



## Housing & Homelessness Prevention Services

# HOUSING & HOMELESSNESS PREVENTION SERVICES

## Frequently Asked Questions (FAQ) Housing Guide

### About us

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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) Resource Services
- e) Referral Services
- f) Outreach
- g) Liaison with the landlords
- h) Other financial assistance for families available per evaluation

### 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.



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### 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
1. Able to demonstrate recent financial hardship.



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

### **Back Rent Assistance:**

Eligible households can receive assistance for back rent (no more than 12 months). The amount provided will depend on rent owed, financial hardship, and other factors.

### **Future Rent Assistance:**

Eligible households who qualify for back-rent assistance may also receive limited assistance with future (typically 1 month). Eligibility depends on the applicant's rent burden and stability plan, among other factors. Future rent will not be provided on its own.

### **Move-in Assistance:**

Eligible households can receive assistance with move-in costs required by the landlord, such as security deposit and first month's rent, for a unit they have already identified and are planning to move into. SF ERAP can assist eligible households who are moving within or outside of San Francisco. SF ERAP cannot cover other moving expenses, such as a moving truck or moving company.

### **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. SF ERAP does not cover parking, storage, and/or pet fees.

**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. SF ERAP does not cover housing application fees.



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

#### **Program Overview**

The California Department of Social Services (CDSS) developed the Housing Assistance for Ukrainians (HAU) program to support the transition of recent Ukrainian arrivals and non-Ukrainian individuals displaced from Ukraine to long-term housing and self-sufficiency in California.

MNC is serving refugees impacted in the City and County of San Francisco.

The HAU program is not an entitlement program, it is a supportive service that provides direct housing and utility assistance and other support services to eligible households.

#### **Our assistance includes:**

- a. Rental assistance for up to six months, covering up to 50% of the monthly rental cost for an eligible applicant and eligible household members, with a maximum benefit of \$10,000 over the entire program duration. o If you are living in a shared dwelling, only the portion of the rent for the eligible applicant/household members will be provided through HAU services.
- b. Initial security deposit assistance up to the full amount, deducted from the \$10,000 maximum benefit. • Utility assistance, covering up to 50% of costs.
- c. Light-touch case management. housing and utility assistance, and housing support services to eligible households through partnerships with refugee-impacted counties.
- d. Social Services,
- e. Resources,
- f. Referrals,
- g. Translation Services,
- h. Outreach.

Program Eligibility is determined by the California Human Services Agency.



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### 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:

- Citizens or nationals of Ukraine who DHS has paroled into the U.S. **between February 24, 2022, and September 30, 2024** (extended from the original end date of September 30, 2023) due to urgent humanitarian reasons or for significant public benefit, known as UHPs. 2.
- Non-Ukrainian individuals who last habitually resided in Ukraine and who DHS has paroled into the U.S. **between February 24, 2022, and September 30, 2024** (extended from the original end date of September 30, 2023), due to urgent humanitarian reasons or for significant public benefit. 3.
- A spouse or child, as defined in section 101(b) of the INA 8 USC§1101(b), of an individual described in section A. or B. 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 in section A. or B. who is paroled into the U.S. after September 30, 2023.

### Program Requirements

Prospective clients must adhere to the following program requirements to receive HAU assistance:

- Participation in employment services: Prospective clients must participate in employment service activities that promote job readiness and employment opportunities.
  - If multiple families are living at the same residence and sharing the cost of rent, only one eligible adult per household is required to participate in employment services.
- One application per household: Only one person per household can apply and receive HAU assistance on behalf of the household. Do not submit multiple applications.



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### ➤ **Shallow Subsidy Housing Program for Families**

#### **PROGRAM OVERVIEW**

The Shallow Subsidy Housing Program (SSHP) is overseen by the San Francisco Department of Homelessness and Supportive Housing (HSH) and is operated by MNC Inspiring Success. This program aims to support participants for a minimum time necessary, with a maximum duration of five years, to help them achieve financial independence and stability in their housing. It connects participants to essential resources needed for maintaining long-term housing security.

To achieve these goals, the Shallow Subsidy Housing Program provides financial assistance to families by covering a portion of their rent for up to five years. Participants can receive up to \$1,100 each month to help with their rental costs. Additionally, the program assists families in finding housing and offers additional support to ensure they can remain in their homes over the long term.

The first step is to check the eligibility at the access point:

#### **STEP 1 Check your eligibility in the Access Points:**

**Central City Access Point –**  
37 Grove Street

Monday, Wednesday, Thursday & Friday:  
9AM – 5PM  
Tuesday: 9AM – 12PM  
Closed the fourth Tuesday, monthly

Phone Number: 415-644-0151  
[compass-sf.org/](http://compass-sf.org/)

**Bayview Access Point –**  
1641 LaSalle Avenue

Monday to Friday: 7AM – 6PM  
Last Thursday of the month:  
7AM – 12PM  
Closed: December 22nd & 25th  
Phone Number: 415-430-6320  
[catholiccharitiesf.org/bayview-access-point/](http://catholiccharitiesf.org/bayview-access-point/)

**Mission Access Point –**  
2871 Mission Street

Monday to Friday: 7AM – 5PM  
Last Thursday of the month: 7AM – 12PM  
Closed: December 22nd & 25th  
Phone Number: 415-972-1281  
<https://catholiccharitiesf.org/mission-access-point/>

**If you qualified for the subsidy you'll be referred to an organization to move forward with your application.**

#### **Eligibility Criteria**

To be considered for subsidy (financial assistance), applicants must meet the Program's eligibility criteria **AND** be among households at highest risk of experiencing homelessness or housing loss. Households must also meet the program's selection criteria.

- Current resident of San Francisco
- Household income of 35-50% of the [Area Median Income](#) (AMI).
- Citizenship is not a requirement of the Program, and an applicant should never be asked about or required to show proof of immigration status or U.S. citizenship.



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### Services to be provided

**Assistance with Move-in:** Qualifying households may be eligible for assistance with the costs associated with moving in, including the security deposit and the first month's rent, as stipulated by the landlord.

**Light-touch Housing-Focused Case Management Services:** To help eligible households retain their tenants and improve their well-being, we offer housing-focused case management services with a light touch, under a harm reduction strategy. When relocated outside of San Francisco, case management will give priority to connecting participants to mainstream resources in their home county.

**Housing Location Services:** To connect participants with housing opportunities, remove obstacles to housing placement, and enable quick placement into housing, eligible households will receive Housing Location Services.

**Subsidy Administration Services:** In order to carry out the administrative, financial, and record-keeping tasks necessary to issue and record timely and accurate subsidy payments as well as other forms of financial assistance, eligible households will get Subsidy Administration Services.

**Landlord Liaison Services:** In order to promote continued home stability, eligible households will get Landlord Liaison Services, which will involve acting as a mediator between landlords and participants.

## • Family Homelessness Prevention Pilot

### PROGRAM OVERVIEW

The Family Homelessness Prevention Pilot in San Francisco aims to prevent families from becoming homeless by providing a range of services, including financial aid, legal support, and access to employment and other resources. This pilot program, funded by Tipping Point and other partners, aims to create a more coordinated and seamless experience for families at risk of homelessness.

### Types of assistance

- **ERAP-Equivalent Assistance (EEA)**, available only to Pilot families who do not receive financial assistance through SF ERAP, with the amount of assistance to be provided determined by using the same policies as those used for ERAP assistance. As with SF ERAP, EEA can help families with costs for:



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- Back Rent/Future Rent Assistance, for back rent and/or limited future rent.
  - Move-in Assistance, such as security deposit and first and last month's rent.
  - Utilities Assistance, if costs for utilities are paid to the landlord.
  - Other Housing Fees/Charges can only be considered on a case-by-case basis.
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- **Flexible Financial Assistance (FFA)**, available to all Pilot families and able to address costs associated with a broader range of other important needs that will help support the families' financial stability and housing stability

All families who enrolled in the Pilot are eligible for other Flexible Financial Assistance (FFA) intended to complement and address a broader range of needs that can be addressed through ERAP or ERAP-Equivalent Assistance.

**To be eligible for Pilot participation**, Network Partners will assess families based on ERAP's current selection criteria and risk factors, and families will be assisted to apply for assistance through ERAP.

### Eligibility Criteria

Families addition to appearing to be eligible applicants for SF ERAP assistance, households who are eligible for Pilot participation will include and be limited to:

- Families who live in San Francisco.
- Families with at least one minor child, including families with a child/children temporarily away from the home because of placement in foster care, and pregnant people.
- Families at or below 50% of Area Median Income (AMI), with households up to 55% of AMI eligible to be served with a waiver.
- Families who are currently living in housing and are not currently experiencing homelessness in an unsheltered setting, in a vehicle, or staying in shelter or some other temporary accommodations provided through San Francisco's homelessness response system.
- Families who are not living in permanent housing provided through the homelessness response system, such as within Permanent Supportive Housing or Rapid Rehousing programs.
- Families who have characteristics and/or are in circumstances that put them at high risk of homelessness.
- Families who need timely access to financial assistance and services to avoid becoming homeless Citizenship or proof thereof is not a requirement of the ERAP





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Program, nor of the Pilot, and families will not be asked about or required to show proof of immigration status or U.S. citizenship.

### **What is the Family Homelessness Prevention Pilot?**

The Pilot offers homelessness prevention support for families who qualify for this program. This support includes funds to keep families in their homes, funds to meet urgent unmet needs that could lead to homelessness, and linkage to additional support services. The Pilot program is offered by APA FSS, Booker T Washington Community Service Center, Compass Family Services, MEDA and MNC, and you can apply with any organization.

### **Who should apply for this program?**

If you live in San Francisco, have children, have experienced a recent financial hardship and need help with back rent or a security deposit, visit the SF ERAP online application to see if you are eligible to apply. Submitting application materials to the ERAP online portal is also how you apply for this Pilot program.

### **How do I get considered for this Pilot?**

To be considered, begin an SF ERAP application. “If you prefer to work with a specific organization to determine whether you qualify for assistance, please select one from the list below.”

- If you are interested in being considered for this pilot and are working with MEDA or MNC, select “Mission Neighborhood Centers (MNC)” on page 5.
- If you are interested in being considered for this pilot and are working with Compass, APA FSS, or Booker T Washington CSC, select “Compass Family Services” on page 5.
- If you are interested in being considered for this pilot and are not working with a specific non-profit agency, select either “Compass” or “Mission Neighborhood Centers (MNC)” on page 5.

### **I’ve submitted my application. What happens next?**

A staff person from one of the following agencies will contact you to discuss the outcome of your application and discuss next steps: APA FSS, Booker T Washington Community Service Center, Compass Family Services, MEDA, or MNC.

### **What are some types of financial support that might be available in this program?**

Financial supports available in this program include housing costs like back rent relief and security deposits. Additionally, flexible financial supports related to urgent unmet needs,



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like job supports, food supports, legal supports, and medical bills, can be addressed in this program.

**Will participation in this program impact any legal proceedings related to my immigration status?**

No.

## 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 a 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, clothes, food, and others.



## **Housing & Homelessness Prevention Services**

### **Housing Referrals**

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

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