



Community Outreach Fund Request for Proposals

Frequently Asked Questions (FAQ)

Q: Does the county require a cap/limit to be put on the amount of rent and/or utility support given to eligible residents within a year?

A: Please present the best possible scenarios for the most efficient and effective use of funding to support the largest number of Tarrant County residents.

Q: Can you provide some guidance regarding the expectations of documentation and how we would go about verifying all income for those clients that we would support with this fund if we were to apply and receive the funding?

A: Yes, the partner/s will be responsible for verifying income and eligibility and will be expected to keep all documentation for review and audit purposes. There are services and organizations (i.e. Texas Workforce Commission) that help organizations verify income.

Q: In addition to traditional rent or utility assistance, does the county allow these funds to be spent on emergency shelter/housing, such as a hotel stay for a family?

A: No, this is for rental assistance, not hotel stays.

Q: Does the county require us to serve any family who approaches us and meets all the eligibility criteria? Our organization provides services to students and families in schools where we are contracted for services.

A: Any and all Tarrant County residents, who meet eligibility criteria, can be served. Funding cannot be limited only to school families.



Q: Is the selected agency primarily responsible for processing applications, gathering documentation, and determining eligibility to provide the requested financial assistance? I don't see an on-going/short-term case management component—is that correct?

A: Yes, the priority will be to process applications, determine eligibility and provide financial support. If the organization would like to share details of how they will offer on-going or short-term case management, please provide that information in your narrative.

Q: Does the RFP allow for salaries if an additional staff member is needed (i.e. benefits and employment specialist) or would that be included in administrative?

A: Please present your best possible budget for what you need to operate the program.

Q: The RFP states that "All reimbursement requests must be submitted at least 90 days PRIOR to grant expiration." Does that mean that allowable expenditures would have to be made by month 9 of a 12-month cycle?"

A: There will be a contract negotiation period with the selected partner/s, and the 90-day item can be reviewed at that time.

Q: Will there be any funds available to help with upfront/operational costs to run this program?

A: This is a reimbursement contract and Tarrant County has a net 30-day payment structure. Additional details will be available at contract negotiation.

Q: How will Tarrant County direct residents and/or past clients to go to the new community partner/s for assistance?

A: Tarrant County will continue to share information about available resources from the Human Services page on the Tarrant County website, with a link/s to the new community partner/s. Tarrant County will also issue a press release about the new community partner/s and will plan social media posts. Tarrant County Human Services phone number will remain active, with an outgoing message directing people to the new community partner/s. Tarrant County will also alert 2-1-1 of the changes so that resources can be shared with those in need.



Q: How did residents find Tarrant County to ask for assistance?

A: Outreach events, Tarrant County website, 2-1-1, agency referrals.

Q: Can Tarrant County provide historical trend information: the number of requests and the total amount in dollars for both rent requests and utility requests for the last two years?

A:

Number of people who applied for the Special Utility Assistance Program (SUAP):

FY24 applied = 879 | 393 supported

FY25 applied = 646 | 399 supported (as of 7/28/25)

Number of people who applied for rental assistance:

FY24 applied = 9,189 | 353 supported

FY25 applied = 6,726 | 292 supported (as of 7/28/25)



Q: The definition of “low income”. What measure do we need to be using?

A: Please use the Federal Poverty Income Guideline to define low income.

Q: The definition of “disabled” and how to prove disability. If people are disabled, but over the age of 65, they no longer receive SSD, as it transfers to traditional SSI. In other words, if our clients, who are homebound (and disabled) are age 66+ do they/how do they show proof of disability?

A: Tarrant County Department of Human Services current model is to require a physician’s statement, for a client who is waiting on a decision from the SSA Judge. Once a client is on SS, they can apply for benefits based on income eligibility.