

## Information Item

**Date:** August 9, 2021

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Patrice Toney, Assistant City Manager  
Marla Y. Newman, Community Development Director

**Subject:**  
Update on rent and utility assistance provided through the Emergency Rental Assistance Program

**Strategic Focus Area:** Livable Neighborhoods

**Strategic Objective:** No

**Strategic Plan Action Item:** No

**Key Work Item:** No



The Emergency Rental Assistance Program (ERAP) was created by Congress and funded by the U.S. Department of the Treasury in January 2021. The program assists households with incomes at or below 80% of area median income and that have suffered economic hardship due to COVID-19. The City of Winston-Salem received \$7,478,359.00, ten percent (10% - \$747,835.90) of which is allocated for program administration.

In addition to rent, ERAP also assists with past due utilities, including electricity, water/sewer, trash removal, natural gas, propane, fuel oil and internet. Households may receive up to 12 months of assistance.

The City of Winston-Salem has partnered with the Forsyth County Department of Social Services (DSS) to administer one collaborative program for local residents. The City has contracted with a third-party vendor – Tetra Tech – to provide day-to-day program management, and DSS provides back office and finance functions, as well as quality control and application intake through its ERAP Application Lab. The City/County program began on April 5, 2021.

As of August 5, 2021, program performance is as follows:

- 939 applications approved
- 641 applications submitted and pending assignment to eligibility specialist
- 537 applications under review by eligibility specialists
- 148 applications denied
  
- Total funds disbursed and pending disbursement - \$3,679,190
- Percentage of total funds disbursed - 55%
- Balance remaining - \$3,051,333

A graphic illustration of program activity is attached.