



## Frequently Asked Questions

### **Q: How many program tracks does VBthrive offer?**

A: Three; a short-term information and referral program, a long-term mentoring program, and as of October 1, 2023 - an eviction prevention program.

Residents that match eligibility and are **not** facing an eviction enter the short-term program first. Upon successful completion, interest in taking the next steps towards greater economic mobility, and further assessment, they will graduate into the long-term mentoring program.

Residents that match eligibility and **are** facing an eviction at time of application will first enter the eviction prevention program, and then if interested, proceed into the short-term program.

### **Q: I need rent assistance for this month and next. Can VBthrive help?**

A: VBthrive does **not offer immediate** financial assistance, however, individuals enrolled in the program may receive financial assistance with rent, mortgage, and utilities. This relief is dependent upon individual's needs and goals. To receive housing relief, individuals must be actively engaged in the program and complete certain steps which will be explained to you in detail at your first meeting.

### **Q: I work 40 hours a week and need to be at home in the evenings with my kids. Can I still participate in the program?**

A: Absolutely! Participating in VBthrive is a commitment, but our intention is to provide a low-barrier, person-centered model. Meetings in the short-term and eviction prevention program are primarily held over the phone but can most certainly happen in-person upon request.

Meetings in the long-term program are primarily held in the community. You and your mentor will work together on scheduling meetings that work best for, whether that means meeting early in the morning, evening time, or on the weekends.

### **Q: Are there specific eligibility requirements for the Eviction Prevention Program track?**

A: Yes. You must still be eligible for VBthrive by being a resident of Virginia Beach, 18-years of age or older, have income from employment or benefits, and have been impacted by COVID-19.

The eviction must have occurred in the City of Virginia Beach and during or after March of 2020. The reason for eviction must be due to financial hardships because of COVID-19. You will **not** be eligible for the eviction prevention program if the eviction is due to property damage or criminal behavior.

### **Q: I am living on the street, what do I do since I am not eligible for VBthrive?**

A: Please call the Regional Housing Crisis Hotline at 757-587-4202 for housing resources and 2-1-1 for information on other resources. We also encourage you to reapply for VBthrive once you are safely and stably housed.



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**Q: What is considered income from benefits?**

A: Income from benefits can include unemployment compensation, workers' compensation, social security, supplemental security income, public assistance, veterans' payments, survivor benefits, disability benefits, pension or retirement income, interest, dividends, rents, royalties, estates and trusts, educational assistance, alimony, and child support.

**Q: What is the cost?**

A: There is absolutely NO cost to you to apply, enroll and participate in VBthrive.

**Q: How long is this program?**

A: The eviction prevention program is two-weeks long. In the short-term program, you will be linked to resources and programs in the community to address your needs. The short-term program can last up to 6 weeks, but in some cases, may be shorter or longer based on one's needs and participation. The long-term program mentoring program is a commitment, with enrollment lasting up to one year and meetings occurring twice each month. In this program, you will work with your mentor to set both short-term and long-term goals in your journey towards self-sufficiency.