



# **Office of Community Services**

## **Rental Assistance Programs**

Apartment Manager Seminar  
October 2020



# The Office of Community Services

- Part of the Center for Economic Support (CES) within the Department of Community and Human Services (DCHS)
- Serves as lead agency for the Homeless Services Continuum of Care (CoC) in Alexandria
- Is Alexandria's Community Action Agency



# The Office of Community Services

- Emergency Rental Assistance
  - Short term intervention to regain housing stability
  - Sometimes provided alongside ongoing services
  - Provided in response to a crisis/loss of income
  - Payments issued directly to landlords for rent owed (arrears and current rent) for eligible households
  - Federal, state, and local funds



# The Office of Community Services

## Impact of COVID-19 on Emergency Rental Assistance

- Large increase in demand for services
- More residents now eligible
- Longer term assistance needed to stabilize housing



# The Office of Community Services

## What Has Changed?

- More resources available for rental assistance
- Modified assessment process to expedite assistance and increase capacity
- Service delivery – virtual vs in person to protect safety of community



# The Office of Community Services

## What Has Not Changed?

- Residents call 703-746-5700 to request rental assistance
- Continued partnerships with faith-based/non-profit community and other City agencies
- Ongoing case management services available



# Important Phone Numbers and Links

**(703)746-5700**

Department of Community and Human Services  
Customer Call Center

**Resources To Meet Basic Needs for those  
Impacted by COVID-19:**

<https://www.alexandriava.gov/dchs/economicsupport/default.aspx?id=114166>



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Questions?