

# Rent Relief

ATLANTA METRO, GEORGIA  
BAY AREA, CALIFORNIA

361 FAMILIES

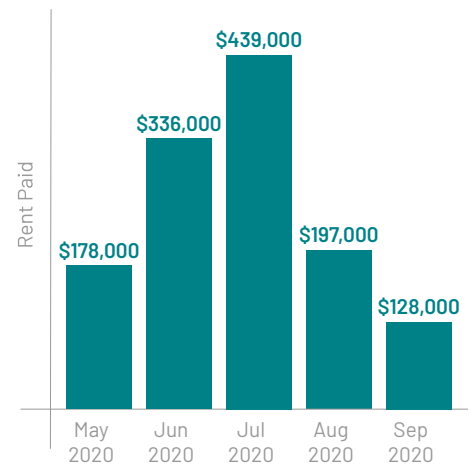
Surveys Collected: April-August 2020  
Last Updated: August 2020

## FUNDS FOR RENTAL ASSISTANCE

# \$1.28M

### TOTAL RENT

Families typically received three months of rental support. A total of 361 families received rental assistance with 358 receiving three months of assistance. In Georgia, the average rental cost was **\$1,038 per month** for the families we supported. In California, the average rental cost was **\$1,487 per month** for the families we supported.

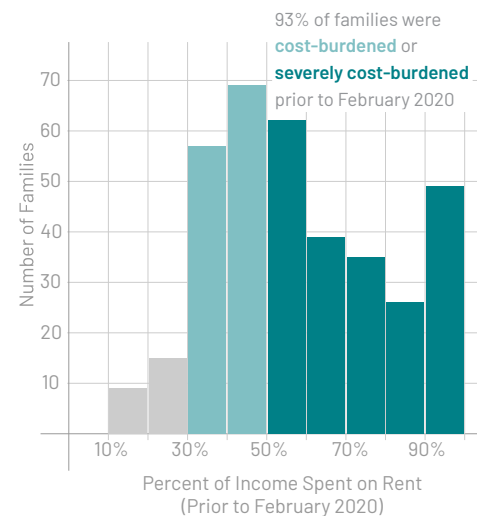


## RENTAL COST BURDEN

# 93%

### COST-BURDENED PRIOR TO COVID

The U.S. Department of Housing and Urban Development defines **cost-burdened** families as those who spend more than 30% of their household income on rent, and **severely cost-burdened** as families paying more than 50% of their monthly income on rent.



New Story partnered with seven local partners in Georgia and California to provide rental assistance to low-income families who were at the greatest risk of losing their home or shelter within the first few months of COVID-19. These families either lost income due to COVID-19, were not eligible for government assistance or service, were not protected by eviction freezes, or at risk due to their legal or refugee status.

## FAMILY DEMOGRAPHICS

# 4.5

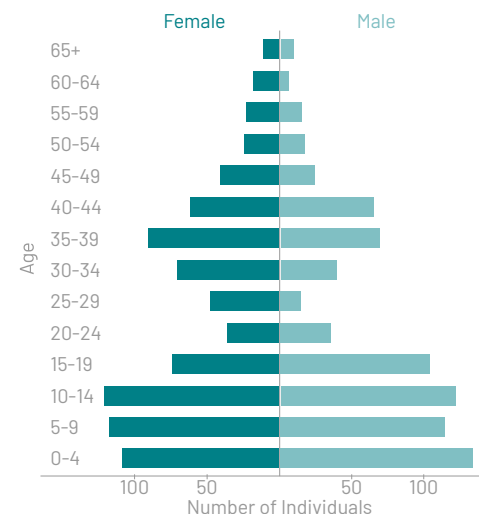
### AVERAGE HOUSEHOLD SIZE

The average family size for the 361 families consisting of 1,615 individuals supported by this program is nearly 1.5x the national average family size of 3.1.

# 46%

### CHILDREN

840 of 1,615 individuals supported by this program included children.



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## INCOME LOSS

# -84%

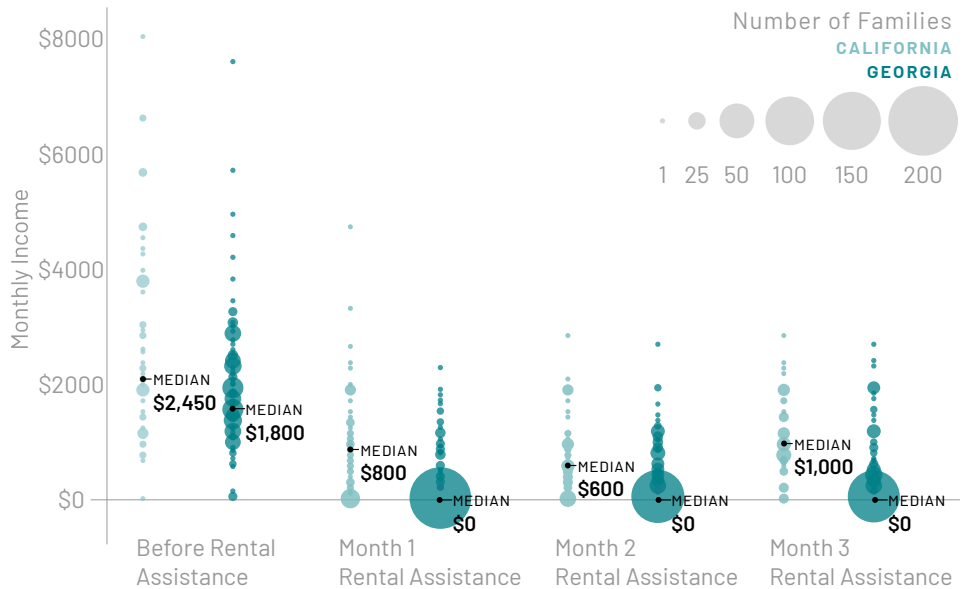
### AVERAGE MONTHLY INCOME LOSS SINCE FEBRUARY 2020

Area Median Income, or AMI, is a metric determined by the U.S. Department of Housing and Urban Development. It is the “middle” number of all the incomes for a given area – 50% of people in the area make more than that amount, and 50% make less.

For the Atlanta Metro Area, a family of five had an AMI of **\$89,400**. Prior to Feb. 2020,

the families in Georgia being supported expected a median income of **\$21,600** this year and had a median AMI of **26%**.

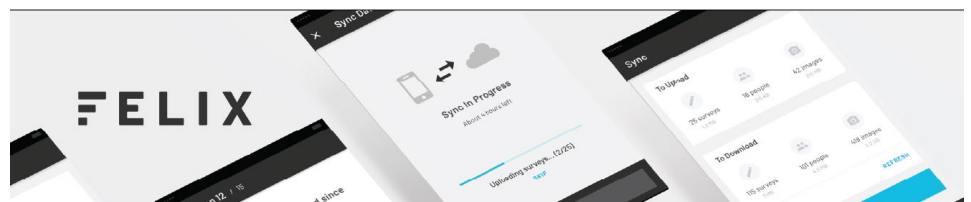
For the Bay Area, a family of five had an AMI of **\$188,000**. Prior to Feb. 2020, the families in California being supported expected a median income of **\$29,400** this year and had a median AMI of **33%**.



*“The app helped us reach out to our clients in an organized way and automatically collected results to show the immediate impact.”*

RAUNEL URQUIZA  
Georgia Asylum & Immigration Network (GAIN)

## RAPID RESPONSE WITH FELIX



# :29 min

### AVERAGE QUALIFICATION TIME

Using New Story’s data collection tool, Felix, families were qualified for rental assistance on average within **29 minutes**

of starting their application. We tapped into the trust our partners had built with families to reach those who needed help the most and automated the assessment to evaluate each family against our criteria quickly. By using technology to scale our work, we were able to provide immediate rent support to the most vulnerable families during the pandemic.

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*"Without love, there is no reason to know anyone, for love will in the end connect us to our neighbors, our children, and our hearts."*

**DR. MARTIN LUTHER KING JR.**  
Minister and Civil Rights Activist

## JAIME AND CONSUELO'S FAMILY

From our partner, Vecinos de Buford Highway

Jaime and his family moved to the U.S. from Mexico in 2012 in hopes for a better life. He and his wife of 25 years have two daughters who are 8 and 10 years old. His family have worked regular and volunteered within their community. But during the height of the COVID-19 outbreak, they both lost their income. Without enough money for rent, utilities, and other necessities, Jaime feared he would lose everything they worked so hard to build.

Despite their own hardships, Jaime and his family found a way to serve their

neighbors. Their local school provided lunches Jaime and his family helped distribute to those in their neighborhood that needed the help. Jaime's family faced an impossible financial situation and to have their rent covered helped buy time for them to make a financial plan.

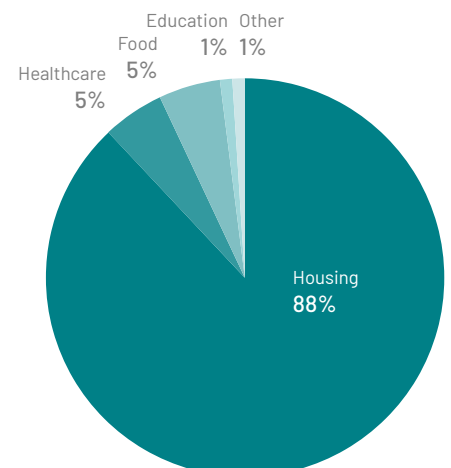
Jaime's family is still enduring the economic hardships COVID-19 brought forth, but he and his family acknowledge the love and support that has been so essential to getting them through these tough times. He joyfully shares, "I promise, as soon as this is done, I will make tacos for everybody."

## HOUSING AND FINANCIAL STRESS

# 88%

### PAYING RENT CAUSES MOST FINANCIAL STRESS

An overwhelming 88% of families indicated housing, specifically paying rent, was their largest and most financially stressful expense each month. By providing rental assistance, families were able to focus on financing other essentials that they needed during this time.



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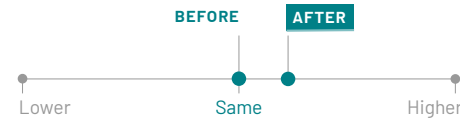
*"We are very thankful for your help to us. Merci Beaucoup! Our family is new to this country and we are not stable yet. With the coronavirus, we are very worried about rent when it gets close to the end of the month. Our apartment contract says if we do not pay, the police will come. But for now, we are thankful."*

**ANNIE**  
Refugee family of seven

## HIGHER EMOTIONAL STRESS

# +10%

### EMOTIONAL STRESS

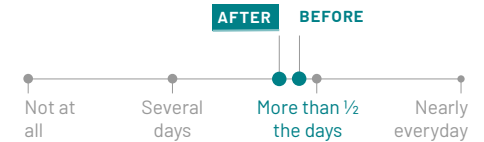


Families were asked to assess their levels of emotional stress relative to how they felt the previous month for each month during the three month period of rental assistance.

## LOWER ANXIETY

# -7%

### ANXIETY LEVELS

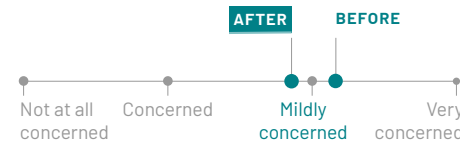


Families were asked to assess how often in the past two weeks they felt either nervous, anxious, or on edge for each month during the three month period of rental assistance.

## DECREASED EVICTION CONCERN

# -6%

### EVICTION CONCERN

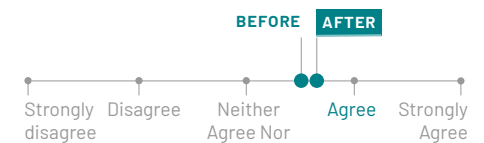


Families were asked to assess how concerned they were of their property manager evicting their family this month for each month during the three month period of rental assistance.

## INCREASED HOPE FOR THE FUTURE

# +3%

### HOPE FOR THE FUTURE



Families were asked to assess how strongly they agreed with the sentiment that their family could have a better future for each month during the three month period of rental assistance.

## ABOUT THE DATA

The analysis (n=239) in this report is based on survey data collected from families (N=361) in and around the surrounding area of Atlanta Metro Area, Georgia, and the Bay Area, California from April - August 2020. Data collection was done digitally using Felix and stored onto servers in real-time. All survey data was reviewed for completion and data quality. This report contains representative metrics along with references to external data sources to provide context and a comprehensive understanding of the rent relief program prior to and after a homelessness prevention intervention. As with any survey-based methodology, there is a small margin of error to consider when interpreting the results.

Fry, R. (2020, May 30). The number of people in the average U.S. household is going up for the first time in over 160 years. Retrieved August 26, 2020, from <https://www.pewresearch.org/fact-tank/2019/10/01/the-number-of-people-in-the-average-u-s-household-is-going-up-for-the-first-time-in-over-160-years/>  
HUD's Office of Policy Development and Research (PD&R). (2020). Income Limits: HUD USER. Retrieved August 04, 2020, from <https://www.huduser.gov/portal/datasets/il.html>  
PD&R Edge Online Magazine. (2018). Rental Burdens: Rethinking Affordability Measures: HUD USER. Retrieved August 04, 2020, from [https://www.huduser.gov/portal/pdredge/pdr\\_edge\\_featd\\_article\\_092214.html](https://www.huduser.gov/portal/pdredge/pdr_edge_featd_article_092214.html)

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#### Georgia Partners

Friends of Refugees  
Georgia Asylum and Immigration Network  
Gwinnett Housing Corporation  
Los Vecinos De Buford Highway

#### California Partners

DREAMer's Roadmap  
Kafenía Peace Collective  
Live in Peace

*Many families lost their income because of COVID-19. Our goal was to ensure they didn't lose their homes, too.*

*the neighborhood*



## Friends of Refugees

Friends of Refugees supports refugees and immigrants in Clarkston, Georgia, just east of Atlanta, where over 50,000 refugees from war-torn regions around the world (over 150 ethnicities) have resettled since the 1990s. Here, in the place that the New York Times has called "the Ellis Island of the south," Friends of Refugees oversees programs geared toward helping refugees thrive and flourish in their communities. These include a family literacy program for refugee parents and children ages 0-5, a community garden and nutrition program, birth support for mothers and babies, employment services, and youth programs for elementary children.



GWINNETT HOUSING CORPORATION

The Gwinnett Housing Corporation (formerly known as the Lawrenceville Housing Corporation) is a nonprofit development organization with a focus on creating, rehabilitating, and operating quality affordable residential housing. The GHC was established in 1997 due to the overwhelming need for affordable housing in the area. The mission of the GHC is to create sustainable housing opportunities for low and moderate income families in Gwinnett County. This is done through the revitalization of housing stock in targeted neighborhoods with physical and economic reinvestment needs and the provision of support services for residents and their families. As such, GHC is experienced in every aspect of housing, from construction and rehab of affordable housing for sale to low income home buyers to maintenance and operations of affordable rental housing.



GEORGIA ASYLUM AND  
IMMIGRATION NETWORK

The Georgia Asylum and Immigration Network (GAIN) is a 501(c)(3) organization that provides free immigration legal services to victims of crime and persecution, including asylum seekers and immigrant victims of human trafficking, domestic violence, and sexual assault. Since its inception in 2005, GAIN has served immigrants from over 118 countries around the world and provided over \$15 million in free legal services. Many of GAIN's clients, including low-wage and hourly workers as well as those ineligible for government assistance, have been particularly hard-hit by the COVID-19 crisis. As a result of our partnership, GAIN was able to provide critical housing stability to close to 50 families.



los vecinos  
DE BUFORD HIGHWAY

Los Vecinos de Buford Highway (The Neighbors of Buford Highway) is a 501(c)(3) non-profit organization with a mission to cultivate community, magnify the voices of residents, and grow future leaders in the Buford Highway neighborhoods. We envision an interconnected community where all people have access to the information and resources they need, the ability to influence the policies that affect their lives, and the chance to become leaders in their own neighborhood.



DREAMer's  
Roadmap

DREAMer's Roadmap is a FREE national mobile app that helps undocumented students across the country find scholarships to go to college. There about 65,000 dreamers (undocumented young people) per year who graduate from high school. Only about 3% of them find a way into higher ed because of a lack of financial support. Our mission is to bring financial opportunities to all dreamers so that higher education is possible for all of them. To date, our tool has reached over 50,000 people and is growing each day.



Kafenía Peace Collective offers welcome, refuge, and real human connection in an ever more virtual world. We focus on helping our globally rooted neighbors feel welcomed, received, connected, and engaged. Our projects and events bridge cultural and economic backgrounds to build a common spirit together. We build a "Village of All Together," for a humane, interconnected Silicon Valley and a more peaceful, inclusive world.



LIVE IN PEACE

Live in Peace is a nonprofit in East Palo Alto dedicated to help at-risk youth succeed in school. Our mission is to empower our youth and young adults to reclaim the vision for their future. We accomplish this through a highly relational model that connects young people to their talents, educational pathways, jobs, and a bright future.