



Common Questions and Answers

Emergency Assistance

Q. How do I sign my application with CC?

Ans. *If you have done the process online, you initial your application at the end. We can also request your signature using Adobe. You can sign using your computer or your smartphone using Adobe.*

Q. Do you need my entire rental lease?

Ans. *No, we just need the first page and the last page which should have both the tenant and landlord signatures.*

Q. When will my rent be paid?

Ans. *Once you have been contacted by an intake specialist, it usually takes 30 to 45 days for payments to be issued.*

Q. What if my lease expired?

Ans. *If your lease is not current, please complete a rental verification form. Both the tenant and landlord must sign.*

Q. Can you pay late fees?

Ans. *No, but we do advocate that late fees be waived.*

Q. I am not a citizen. Could I still apply for assistance?

Ans. *Yes, as long as you can prove that you are a Dallas County resident.*

Q. I am a landlord, why is the pledge form important?

Ans. *The pledge forms give you an approximate date of payment, typically 30 to 45 days from receiving the email.*

Q. I am a landlord, why do you need my W9?

Ans. *Our finance team must verify the correct payer. At the end of the year, you will receive a letter from Community Council stating that you received federal funds. This form can be emailed directly to tfergusson@ccadvance.org.*

Q. I am a landlord, what if I want the payment to be issued and mailed to a different name and address?

Ans. *Use our New Vendor Form to note that where you want your payment to be mailed. The W9 should list your DBA and it should match the New Vendor Form.*

Q. I am a landlord, how do I get my payment faster?

Ans. Please complete our Direct Deposit Form. A payment will be in your account depending on your bank from 3 to 5 days. However, you will not have to worry about a check getting lost in the mail.

Tuition and Training

Q. What programs do you sponsor?

Ans. We sponsor fields in logistics, engineering, accounting, medical, and construction. We have many local partners which include Dallas College, Paul Quinn, Texas Tech and UTA.

Q. What is your level of sponsorship?

Ans. Our sponsorship depends on our current funding and the individual client's situation.

Q. How will my school of choice be paid?

Ans. We issue a voucher which will enable us to issue payment to your school up 30 days.

Q. How will I know I have been accepted?

Ans. Once you complete your application, you will receive a letter of acceptance and we will issue a voucher on your behalf.

Q. Do I have to interview?

Ans. Yes, you will be asked many questions to determine if you are ready for our services.

Q. Is there a waiting list?

Ans. Yes, our services are very much in demand.

Q. Do I need to provide an official transcript?

Ans. No, an unofficial transcript will suffice if you are still attending college.