

COMMUNITY ACTION ORGANIZATION
1001 SW Baseline, Hillsboro, OR 97123
Emergency Rent Assistance
(503) 615-0770

PROCESS:

- 1) Callers leave message on Rent Phone Line.
- 2) Calls are returned in the order received, until funds are committed for the month.
- 3) Callers are screened for eligibility:
 - Washington County resident
 - Meets income guidelines
 - Have a 72 hour eviction notice or new rental contract for move-in
 - Not previously served in the past year
 - Fits emergency criteria
- 4) Appointments for intake are made in Beaverton and Hillsboro
- 5) At intake Community Action Resource Advocates:
 - contact landlord to get negotiate amount and get signed agreement not to evict.
 - combine fund amounts to leverage dollars (i.e. HSP)
 - contact LASO if any legal issues are identified.
 - educate client on eviction process.
 - enter information into client database and pend until all paperwork received
 - fill out Check Request for our Fiscal Dept, attach application/intake form , documentation of income, 72 hr notice or new lease agreement, and landlord agreement not to evict.
 - verify ownership with Washington County Assessment & Taxation
- 6) Provide additional services:
 - Energy Assistance – up to \$800 (same day or schedule extra appointment)
 - sign up for Energy Education Workshops – receive \$25 PGE credit.
 - refer to CAO Housing and Homeless Services for possible 3-6 month rent Subsidy and enrollment in Ready to Rent program
 - refer to Energy & Community Resource Support Case Manager if multiple Needs.
 - refer to other CAO programs (Head Start, Opening Doors, Child Care R&R)
 - give handouts on 211 for future info
 - food box referrals
 - seasonal: Earned Income Tax Credit flyers; Energy Fair, etc.