qualified and culturally sensitive in providing case management services to some of the most vulnerable communities.

## Languages

Language barriers fade away, too, as MNC's multilingual staff and a network of trusted interpreters translate anxieties into understanding and smiles into connection. We can provide written materials into applicable languages and the staff have access to interpretation services for nonnative English-speaking applicants served in their own language, we are proud to support the community with different languages as follow: English, Spanish, Mandarin, Tagalog, Vietnamese, Ukrainian, Russian, Arabic, Cantonese, Italian, French and adding others according to the needed of the community.

## Our Programs

### San Francisco Emergency Rental Assistance -SF ERAP-

The San Francisco Emergency Rental Assistance Program (SF ERAP) is jointly managed by the San Francisco Department of **Homelessness & Supportive Housing** (HSH) and the **Mayor's Office of Housing & Community Development** (MOHCD) and operated by community partners across the City. The Program aims to prevent households from experiencing homelessness and being displaced. To accomplish this, SF ERAP provides financial assistance to San Francisco residents at high risk of homelessness or housing loss who have past-due rent; cannot afford move-in costs; and/or need assistance with future rent to maintain their housing.

Program Eligibility is determined by the City.

### Requirements

1. San Francisco Resident
2. Below the program's income limit for your household size
3. At high risk of losing your housing or becoming homeless
4. Able to demonstrate recent financial hardship.

Types of Assistance Provided by Housing & Homelessness Prevention Services Through SF ERAP:

**Back Rent/Future Rent Assistance:** Eligible households can receive assistance for back rent and/or limited future rent (up to 3 months). The amount provided will depend on rent owed, financial hardship, and other factors.

**Move-in Assistance:** Eligible households can receive assistance with move-in costs required by the landlord, such as security deposit and first and last months' rent, for a unit they have already identified and are planning to move into. The program can assist eligible households who are moving within or outside of San Francisco.

**Utilities Assistance:** Eligible households can receive assistance with essential utilities (water, gas, electricity, trash, sewer, and internet) IF they are paid to the landlord (i.e., included in the rental ledger, on the lease, or otherwise documented). Utilities assistance can only be issued as part of the rental assistance provided and cannot be covered on their own.

**Other Housing Fees/Charges:** Additional fees related to Unlawful Detainers, such as legal and late fees, will be considered on a case-by-case basis. The program does not cover housing application fees.

## **Housing Assistance for Ukrainians Program -HAU-**

The purpose of this program is to provide counties with general and program-specific measures, resources, and technical assistance to effectively serve specific Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine who are eligible to receive Office of Refugee Resettlement (ORR) housing subsidy benefits. The California Department of Social Services (CDSS) Refugee Programs Bureau (RPB) developed the Housing Assistance for Ukrainians (HAU) Program to support the transition of recent Ukrainian newcomers to long-term housing in California. The HAU will provide direct housing and utility assistance and housing support services to eligible households through partnerships with refugee-impacted counties.

Our assistance include:

- a) Housing Assistance for Ukrainians (HAU) for back rent, move in assist and utilities
- b) Social Services
- c) Resources
- d) Referrals
- e) Translation Services
- f) Outreach

Cities and Counties HHPS serves:

1. San Francisco
2. Contra Costa County
3. Marin County
4. San Mateo

Program Eligibility is determined by the California Human Services Agency.

## Requirements

Eligible populations include Ukrainians who came to the United States independently as well as those processed under the Uniting for Ukraine (U4U) Program. Categories of Office of Refugee Resettlement -eligible Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine are either:

1. Citizens or nationals of Ukraine paroled into the U.S. between February 24, 2022, and September 30, 2023, known as Ukrainian Humanitarian Parolees (UHPs).
2. Non-Ukrainian individuals who last habitually resided in Ukraine, who are paroled into the U.S. between February 24, 2022, and September 30, 2023, known as Non-Ukrainian Humanitarian Parolees.
3. A spouse or child of someone above, who is paroled into the U.S. after September 30, 2023.
4. A parent, legal guardian, or primary caregiver of an unaccompanied refugee minor or an unaccompanied child described above, who is paroled into the United States after September 30, 2023.

The HAU program will only cover a maximum of half of the housing rental and utilities bills.

## Our Services

### Case Management

By prioritizing housing as a foundational need, the Housing First approach aims to provide individuals with stability; they need to address other challenges they may be facing.

After securing housing, participants receive optional supportive services, including case management, linkages to community resources, and advocacy, to help maintain their housing and address ongoing needs.

Daily, the staff speaks with clients who face systemic inequities and discrimination, often intersecting and compounding each other, leading to even more significant disparities in homelessness among specific populations, including Black, Indigenous, and people of color (BIPOC), people with disabilities, people who identify as LGBTQ+, and survivors of domestic violence.

MNCs recognize the importance of addressing these disparities and are committed to providing targeted support to marginalized communities. To achieve this goal, MNC is constantly improving the process, creating new tools as well as strategies.

## **Housing Resources**

We are proud to provide the community with Housing Resource for individuals experiencing homelessness or housing insecurity.

Our resources guide helps to find homeless services, rental services, move-in assistance, eviction assistance, tenant rights, affordable housing in San Francisco, furniture, cloth, food and others.

## **Housing Referrals**

MNC's HHP Services provide referrals when a participant of our programs needs the assistant in one of our MNC's programs (Internal Referrals) or the information is not available in the resource center, HHPS provides to the participant with the support to connect the external organization according to the needed.

Referral services are among the most important services offered by our program.