



**Homeless Emergency Aid Program (HEAP) Prevention and Diversion Funds**  
**Frequently Asked Questions**

**What is HEAP?**

Homeless Emergency Aid Program

One-time State funds provided to address the homelessness crisis throughout the California.

**Goal of HEAP Prevention and Diversion Funds:**

To provide short-term emergency funding to help individuals and families experiencing a housing crisis to maintain stable housing.

**How to access HEAP:**

Contact Resource Connect Solano. Resource Connect Solano will pre-screen clients and determine eligibility. If eligible, the case will be referred to one of the two agencies operating the prevention and diversion program.

**Who is eligible?**

The following eligibility criteria must be met in order for a household to be referred to Shelter Inc. or CANB for prevention and diversion funds.

1. Household must meet one (1) of the following Conditions:
  - A. Has moved because of economic reasons 2 or more times during the past 60 days; OR
  - B. Is living in the home of another because of economic hardship; OR
  - C. Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days; OR
  - D. Lives in a unit that is over occupied, or a hotel/motel that is not subsidized
  - E. Is exiting a publicly funded institution or system of care; OR
  - F. Lives in housing that has characteristics associated with instability and an increased risk of homelessness
2. Household income must not exceed 30% AMI

Household Size	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons
Max Monthly Income	1,500	1,717	1,929	2,146	2,514	2,883

3. Household must have the means to sustain housing following completion of assistance
4. Household must be doing everything it can to overcome the crisis (i.e. eliminating unnecessary expenses, looking for work, exhausting other sources of support like family, friends, savings account, etc.)



### How will a client be contacted if eligible?

A case manager from either SHELTER, Inc. or CAN-B will contact clients to schedule an intake appointment within 2 business days of receiving the referral from Resource Connect Solano. During this meeting, the applicant should be prepared to provide details of housing crisis and supporting documentation

### What documents do clients need to take to the intake appointment with Shelter, Inc. or CAN-B?

- Driver's license for adults
- Social Security cards for household (if applicable)
- Birth certificate for children (if applicable)
- Proof of income for all applicants
- Three full months of most recent paycheck stubs
- Official eviction notice from landlord (if not yet homeless and seeking prevention services)

*Additional documents may be requested based on your specific case.*

### What happens next?

Your specific case will be reviewed for approval. If approved and late in rent, we will communicate with the Landlord. The check will be mailed directly to the Landlord. In other situations, what happens next will depend on your individual case.