



NC COALITION to end HOMELESSNESS

Housing Stability & Homelessness Prevention Program: FAQ

What is the Housing Stability & Homelessness Prevention Program?

It is a statewide NCCEH program that helps renters living in Low Income Housing Tax Credit (LIHTC) communities stay in their homes before a housing crisis turns into homelessness. It pairs timely financial assistance with one-on-one, housing-focused problem-solving support.

Where does the program operate?

It operates statewide, in all 100 counties of North Carolina.

What are the program's goals?

The program aims to:

- Offer person-centered services that help at-risk families and individuals keep their affordable housing
- Provide direct housing-focused problem solving paired with financial assistance
- Connect households to existing housing and housing-related resources through warm handoffs to providers in their area
- Help households who are not yet homeless but face an imminent housing crisis reach lasting stability
- Reduce new and returning entries into homelessness and emergency shelter
- Use program data to identify gaps in the housing services network and guide future planning

Who is eligible for the program?

To be eligible, you must:

- Live in North Carolina
- Currently rent in a Low Income Housing Tax Credit (LIHTC) property
- Be at imminent risk of a housing crisis
- Earn at or below 80% of the Area Median Income (AMI)
- Be referred through an approved referral partner
- Complete a Housing Stability Intake Form
- Have a valid lease with your name on it
- Have a valid ID that matches the name on the lease
- Have proof of income

How do I know if I live in a LIHTC property?

You can search for the name of your rental property [here](#). If you have additional questions, contact prevention@ncceh.org.

Why does the program only serve LIHTC renters?

LIHTC housing is priced to fit household income. When a crisis threatens a household living in that kind of housing, financial help is more likely to keep them housed long term. In unregulated housing, assistance often buys only a few months before a household is priced out or lease renewal is not guaranteed. Focusing on LIHTC properties also protects the public investment made in building these highly competitive units.

What kinds of situations does the program help with?

Examples include:

- A renter whose property manager has threatened eviction or filed a summary ejectment, but has not yet taken the matter to court and will agree to mediation
- A renter with a legitimate, verifiable reason for being unable to pay one to two months of rent who is not yet in arrears
- A renter who needs help budgeting or increasing income to keep affording their rent
- A renter who needs help advocating for themselves, feels their lease has been violated, or is being discriminated against

What if I am already experiencing homelessness?

This program is for households that are still housed. If you are not eligible, you will receive a Notice of Ineligibility as soon as possible and be connected to other services you may qualify for.

How do I apply?

Applicants must come through an approved referral partner. Approved referral sources are:

- Regional committees within the Balance of State Continuum of Care: [find my region here](#)
- Continuums of Care in North Carolina outside of the Balance of State: [find my CoC here](#)
- Property management companies operating LIHTC communities

Once referred, you will complete a Housing Stability Intake Form and an intake with NCCEH staff.

What documents should I be ready to share?

Expect to provide a copy of your lease, a valid ID matching the name on the lease, and proof of income. Depending on your situation, staff may also ask for documentation of disability or Veteran status, health insurance, or a Housing Choice or VASH voucher. If you do not know how to get a document, staff will help you figure that out.

What services will I receive?

Staff will work with you to create a 90-day housing stabilization plan, review your lease terms, offer financial assistance, and connect you with other relevant resources.

What can financial assistance be used for?

If you are eligible, assistance can help with:

- A delinquent rent payment, arrears, or an upcoming payment you cannot meet
- A delinquent utility payment
- Mediation of a summary ejectment to prevent an eviction
- The cost of recovering essential documents needed for housing stabilization
- Non-housing-related expenses that are proven to directly and immediately contribute to housing stabilization, with approval from NCCEH leadership

What can financial assistance not be used for?

Assistance cannot be provided:

- When the client fails to provide requested documentation
- To pay rental arrears once an eviction has already been enacted
- For non-housing-related expenses that cannot be shown to directly contribute to housing stabilization
- For expenses already covered by other programs
- For any expense not attached to a lease in the client's name
- For temporary shelter, such as hotel or motel stays

Will I receive the money directly?

No. Payments go directly to the intended recipient, such as your landlord or utility company. No payments are made directly to clients. All assistance is processed in accordance with NCCEH's fiscal policies.

What happens if I am discharged? Can I appeal?

You will be mailed a Notice of Discharge along with a copy of your signed Client Contract. You have the right to appeal to the NCCEH Executive Director by completing a Discharge Appeal Form.

Who are the program's key partners?

NCCEH works with Continuum of Care committees and member agencies, Regional Coordinated Entry leads within the Balance of State, Public Housing Authorities, and owners and operators of LIHTC housing.