



# Ventura County Homeless Prevention & Rapid Rehousing Program (HPRP)

## *Frequently Asked Questions*

***Q. How long does the HPRP application process take?***

- A. The length of time varies depending on the complexity of your situation and on how quickly you provide the required documents. Every effort will be made to process your request as quickly as possible.

***Q. Can I complete my application over the phone?***

- A. You can start the application process over the phone, but you must complete it in-person. You may schedule an office appointment or our representative can come to you.

***Q. How much money does the average family receive through HPRP?***

- A. Each family's situation is different. The amount of this special assistance is based on eligible uses for the funds and the level of need of the household.

***Q. How long does the average family receive help through HPRP?***

- A. Each family's situation is different, however in most cases the help will be given once in an 18 month period.

***Q. Does the money I receive through HPRP go directly to me, or does it go to my landlord, utility company, etc.?***

- A. All checks go directly to the vendor. No HPRP checks will be written to you.

***Q. What are my rights and responsibilities as an HPRP client?***

- A. You have the right to be considered for these funds if you feel you meet the eligibility requirements. You must supply copies of all requested documentation and be truthful in your answers.

***Q. As an HPRP client, is my personal information kept confidential?***

- A. Yes. We keep track of how the money is spent and in which cities. The particulars of your family's situation, however, will not be made public.

***Q. How do I refer someone to HPRP for help?***

- A. You can have them call (805) 385-8585.

***Q. If I'm not eligible for HPRP, what other kind of help is available?***

- A. You can ask the program representative questions about other resources for your particular need. You can also call "2-1-1" the countywide social services helpline.