



**TRAVIS COUNTY HEALTH and HUMAN SERVICES**  
**Family Support Services Division**

**Kirsten Siegfried**  
**Division Director**  
[kirsten.siegfried@traviscountytexas.gov](mailto:kirsten.siegfried@traviscountytexas.gov)

**Updates on Changes to Family Support Services Rent/Mortgage Assistance**

- 1) **Changes to County Code**, Chapter 272, effective 1/1/2019
  - a) **Eligibility**
    - i) Chapter 72 (2007)
      - (1) 50% FPIG for non-elderly or disabled households
      - (2) 125% FPIG for verified elderly (60+) or disabled households
    - ii) Chapter 272 (2019)
      - (1) 150% FPIG for all households
  - b) **Frequency**
    - i) Chapter 72 (2007)
      - (1) Once per 12 month period for non-elderly or disabled households
      - (2) Twice per 12 month period for verified elderly (60+) or disabled households
    - ii) Chapter 272 (2019)
      - (1) Once per 12 month period for non-elderly or disabled households
      - (2) Twice per 12 month period for verified elderly (60+) or disabled households
      - (3) Twice per 12 month period for households with children under the age of six
  - c) **Assistance Amounts**
    - i) Chapter 72 (2007)
      - (1) one bedroom - \$343
      - (2) two bedroom - \$418
      - (3) three bedroom - \$569
      - (4) four bedroom + - \$658
    - ii) Chapter 272 (2019) 50% of HUD Fair Market Rate, updated yearly
      - (1) one bedroom - \$567
      - (2) two bedroom - \$678
      - (3) three bedroom - \$881
      - (4) four bedroom + - \$1064
- 2) **Transparency**
  - a) 211 FSS is 211's most frequent referral, at 80,000 per year. They were informed of the upcoming changes in 2018
  - b) Website FSS website receives approximately 4,500 page views per month. It was updated in January, 2019
    - i) In August, 2019, of 4,619 total page views, 1,023 were for rental assistance
  - c) Brochures FSS brochures are available at many non-profits, and made available to any that request them. They are currently being updated (running through the last of the last version)
- 3) **Notice of Conditional Payment Agreement**, effective 10/1/19



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- a) Old wording: *I agree not to proceed with eviction/foreclosure of the individual named above for a period of 30 days from the date of acceptance/my signature for non-payment of rent.*
  - b) New wording: *If I have filed an eviction suit against the Client and that eviction suit is pending, or if I have initiated a foreclosure proceeding against the Client that is still pending, I agree to dismiss the eviction suit/foreclosure proceeding, and to not give this Client a notice to vacate based on non-payment of rent, file an eviction suit, or initiate a foreclosure proceeding for thirty (30) calendar days from the date of my signature below.*
- 4) Timeliness of Payments**
- a) Three weeks
    - i) From date of signature to Finance 2-5 business days, depending on day of week received.
    - ii) Finance to Auditor's office, 2-4 business days
    - iii) Auditor's to Purchasing to Commissioners Court, 5-7 business days
- 5) Impact**
- a) 101% increase in County expenditures on Rent and Mortgage Assistance (\$1,303,243 to \$2,636,347)
  - b) 33% increase in the number of households receiving assistance (3,340 to 5,122)
  - c) Factors influencing the increases include
    - i) An increase in assistance amounts
    - ii) An increase in the number of eligible households
    - iii) An increase in the number of landlords accepting County assistance at the new levels