State Rent Relief Application Process

Presentation for Santa Clara County CADRE June 10, 2021
Project Sentinel, Inc. is a non-profit housing services agency serving many communities in Northern California. Neutral Landlord/Tenant Counseling and Dispute Resolution is one of our core services. This includes supporting some Cities with the administration of their rent stabilization hearing and petition processes.

Emily Hislop, Special Programs Manager
Joann Pham, Rent Stabilization Analyst

PLEASE NOTE: We are not able to offer legal advice or legal representation, but we can offer tips, best practices, and an overview of local and State laws. For legal services, please contact an attorney or a lawyer referral service.
Eligibility & Use of Funds

Who Qualifies and What is Covered?

• Impacted **tenant households** with incomes \( \leq 80\% \) of AMI

• Back and forward rent, utility payments and other housing expenses, including relocation expenses such as security deposits, renter applications, and hotel/motel stays

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<tr>
<th>SANTA CLARA COUNTY</th>
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<tbody>
<tr>
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<tr>
<td>Extremely Low (30% AMI)</td>
<td>34,800</td>
<td>39,800</td>
<td>44,750</td>
<td>49,700</td>
<td>53,700</td>
<td>57,700</td>
<td>61,650</td>
<td>65,650</td>
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<tr>
<td>Very Low Income (50% AMI)</td>
<td>58,000</td>
<td>66,300</td>
<td>74,600</td>
<td>82,850</td>
<td>89,500</td>
<td>96,150</td>
<td>102,750</td>
<td>109,400</td>
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<tr>
<td>Low Income (80% AMI)</td>
<td>82,450</td>
<td>94,200</td>
<td>106,000</td>
<td>117,750</td>
<td>127,200</td>
<td>136,600</td>
<td>146,050</td>
<td>155,450</td>
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<tr>
<td>Median Income (100% AMI)</td>
<td>127,100</td>
<td>145,250</td>
<td>163,400</td>
<td>181,550</td>
<td>196,050</td>
<td>210,600</td>
<td>225,100</td>
<td>239,650</td>
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See our website [housing.org/covid-19](http://housing.org/covid-19) for our 2021 AMI calculator and other helpful information.
Tenants who earn ≤ 30% of AMI apply for relief through the local SCC program (and be connected to other programs they may qualify for).

Tenant who earn ≥ 30% (but ≤ 80%) of AMI apply through the State program.
Both Landlords and Tenants may apply.
- Tenants **must** apply for funds to be disbursed.
- Landlords’ and Tenants’ applications are matched based on the Tenant property address.
- Case Managers will reach out to Landlords to determine their participation.
- Landlords are paid at least 80%* directly if they participate.
- Tenants are paid at least 25%* directly if Landlords do not participate.
- Utility providers are paid 100% directly if Tenants request utilities assistance.
TIPS ON APPLYING (State Program)

• Landlord and Tenant will need an email address to create an account and apply

• We encourage Landlords and Tenants to inform each other if initiating an application and provide their Case ID #s

• Emails regarding the application will come from “Neighborly Software”

• We also encourage Landlords and Tenants to communicate and work together to complete the application!
Phases of Rent Relief Funds

“ERAP 1” (THIS PHASE)

• Max 15 months of assistance
• Eviction moratorium during months of rental assistance requested only if Tenant found eligible for program
• Funds are offered to Landlords first if they participate
• Previously, administrators waited 10 days to determine Landlord participation before offering Tenants funds, but this has changed to 7 days

“ERAP 2” (NEXT PHASE)

• Max 18 months of assistance (including assistance received during ERAP 1 round)
• Eviction moratorium for 30-90 days longer than period covered by ERA as condition of receiving payment (awaiting State legislation for exact number of days)
• Funds may be offered to Tenants first and immediately (depends on State legislation)
• High needs component (areas with job loss impact AND has high market rates)
ERAP 1 Tenant Application Updates

Changes went live on **Friday, June 4, 2021**, and were automatically implemented to pending applications.

- Sections have been reorganized
- Application is easier to complete, so will take less time
- Requires less paperwork – you can attest with the click of a button now
- Includes “pop-up” tips throughout
- More explanations about how to input information
- Applicants have 7 days to complete their applications, otherwise will be moved to a “nonresponsive status”

*If your application has been moved to a “nonresponsive” status, contact support@ca-rentrelief.com or call (833) 430-2122 to reactivate your application.*

- Provide your Name
- Provide your Application Case ID number
Changes to Section B. Applicant Information:

✓ Option to identify a representative who can check status and make revisions
✓ You will still need to add the representative under the “View Users” section

Changes to Section D. Rent Assistance Requested

✓ Clarification that late fees/penalties not allowed
✓ Only one form of Landlord’s contact information now required
✓ “Cash Income Certification” now possible – no document upload required

Changes to Sections F-H Utilities Assistance

✓ Utility statements can be uploaded even if not in applicant’s name

Changes to Section K. Supporting Paperwork

✓ Proof of Legal Identity not required if income documentation was provided
✓ Proof of Legal Identity not required if utilities assistance requested and utilities statements are in Tenant’s name
✓ Proof of Rent Owed not required if Tenant is certain Landlord is participating in program
BEFORE APPLYING

Review the Tenant Checklist, found here: https://housing.ca.gov/pdf/covid19/tenant_checklist.pdf
Have Tenants received these forms?

The following documents should have been served on Tenants with unpaid rent accrued between March 1, 2020 to June 30, 2021:

- Notice of Code of Civil Procedure Section 1179.04(b)
- 15-Day Notice to Pay or Quit (Non-payment of Rent)
- Declaration of COVID-19 Financial Distress (Blank)

- Landlords were required to serve the Notice of Code of Civil Procedure Section 1179.04(b) by February 28, 2021. If not, they still must serve with/before any Notice to Pay.
- The 15-Day Notice to Pay or Quit outlines which months Tenant has unpaid rent and those amounts for each month, and is not required to be served.
- The Declaration of COVID-19 Financial Distress form must be returned to the Landlord within 15 business days of receipt, if served by Landlord.

These forms are available here: https://housing.ca.gov/tenant/forms.html and https://housing.ca.gov/landlord/forms.html.
Begin Process by Text - 211211

Text “rent” to 211211 for initial screening questions.
If your responses indicate you are eligible for rent relief, you will receive a link to the website where you can apply.

Landlords who participate in the CA COVID-19 Rent Relief program can get reimbursed for 80% of an eligible tenant’s unpaid rent between April 1, 2020, and March 31, 2021, if they agree to waive the remaining 20% of unpaid rent during that specific time period.

Eligible tenants whose landlords choose not to participate in the program may apply on their own and receive 25% of unpaid rent between April 1, 2020, and March 31, 2021. Paying this 25% by June 30, 2021 can help keep you in your home under the extended eviction protections in SB 91.

There is a special application process in: City of San Jose

Learn more here: https://www.sanjoseca.gov/your-government/departments-offices/housing/covid-19-resources/rental-assistance
Begin Process Online

Go to housingiskey.com or laviviendaesclave.com or www.housing.ca.gov

Click here to begin screening questions
Click “I’m a Landlord”
Click “New Application”
Jurisdiction Map

Type Tenant property address here

Click “View”
If the Tenant’s household income is ≤ 30% AMI, you will be directed to the program administered by Santa Clara County, Homelessness Prevention System (HPS). The local program will cover the *same amounts* as the State program *and* will seek out additional support for the tenant to ensure housing stability.

Based on your responses, you live in a jurisdiction where your local program is administering their own rent relief funds for the income you have identified. Please apply to your local program [http://www.preventhomelessness.org/](http://www.preventhomelessness.org/).
Determination of Eligibility

ELIGIBILITY QUESTIONNAIRE COMPLETE

You qualify for the CA COVID-19 Rental Relief program. Please proceed to the application. Before applying, you will need one of the following:

✓ IRS W-2 Form
✓ Verify Residency: ONE of the following
  ○ Lease agreement
  ○ State issued program id with license
  ○ Official letter from third party showing name and address
  ○ Government issued library card
  ○ Utility statements from provider
✓ Verify Ownership: ONE of the following
  ○ Property deeds
  ○ Mortgage note
  ○ Property tax forms
  ○ Homeowner insurance
✓ Verify Rent Owed: ONE of the following:
  ○ A current lease signed by the applicant and the landlord or sublessor that identifies the unit where the applicant resides and establishes the rental payment amount.
  ○ In the absence of a signed lease, evidence of the amount of a rental payment may include:
    ▪ Bank statements
    ▪ Check stubs, or other documentation that reasonably establishes a pattern of paying rent
    ▪ Written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit

Apply Now
Register an Account

Your password must be a minimum of 12 characters, including an upper case and lower case letter, number and special character (&, #, $, !). Your password should not be a single word in any dictionary, language, slang, dialect, jargon and it should not be solely based on easily guessed personal information, names of family members, pets, home phone number or address, etc.

Click this symbol to select a different preferred language.
Good Afternoon, !

WELCOME TO THE CALIFORNIA COVID-19 RENT RELIEF PROGRAM.

The State of California is committed to accessibility for all applicants. If you require this material in an alternate format, have questions about the program, or require help please contact us at (833) 430-2122 or support@ca-rentrelief.com.

View / Continue an Existing Application

<table>
<thead>
<tr>
<th>CASE ID</th>
<th>NAME</th>
<th>PROGRAM</th>
<th>YEAR</th>
<th>STATUS</th>
<th>EXPIRES</th>
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<tbody>
<tr>
<td>176280</td>
<td>Joann Pharm</td>
<td>Tenant: Rent &amp; Utility Assistance</td>
<td>2021</td>
<td>Application in Progress</td>
<td>N/A</td>
</tr>
<tr>
<td>203044</td>
<td>Joann Pharm</td>
<td>Landlord: Rental Assistance</td>
<td>2020</td>
<td>Application in Progress</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Start a New Application

Tenant: Rent & Utility Assistance

Select this option if you are a TENANT applying for the CA COVID-19 Rent Relief and Utility Assistance Program. This program is designed to provide funds to renters delinquent on rent and utility payments due to COVID-19 impacts.

Click here to start a new application

Landlord: Rental Assistance

Select this option if you are a LANDLORD who owns property in the State of California applying for the CA Covid-19 Rent Relief Program.

Click here to start a new application
If you want a trusted person to have access and receive emails, add their email here. NOTE: They will be able to see everything and even sign the application. Once you click “add,” an email will be sent to the person with an invitation to register for an account. They will see your application in the “existing application” section.
Application Sections

PREVIOUS
- Program Overview*
- A. Eligibility
- B. Applicant Information
- C. Household Members
- D. Income Verification
- E. COVID-19 Impact
- F. Rent Assistance Requested
- G. Water & Gas Utility Assistance
- H. Trash & Sewer Assistance
- I. Electric & Other Utility Assistance
- J. Prior Assistance Received
- K. Other Required Paperwork
- Submit

CURRENT
- Program Overview*
- A. Eligibility
- B. Applicant Information
- C. COVID-19 Impact
- D. Rent Assistance Requested
- E. Prior Assistance Received
- F. Water & Gas Utility Assistance
- G. Trash & Sewer Assistance
- H. Electric & Other Utility Assistance
- I. Household Members
- J. Income
- K. Supporting Paperwork
- Submit

Remember to click “Save” or “Complete & Continue” on each page before changing sections!
Section A. Eligibility

- This section has similar questions as the eligibility questionnaire.
- A.2. provides figures for 2021 AMI limits
- The “STOP” sign means the Tenant may not be eligible for the State’s rent relief application.

A. Eligibility

The following questions will help determine whether your household meets basic eligibility for the California Covid-19 Rent Relief program.

A.1. Are you seeking assistance for Rent and/or Utilities for your primary residence located in California?

- Yes
- No

A.2. Select your County below to display your County’s Area Medium Income:

<table>
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<tr>
<th>Household Size</th>
<th>1</th>
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<th>5</th>
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<th>7</th>
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<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Income 80%</td>
<td>$82,450.00</td>
<td>$94,200.00</td>
<td>$106,000.00</td>
<td>$117,750.00</td>
<td>$127,200.00</td>
<td>$136,600.00</td>
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<td>$155,450.00</td>
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Based on the number of people in your household, is your household income below the income limit reflected in the table?

- Yes
- No

A.3. Some Cities and Counties are operating their own local rental assistance program. If you live in one of the cities or counties listed in the drop down below, you must apply to your local program. If your city or county is NOT listed below, continue to the next question.

City of San Jose

Thank you for applying to the state’s CA COVID-19 Rent Relief Program. Your live in a jurisdiction where your local program is administering their own rent relief funds. Low-income residents should continue with this application. Extremely low-income residents can go to should apply to your local program by CLICKING HERE.

A.4. Some tribes are operating their own rental assistance program. Tribal members are encouraged to apply through their tribal programs. Please identify if you are a member of one of the following tribes.

- I am not a member of a tribal community.
Eligibility for Santa Clara County Residents

Question A.3. indicates that Extremely Low-Income (ELI) residents must go to the local program to apply for rent relief. You may refer to this chart to help Tenants determine if they should apply through the Santa Clara County Homelessness Prevention System program. ELI applications **WILL** be rejected by the State program.

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A.3. Some Cities and Counties are operating their own local rental assistance program. If you live in one of the cities or counties listed in the drop down below, you must apply to your local program. If your city or county is NOT listed below, continue to the next question.

Santa Clara County

Thank you for applying to the state's CA COVID-19 Rent Relief Program. Your live in a jurisdiction where your local program is administering their own rent relief funds. Low-income residents should continue with this application. Extremely low-income residents can go to should apply to your local program by CLICKING HERE.
Section B. Applicant Information

• B.5. A variety of property types and situations are eligible to apply.

• B.6. Subletters are now eligible for rent relief.

• B.13. Applicants can identify representatives to receive email updates about their application, have authority to check its status, and make revisions.

Hovering over this symbol provides further information.
Section C. COVID-19 Impact

Tenants must indicate the ways they were financially impacted due to COVID-19.

Reduction in Income
- [ ] Currently unemployed for 90 days or more
- [ ] Laid off- Receiving unemployment assistance.
- [ ] Laid off- Not receiving unemployment assistance
- [ ] Place of employment has closed
- [ ] Reduction in hours of work
- [ ] Must stay home to care for child/children due to closure of daycare or school
- [ ] Are self-employed, and their business is no longer supplying them with income or such income has been reduced.
- [ ] Unwilling or unable to participate in their previous employment due to their high risk of severe illness from COVID-19
- [ ] Completed a financial distress form

Incurred Significant Costs
- [ ] Incurred costs related to Stay-At-Home orders, work-from-home, or school-from-home requirements including increased internet bills, increased utility bills, necessary equipment purchases, and other unplanned costs
- [ ] Reduction or elimination of child or spousal support
- [ ] I or someone in my household had an unexpected COVID-19 related medical or funeral expense
- [ ] Child or Adult dependent care expenses increased due to COVID-19

A new option has been added under the “Incurred Significant Costs” section: Child or Adult dependent care expenses increased due to COVID-19.

You can now attest to COVID-19 Financial Impact by checking a box:

I attest that the above is true and correct to the best of my knowledge.
Section D. Rent Assistance Requested

- Provide at least one form of Landlord’s contact information.
- List rental assistance owed and future rent needed.
- Include utilities assistance here if Landlord is the utility provider.

D. Rent Assistance Request

Complete the amount that you owe for each month of housing payments due to your household’s COVID-19 impact. Late fees/penalties are not eligible by law and should not be charged to households experiencing COVID-19 related housing debt as per California Civil Code Section 1942.9.


D.4. Has your landlord issued a Notice to Pay, an Eviction Notice, filed an Unlawful Detainer against you due to unpaid rents, or indicated they will be seeking to evict you?
- Yes
- No

D.4a. Would you like to be contacted by a free or low-cost local legal aid or self-help legal group for assistance?
- Yes, I consent to having my information shared with a local legal aid or self-help legal support group.
- No, I do not wish to have my information shared with local legal aid or self-help legal support.

D.3. Future Rent Needed.
Section E. Prior Assistance Received

E. Prior Assistance Received

Assistance provided under the COVID-19 RENT RELIEF Program for households economically impacted by COVID-19 may not exceed a household’s monthly unmet housing cost needs. List all other sources of rent or utility assistance received from local governments, the State, nonprofit organizations, faith-based organizations, or friends and family.

PRIOR HOUSING ASSISTANCE RECEIVED

E.1. Have you or anyone in your household applied for, or received any rental and/or utility assistance from any source (local, state, federal, private) for the months you are applying for assistance? Examples are section 8 vouchers, rapid rehousing, homelessness prevention, Coronavirus rental assistance, subsistence assistance, local rent relief, and other programs intended to help with housing costs. If yes, proceed with this section. If no, mark this section “Complete and Continue” and proceed to the next section. Previous assistance does not mean you are ineligible for the California COVID-19 Rent Relief Program.
• Yes
• No

E.2. List the housing assistance you have already received each month, where applicable. List all sources of financial and/or housing assistance. Select the source that best matches the type of assistance you received. Failure to include prior assistance received for every household member may prevent assistance from being provided OR you may be required to REPAY assistance later if you are found to be ineligible after assistance is granted.

Possible Sources

- ESG Entitlement Homelessness Prevention
- ESG Covid Homelessness Prevention
- CDBG Entitlement Subsistence Payment
- CRF Rental Assistance
- HOME Tenant-Based Rental Assistance (TBRA)
- Section 8 Housing Vouchers
- Rapid Re-Housing (RRH) assistance
- State Homelessness Funding (HEAP, CESH)
- Homelessness Prevention
- Coronavirus Rental Assistance
- Subsistence Assistance
- Rent Assistance from my City/County
- Rent Assistance from a non-profit or church
- Emergency Rental Assistance

By clicking Complete and Continue, I attest that the information provided above is true and correct to the best of my knowledge.

• In this section, you can indicate whether you received prior assistance for rent or utilities, which now includes friends and family.

• If the source of the assistance received is not listed, or you can’t remember, you may leave the Source blank.

• Supporting documentation is not required.
Sections F-H Utilities Assistance

**H.7. & H.14. Late Fees.**


**INVOICES REQUIRED FOR ALL MONTHS ASSISTANCE REQUESTED**
Section I. Household Members

- The Primary Household Member must be identified. You can click the “Make Primary” button if they are not entered first in the list.

- If a household member is employed, they will have to provide their income information in Section J. “Income.”

- Minors must be entered as household members, but they do not have to enter employment information.

- Household members include family members, members signed onto the same lease, and other residents of the household contributing to the monthly rent payments if they do not have their own separate lease with the homeowner or landlord.
Only Household Members over 18 years old must certify their income. There are 3 verification options:

1. 2020 Federal Tax Returns
2. Participation State or Federal Income-Qualified Assistance Program
3. Certifying Income per Household Member

J. Household Income Verification

Please enter the income for every person in your household over 18 years old who earns income. You have four options for reporting/entering your household income. Please choose one of these four options to verify your household income.

Select the button next to your type of income records you are providing. You can upload a picture, a scanned copy of your document, an electronic document, or a screen shot of your document. If you need help uploading documents you can contact a local partner agency at 1-833-687-0967 for assistance.

By clicking Complete & Continue, I attest that the information provided above is true and correct to the best of my knowledge.

1. You can enter your 2020 tax information
2. You can use your 2020 or 2021 recertification letter from another assistance program. The letter should show your name and address. Other programs include:
   - Medicaid, known as Medi-Cal in California,
   - Women, Infants, and Children (WIC) benefits
   - Supplemental Nutrition Assistance Program (SNAP), known as CalFresh in California,
   - Food Distribution Program on Indian Reservations (FPDIR),
   - Temporary Assistance for Needy Families (TANF), known as CalWORKs in California,
   - School Nutrition Programs (SNP), such as the Free and Reduced Lunch program for California families,
   - Subsidized housing that required income documentation as a condition of residency, including Section 8, Housing Choice Vouchers, and public housing
3. You can use your paystubs from your current employment or you can attest to your household income, including cash income or a certification of zero income if you have no household income.
Section J. Income (continued)

1. Select how you will verify your income.

2. Indicate Source of income.

3. Use the income calculator (if needed).

4. Required documents based on Source chosen.

5. File upload button.

6. Adding multiple sources of income per household member.
Use the income calculator when calculating income based on current monthly income.
Section K. Supporting Paperwork

K. Supporting Paperwork

Identify whether you uploaded income information in section J and the application will prompt you to upload any other required records. You can upload a picture, a scanned copy of your document, an electronic document, or a screen shot of your document. Additional documentation might need to be provided if your landlord is unable or unwilling to provide needed paperwork. No information regarding legal status will be provided to any other government agencies.

K.1. In Step J, did you certify your household income and not provide income documentation because you claimed either "Cash Income" OR "Zero Income"?

○ Yes

○ No

K.1a. Did you request Utility Assistance?

○ I am requesting utility assistance and the utility bill is in my name.

○ I am not requesting utility assistance, or my utility bills are not in my name

K.1b. If Tenant’s requested utility assistance and utility statements uploaded are in Tenant’s name, answer “Yes,” and K.1b. will not appear – proof of legal identity not required.

K.2. To verify rent owed, Please complete the following:

○ I know my landlord is participating in the program and will provide information about my past due or current rents.

○ I do not know if my landlord is participating in the program.

K.2a. Please provide at least ONE of the following. You can upload more than one document. Please upload as many of these as you can. The more information you provide, the faster we can process your application.

• Lease agreement (expiring is OK)

• Month-to-month rent agreement

• Rent due statement/letter from the landlord or management company

• Eviction Notice, including 15-day, 3-day or other payment notice (must include amount of rent outstanding)

• Other formal attempt to collect rents or notify tenants of rents due

• Written claim of rents due (email, letter, text message, etc.)

K.1. If Tenant provided income documentation earlier in the application, answer “No” – further proof of legal identity not required. Immigration Status not a factor.

If Tenant is certain of Landlord’s participation, proof of rent owed not required.
Once an application is submitted, it can only be "Re-opened" by an Administrator. Your application is considered submitted when you receive the "Application Submitted" message. Reminder: Please check your Spam folder to ensure you do not miss emails.

By submitting this Application for California's COVID-19 Rent Relief program (the "Program"), I, the Tenant applying hereunder, hereby certify that:

1. **Binding Contract**: I am hereby entering into a binding contract ("Agreement") with the entity/individual listed as Landlord in this Application and HCD, but only to the extent that HCD determines, in its sole discretion, that I am eligible for the Program. This Agreement is not binding on HCD until HCD approves the financial assistance under the Program. For the purposes of this Agreement the term "lease" refers to any formal or informal rental agreement between a landlord and tenant.

By typing your name below and clicking 'Sign' you are submitting your electronic signature as [redacted]. This shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature.

Authorized Signature: [Click here to electronically sign]
Application Cycle
# Application Statuses

## Application Status Progression

1. **Application in Progress** = Applicant has created an application but has not submitted.
2. **Application Submitted** = Applicant has completed all steps required and has submitted for Case Manager Review. Application will now appear in waitlist.
3. **Application Under Review** = Case Manager has been assigned to the application and is reviewing the application to determine eligibility.
4. **Pending Applicant Information** = Application is missing documentation; Case Manager has reviewed and is waiting on information from the Applicant.
5. **QC Return for Corrections** = An application was reviewed by QA/QC and determined to be missing information or needs more clarity, so it is sent back to the CM to revision.
6. **Approved: Pending Landlord** = All information required to determine eligibility of Tenant application has been verified, but Landlord has not completed an Application.
7. **Submitted to QC Review** = Case Manager approved the application; it is now ready to be “claimed” by QA/QC for review – must have tenant and landlord review complete and approved.
8. **QC Under Review** = QA/QC “claims” file for review and is currently working on the application file.
9. **Resubmitted to QC** = An application that was returned to a CM for more information that has been updated and is ready to resume the QA/QC Process.
10. **Application Under Final Review** = (Temporary) used as an indicator file is ready for payment.

## Status Definitions

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. <strong>Approved: Pending Payment</strong></td>
<td>OA/QC has reviewed an application and approves it for payment.</td>
</tr>
<tr>
<td>12. <strong>Approved: Submitted for Payment</strong></td>
<td>Application is in payment process</td>
</tr>
<tr>
<td>13. <strong>Paid</strong></td>
<td>Application is marked paid on the approved draw request, the status automatically changes to Paid.</td>
</tr>
<tr>
<td>14. <strong>Recertification Submitted</strong></td>
<td>Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.</td>
</tr>
<tr>
<td>15. <strong>Denied</strong></td>
<td>Applications that do not meet eligibility requirements.</td>
</tr>
<tr>
<td>16. <strong>Denied – Option A</strong></td>
<td>Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.</td>
</tr>
<tr>
<td>17. <strong>Denied – Option B</strong></td>
<td>Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.</td>
</tr>
<tr>
<td>18. <strong>Denied – Option C</strong></td>
<td>Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.</td>
</tr>
<tr>
<td>19. <strong>Withdrawn</strong></td>
<td>Applicant reaches out to the program to have their Application withdrawn, move to this status.</td>
</tr>
<tr>
<td>20. <strong>Duplicate</strong></td>
<td>Application has one or more duplicates. Any duplicates that will not be worked on should be moved to this Status.</td>
</tr>
<tr>
<td>21. <strong>Non-Responsive</strong></td>
<td>Applicant has not responded, file moved to an inactive status</td>
</tr>
</tbody>
</table>
Top Issues with Tenant Applications

ID: Insufficient, doesn’t meet program standards

Income Documentation: Need for all adults 18+; Tax forms must be page 1 and 2; Paystubs must meet criteria, i.e. 6 consecutive weeks, etc.; AMI threshold not understood

Valid Phone Number/Email Address: Proofread data entered; communications are disrupted if invalid information is provided

Duplicate Applications: Slows process; Case Managers work the file they believe to be correct - may not include the information needed; duplicate files are either withdrawn or marked duplicate – inactive statuses

Option B Residents: Enter applications even though they cannot qualify – must go to their local programs

Signature Page: Case IDs signed prior to March 27, 2021, must be resigned to proceed - new certification language added, and applicant must be aware and accept
Assistance with the State Application

**CA COVID-19 RENT RELIEF**

- Call Center: (833) 430-2122
- Email: support@ca-rentrelief.com

**Local Partner Network**

- Booking Center: (833) 687-0967

**Project Sentinel**

- Helpline email: ERAP@housing.org
- Videos and more: www.housing.org/covid-19
The Santa Clara County local program launched on **Thursday, May 20, 2021.**

<table>
<thead>
<tr>
<th>SANTA CLARA COUNTY</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Pers. in Household</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Extremely Low (30% AMI)</td>
<td>34,800</td>
<td>39,800</td>
<td>44,750</td>
<td>49,700</td>
<td>53,700</td>
<td>57,700</td>
<td>61,650</td>
<td>65,650</td>
</tr>
</tbody>
</table>

- There are more than 40 local partners in the Homelessness Prevention System network who can assist in a multitude of language options
- This program serves ELI Tenants residing in Santa Clara County
- Landlords do not need to submit an application
- Provides rental, utilities, and additional wraparound services
- Case Manager support throughout the process
- No document checklist needed
Santa Clara County Homelessness Prevention System

Call 211 or visit SCCRentHelp.org to find out about available rent relief options.

### Need Help Paying Rent?

Low-income Santa Clara County residents who have been financially impacted by the COVID-19 pandemic may receive help paying rent. Assistance is available through two different programs:

<table>
<thead>
<tr>
<th>Household Size</th>
<th>If Your Income (before taxes) is...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 person</td>
<td>Less than $34,800</td>
</tr>
<tr>
<td>2 people</td>
<td>Less than $30,800</td>
</tr>
<tr>
<td>3 people</td>
<td>Less than $44,750</td>
</tr>
<tr>
<td>4 people</td>
<td>Less than $49,700</td>
</tr>
<tr>
<td>5 people</td>
<td>Less than $53,700</td>
</tr>
<tr>
<td>6 people</td>
<td>Less than $57,700</td>
</tr>
<tr>
<td>7 people</td>
<td>Less than $61,650</td>
</tr>
<tr>
<td>8 people</td>
<td>Less than $65,650</td>
</tr>
</tbody>
</table>

### ¿Necesita Ayuda para Pagar la Renta?

Residentes de bajos ingresos en el condado de Santa Clara que han sido impactados económicamente por la pandemia de COVID-19 pueden recibir ayuda para pagar su renta. La asistencia está disponible por medio de dos programas:

<table>
<thead>
<tr>
<th>Personas en la Vivienda</th>
<th>Si Su Ingreso (antes de hacer los taxes) es...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 persona</td>
<td>Menos de $34,800</td>
</tr>
<tr>
<td>2 personas</td>
<td>Menos de $39,800</td>
</tr>
<tr>
<td>3 personas</td>
<td>Menos de $44,750</td>
</tr>
<tr>
<td>4 personas</td>
<td>Menos de $49,700</td>
</tr>
<tr>
<td>5 personas</td>
<td>Menos de $53,700</td>
</tr>
<tr>
<td>6 personas</td>
<td>Menos de $57,700</td>
</tr>
<tr>
<td>7 personas</td>
<td>Menos de $61,650</td>
</tr>
<tr>
<td>8 personas</td>
<td>Menos de $65,650</td>
</tr>
</tbody>
</table>

### Cần trợ giúp để trả tiền thuê nhà?


### Hỗ trợ có sẵn trong các chương trình khác:

<table>
<thead>
<tr>
<th>Hoa tỉnh</th>
<th>Nêu Thu nhập của Bạn (before taxes) là...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 người</td>
<td>l Roku $34,800</td>
</tr>
<tr>
<td>2 người</td>
<td>l Roku $30,800</td>
</tr>
<tr>
<td>3 người</td>
<td>l Roku $44,750</td>
</tr>
<tr>
<td>4 người</td>
<td>l Roku $49,700</td>
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<tr>
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<td>l Roku $53,700</td>
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<tr>
<td>6 người</td>
<td>l Roku $57,700</td>
</tr>
<tr>
<td>7 người</td>
<td>l Roku $61,650</td>
</tr>
<tr>
<td>8 người</td>
<td>l Roku $65,650</td>
</tr>
</tbody>
</table>

Visite a SCCRentHelp.org o Llame al 2-1-1 si es que necesita ayuda determinando si califica para uno de los dos programas.

Chuẩn bị xem SCCRentHelp.org hoặc Gọi 2-1-1 nếu bạn cần trợ giúp để xác định xem bạn có đủ điều kiện cho một trong hai chương trình này không.

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Assistance with the Santa Clara County Application

Additional Supported Languages

- American Sign Language
- Amharic
- Bengali
- Bosnian
- Chinese
- English
- Farsi
- German
- Hindi
- Japanese
- Khmer
- Korean
- Pashto
- Punjabi
- Spanish
- Tagalog
- Tamil
- Telugu
- Urdu
- Vietnamese

Homelessness Prevention System Network Partners

- African American Community Service Agency
- Amigos de Guadalupe
- Asian Americans for Community Involvement
- Bay Area Community Health
- Community Services Agency of Mountain View and Los Altos
- Community Solutions
- Family Supportive Housing

Additional Community Partners Assisting with the COVID-19 Response

- Sacred Heart Community Service
- Abode Services
- Asian American Center of San Jose
- Catholic Charities of Santa Clara County
- Child Advocates of Silicon Valley
- Deaf Counseling, Advocacy, and Referral Agency
- Friends of Hue Foundation
- Grace Solutions
- Healing Grove Health Center
- The Health Trust
- International Rescue Committee, San Jose
- Korean American Community Services
- Latinos United for a New America
- Midtown Family Services
- PARS Equality Center
- Roots Community Health Center
- San Jose Bridge Communities
- Sowa
- Silicon Valley Independent Learning Center
- South County Compassion Center
- St. Vincent de Paul
- Teen Success, Inc.

We encourage all Santa Clara County residents in need to apply, regardless of your race, sex, color, age, religion, actual or perceived gender identity, sexual orientation, disability, ethnic or national origin, or familial status.

Please note: Due to the high volume of inquiries received as a result of the pandemic, we may not be able to respond immediately. Please be sure your message includes your name, contact information and a brief description of your needs, and we'll get back to you as soon as possible.