

## FREQUENTLY ASKED QUESTIONS

### HOUSING

#### **What apartments or housing do you have available for rent?**

Visit the Rental Properties page of our website for information about all of our rental units including rent and availability. <http://www.capwi.org/services/housing/rental-properties/>

#### **What are the income guidelines?**

Income guidelines vary from property to property and county to county. Some of our properties do not have any guidelines. We verify that the gross family income meets the guidelines set forth by our funding source. We also review the current monthly payments (credit cards, car payment, insurance, etc.), rent, utilities and compare it with the income coming into the home/apartment to be sure the tenant will be able to afford living in the home/apartment.

#### **How much do you rent this specific house/apartment for?**

Check our website for listings including rent for each unit/house. <http://www.capwi.org/services/housing/rental-properties/>

#### **Can I have pets in your rentals?**

We do not allow pets in our rental properties. Service animals (dogs only) or emotional support animals are allowed but must be current on shots and flea treatments and maintained throughout the residency. Renters with service/emotional support animals are asked to carry renters insurance in case their service animal should injure someone coming onto the property, but they are not required to do so.

#### **Do you allow smoking in your rental properties?**

No, we no longer allow smoking inside any of our rental properties. We ask all tenants to please smoke outdoors at least 8 feet from any entrance.

#### **Can I make too much money to rent one of your rentals?**

We have funding sources that set the guidelines each year regarding the gross amount of income coming in from all sources by all household members, enabling low to moderate income families to live in safe, sanitary and affordable housing. So, the household gross income cannot be over the guidelines set for a particular property. All our applications have the income guidelines on the cover sheet. Therefore, you could make too much money.

### **Are your rentals subsidized?**

We do not have built in subsidy/rental assistance. The amount of rent you are charged is not adjusted according to your household income. You would need to apply for Section 8 rental assistance to get help.

### **What do I have to do to qualify to rent one of your rentals?**

First, you must complete an application. Applications are available at our office in Covington or on the Rental Properties page of this website. <http://www.capwi.org/services/housing/rental-properties/> Once a completed application is received we will verify the household income from all sources listed (employment, SS, SSI, child support, pensions, etc.) along with a criminal background check. But the gross household income has to fall at or below the income guidelines for the home/apartment you are applying for and the criminal background check must come back favorable. The application will have a cover sheet on it giving you the income guidelines for the property.

### **Is there a security deposit on your rental properties?**

Yes, same as 1 months' rent. Except for Senior (62 or older) /handicapped renters pay a \$200 security deposit due to being on a fixed income.

### **I need a house immediately. I have been told I have a week to get out of my current home. Do you have emergency housing?**

We do not provide emergency housing. Depending on the reason you are being asked to leave, you may want to seek legal help thru Indiana Legal Services, but if you were given proper notice of an eviction or non-renewal of a lease and you haven't been able to find anything or waited too long to ask for help you will want to check the Resources Directories on our website for shelters.

### **How does Section 8 (Rental Assistance) work?**

When a family wishes to receive assistance under the Section 8 Housing Choice Voucher (HVC) program, the family must submit an application that provides the information needed to determine the family's eligibility. Housing and Urban Development (HUD) requires Community Action Program to place all families that apply for assistance on a waiting list. When Section 8 assistance becomes available, Community Action Program must select families from the waiting list in accordance with HUD requirements and Indiana Housing and Community Development Authority (IHCDA's) policies as stated in the administrative plan and the annual plan. Applicants need to be made aware that it can take 2 to 3 years for their name to be pulled from the wait list after filing a preliminary application with Community Action Program. This is due to the set number of voucher slots that are assigned by the State for each county that we cover.

The Section 8 Housing Choice Voucher (HCV) program provides eligible households vouchers to help pay the rent on privately owned homes of their choosing. A family receiving a voucher must pay at least 30 percent of its monthly adjusted gross income for rent and utilities. Income Guidelines, Utility Allowances and Fair Market Rents are set by the State and vary for each

county Community Action Program covers. To qualify for the program the family's gross household income cannot be more than 50% of the Area Medium Income (AMI). When a family is determined to be eligible for the Housing Choice Voucher (HCV/Section 8) program, Community Action Program must ensure that the family fully understands the way the program operates and the family's obligations under the program. This is accomplished through both an oral briefing and provision of a briefing packet containing of the HUD-required documents and other information the family needs to know in order to lease a unit under the program. Once the family is fully informed of the program's requirements, a voucher is issued. The voucher includes the unit size for which the family qualifies based on the Public Housing Authority's subsidy standards, as well as the issue and expiration date of the voucher. The voucher is the document that authorizes the family to begin its search for a unit, and limits the amount of time the family has to successfully locate an acceptable unit.

### **How is funding determined for each county?**

The Section 8 tenant-based Housing Choice Voucher (HCV) assistance program is funded by the federal government and administered by the Indiana Housing and Community Development Authority (IHCDA).

### **If I am on Section 8, what happens if I move to another county or out of state?**

Section 8 families who are currently residing in Indiana can request a transfer at any time after residing in their current county for one year. They must contact the Community Action Program or Public Housing Authority in the area where they wish to move and get the name, address and phone number of the Agency in the area for which they wish to move. Upon approval from Community Action Program and Indiana Housing and Community Development Authority (IHCDA) the family would be issued a voucher and have 60 days to find a new residence. Upon receipt of a family's written notification that it wishes to move, Community Action Program will determine whether the move is allowable in accordance with the regulations and policies set by HUD and IHCDA. Community Action Program will notify the family in writing of its determination within 10 business days following receipt of the family's notification.

### **EMPLOYMENT AND TRAINING (WORK ONE)**

**We no longer have an Employment and Training program. Please contact the WorkOne office in Crawfordsville at 765-362-4096.**

### **ENERGY ASSISTANCE**

#### **Are you giving away fans/air conditioners this year?**

Air conditioners may be available to qualified applicants. The state no longer provides fans.

### **I haven't been notified whether I am on the list for the winter heating assistance this year?**

Mail in applications for elderly and disabled are mailed in late summer or early fall. We generally start scheduling appointments for the Energy Assistance Program in mid-October with appointments scheduled in early November.

### **Who is the trustee for my county?**

Visit the following website to determine who your trustee is for your county and appropriate township trustee: <https://www.in.gov/dlgf/2440.htm>

Or call your County Auditor's office.

### **I called my trustee, but their phone number has been disconnected, now what do I do?**

Call your County Commissioner

## **WEATHERIZATION**

### **How do I apply for Weatherization?**

Contact your local Community Action Program office and ask to speak with someone in our Energy Assistance Program representative. Tell them you would like to sign up for weatherization. A completed landlord agreement form will be required if you are a renter. Clients that are already on the Energy Assistance Program can have their application forwarded to the weatherization department. For more information about our weatherization program visit:

<http://www.capwi.org/services/housing/weatherization/>

### **What are the income guidelines for Weatherization?**

Clients are contacted in order by a matrix point system, the higher the matrix points, the higher on the priority list. Clients that are between 151%-200% of the Federal Poverty Guidelines usually have 0 matrix points, therefore aren't usually weatherized. A client may be income eligible for weatherization services but their home may not, an auditor will make that determination during his/her visit.

### **If I qualify for Weatherization, what will be done to my home?**

Each home is different; we will not know the scope of work until the home is visited by an energy auditor. A list of measures that MAY be addressed is posted on the Weatherization page of this website. <http://www.capwi.org/services/housing/weatherization/>

### **How long does the Weatherization process take?**

The weatherization process usually takes about 2 weeks from the day the auditor does the initial audit until the work is completed and inspected, waiting to have your home audited can take up to a year from the day you sign up for weatherization. Weatherization does not replace windows, doors, siding, mobile home skirting, or roofs.

### **HEAD START**

#### **Are you still signing up children for Head Start this year?**

We take applications and referrals on children year-round. Parents can call their local centers or speak with anyone in Head Start to have a referral form completed. Parents can also complete the referral form on the Head Start or Early Head Start pages of our website at:

<http://www.capwi.org/services/family-life/head-start/>

#### **Where can I get my child a car seat?**

This program is no longer offered by our agency. Please visit the following link to find a Child Safety Seat Inspection Station near you: <http://www.preventinjury.org/Child-Passenger-Safety/Child-Safety-Seat-Inspection-Stations/List-of-Child-Safety-Seat-Inspection-Stations>

#### **Where can I get a voucher for day care?**

Call the Children's Bureau in Lafayette, IN @ 765-838-3805

### **WIC**

#### **How do I apply for WIC services?**

Please call your local WIC office to make an appointment. They will tell you what to bring and expect. A typical appointment lasts 20-30 minutes per person. Eligibility requirements can be located at: [www.wic.in.gov](http://www.wic.in.gov) under "How do I apply for WIC?"

#### **Why can't WIC staff talk to my friend or mother about my child or me?**

If a participant wants WIC staff to discuss progress about themselves or a child enrolled in the program, they must sign a release of information form. This ensures confidentiality of our program participants.

### **What if I move?**

If you plan to move somewhere else in Indiana, you can check the website for a listing of all WIC offices in the state at [www.wic.in.gov](http://www.wic.in.gov) If you plan to move out of Indiana, you can call your local WIC office. They can give you information about WIC programs in other states and overseas. You may contact the State WIC offices at 1-800-522-0874. You may also request a Verification Certification form from your local WIC office. This form includes information needed to transfer your household from Indiana WIC to the WIC clinic in your new state.

### **What is a proxy?**

A proxy is someone you trust. You give this permission to cash your eWIC card if you can't go to the store. You must make sure your proxy understands what foods to buy and how to use the eWIC card. Be careful if you give someone your card and PIN as they could redeem all of your WIC benefits. These benefits will NOT be replaced. Only give your card and PIN to people you have selected as proxies.

### **Why can't WIC staff talk to my friend or my mother about my child or me?**

The WIC program protects your right to privacy. WIC will not share any information without your permission. This includes appointment times and medical information.

### **What if I lose my eWIC EBT card?**

If you lose or damage your eWIC card, call Customer Service at 1-855-349-1454 or the clinic to cancel your card and then go to your clinic to be issued a new card.

### **MAC Van Transportation Service**

Can anyone ride MAC Van?

The elderly and disabled have top priority. We transport people to the store, hair appointments, and on shopping trips the first Friday of every month. Please contact us at: Covington (765)793-4871 or Williamsport (765)762-0420