

Have you fallen behind in paying your rent, mortgage, or utilities? Are you facing eviction, foreclosure or your utilities being shut off? Have you found a place to live but can't get the money together for a security deposit, first month's rent, or utility deposit? If you are struggling with any of these situations, we may be able to help.

Emergency funds may be available if you are experiencing or threatened by any of the following:

- homelessness;
- utility shut-off; or
- no heat, hot water, or cooking fuel.

**Emergency Assistance (EA) helps families get or keep their homes. EA helps pay for rent or utility security deposits, first month's rent, fuel deliveries, and back rent, mortgage, or utility debts.**

### CAN I GET EA?

To get EA help, you must be eligible for or already getting Financial Assistance to Needy Families (FANF) cash assistance. This means you must meet all FANF program requirements, including being a specified relative of the children who live with you. However, you may be eligible for EA, even if you are not a specified relative, if the children have lived with a specified relative sometime within the 6 months before the month you apply.

### HOW DO I GET EA?

To immediately print an application, go to DHHS website at <http://www.dhhs.nh.gov/forms-documents-0> or NH EASY Gateway to Services at <https://nheasy.nh.gov/#/forms> or you can contact your local DHHS District Office for an application. You will have to fill out this application form, sign it, and give us proof of the emergency and the amount of money you need to fix it. Types of proof could be any of the following:

- a bill, rental agreement, or other document signed and dated by your landlord. It must tell us the amount of the security deposit;
- a bill, or signed and dated statement from the utility company. It must tell us the amount of the utility deposit;
- a termination notice, a bill, or statement from the utility company. It must tell us the amount of the utility debt you owe;
- an eviction notice, court order, notice to quit, or signed and dated written demand for rent for an actual or pending eviction. It must tell us the name of the landlord and the amount of the back rent you owe; or
- a notice of foreclosure, court order, or signed and dated written demand for mortgage principal and interest starting foreclosure proceedings. It must tell us the name of the mortgager and the amount of the back mortgage you owe.

Need help getting the proof you need? Let us know and we can help.

You will also need to give us:

- proof of your household income;
- information about the things you have to help you, such as cash on hand, checking and savings accounts, trust funds, certificates of deposits, stocks and bonds, federal, state, and local income tax refunds, fuel assistance grants, and earned income tax credits;
- proof that help from us will fix your emergency (for example, proof that you will be able to pay for your other monthly bills, once we help you with this emergency); and
- a signed and dated statement from your local Fuel Assistance Program. It must tell us why they are not able to help you, if you are asking for help with a utility deposit, outstanding utility debt, or to have home heating fuel delivered to your home.

### HOW MUCH EA CAN I GET?

EA money is limited. Your personal resources must be used first to meet your emergency need. EA funds can be used to help meet the remaining amount not covered by your resources, but payments cannot be more than the following maximum amounts:

- \$700 for home heating fuel;
- the amount charged by the utility provider for utility deposits;
- \$650 for rental housing security deposits or first month's rent, or both if the total does not exceed \$650; and
- no more than 2 months' outstanding rent, mortgage, or utility debt.

## WHAT IF THE EA IS NOT ENOUGH?

Sometimes the money you need to fix your emergency is more than the EA payment we can give you. If this happens, you must give us proof that the partial payment we give will fix the situation. You will need to give us:

- a signed and dated statement from an outside source, such as a friend, family member, or organization. They must tell us that they promise to pay the rest of what you owe; **or**
- a signed and dated statement from your landlord, mortgager, utility, or home heating fuel delivery company. They must tell us that you can use a payment plan to pay the rest of what you owe.

## REMEMBER

You will have to use some, but not all, of your personal resources to help pay for your emergency. EA help is limited to a 12-month period which begins when the first EA payment is approved. Most EA payments can only be approved once in a 12-month period except for:

- home heating fuel deliveries which may be approved up to 6 times; and
- rental security deposits when the amount last approved in the 12-month period has been or will be returned by the former landlord.

**Note:** Rental security deposits **and** back rent or back mortgage cannot be approved within the same 30-day period.

**If You Have Any Questions...**Please contact 1-800-852-3345 ext. 9700 or your local DHHS District Office.

### Department of Health and Human Services (DHHS) District Offices

<b>BERLIN</b> 650 Main St., Ste. 200 Berlin, NH 03570 603-752-7800 or 800-972-6111	<b>LITTLETON</b> 80 North Littleton Road Littleton, NH 03561 603-444-6786 or 800-552-8959
<b>CLAREMONT</b> 17 Water St., Ste. 301 Claremont, NH 03743 603-542-9544 or 800-982-1001	<b>MANCHESTER</b> 1050 Perimeter Rd Ste 501 Manchester, NH 03103 603-668-2330 or 800-852-7493
<b>CONCORD</b> 40 Terrill Park Drive Concord, NH 03301 603-271-6200 or 800-322-9191	<b>SOUTHERN</b> 26 Whipple St. Nashua, NH 03060 603-883-7726 or 800-852-0632
<b>CONWAY</b> 71 Hobbs Road Conway, NH 03818 603-447-3841 or 800-552-4628	<b>SEACOAST</b> 19 Rye Street Portsmouth, NH 03801 603-433-8380 or 800-821-0326
<b>KEENE</b> 111 Key Road Keene, NH 03431 603-357-3510 or 800-624-9700	<b>ROCHESTER</b> 150 Wakefield St., Ste 22 Rochester, NH 03867 603-332-9120 or 800-862-5300
<b>LACONIA</b> 65 Beacon Street West Laconia, NH 03246 603-524-4485 or 800-322-2121	

**TDD Access:**  
**Relay NH 1-800-735-2964 or 711**

This institution is an equal opportunity provider.

# Emergency Assistance (EA) for Housing: What You Need to Know

Department of Health and Human Services  
Bureau of Family Assistance  
Governor Hugh J Gallen State Office Park  
129 Pleasant Street, Brown Bldg  
Concord, New Hampshire 03301  
[www.dhhs.nh.gov/BFA](http://www.dhhs.nh.gov/BFA)