



# State Rent Relief Application Process



CA COVID-19  
RENT RELIEF

Local Partner  
Network

Presentation for Santa Clara County CADRE June 10, 2021

# About Us



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 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

SANTA CLARA COUNTY								
# of Pers. in Household	1	2	3	4	5	6	7	8
Extremely Low (30% AMI)	34,800	39,800	44,750	49,700	53,700	57,700	61,650	65,650
Very Low Income (50% AMI)	58,000	66,300	74,600	82,850	89,500	96,150	102,750	109,400
<b>Low Income (80% AMI)</b>	<b>82,450</b>	<b>94,200</b>	<b>106,000</b>	<b>117,750</b>	<b>127,200</b>	<b>136,600</b>	<b>146,050</b>	<b>155,450</b>
Median Income (100% AMI)	127,100	145,250	163,400	181,550	196,050	210,600	225,100	239,650

See our website [housing.org/covid-19](https://housing.org/covid-19) for our [2021 AMI calculator](#) and other helpful information.

# Starting Place for Santa Clara County



[www.sccrenthelp.org](http://www.sccrenthelp.org)

⇒ Tenants who **earn  $\leq 30\%$**  of AMI apply for relief through the **local SCC program** (and be connected to other programs they may qualify for)

⇒ Tenant who **earn  $\geq 30\%$**  (but  $\leq 80\%$ ) of AMI apply through the **State program**

Household Size	If your Income (before taxes) is...	
1 person	Less than \$34,800	\$34,800 to \$82,450
2 people	Less than \$39,800	\$39,800 to \$94,200
3 people	Less than \$44,750	\$44,750 to \$106,000
4 people	Less than \$49,700	\$49,700 to \$117,750
5 people	Less than \$53,700	\$53,700 to \$127,200
6 people	Less than \$57,700	\$57,700 to \$136,600
7 people	Less than \$61,650	\$61,650 to \$146,050
8 people	Less than \$65,650	\$65,650 to \$155,450

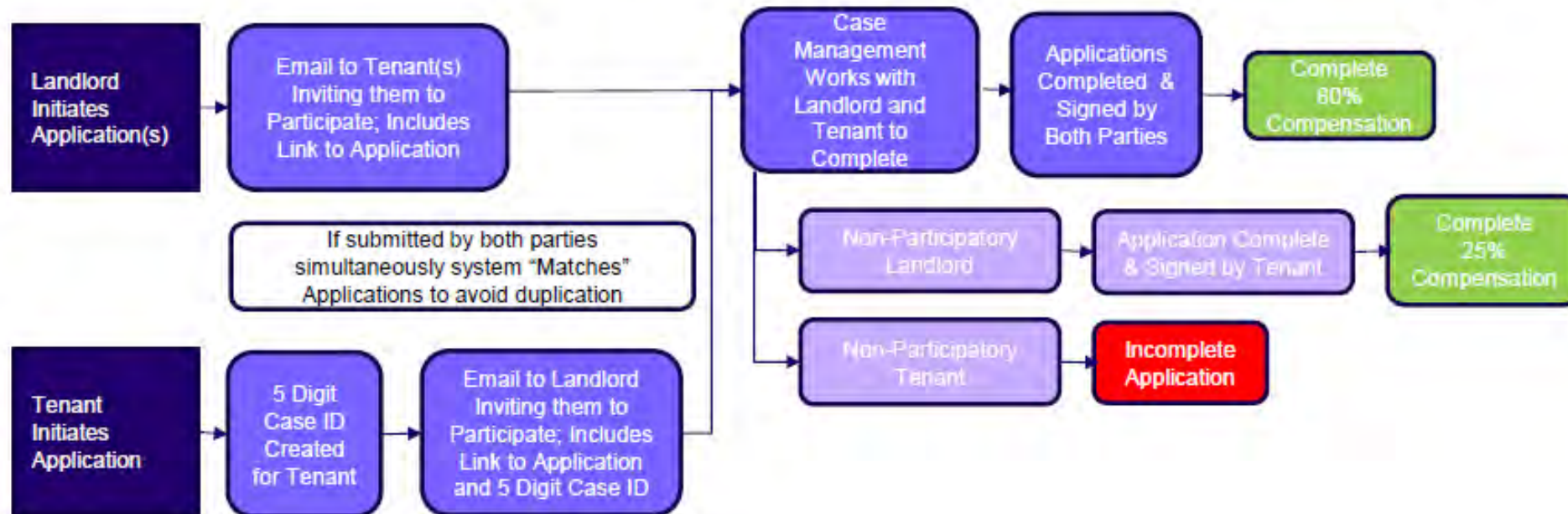
  

Apply through	Apply through
	
Apply Online at: <a href="http://PreventHomelessness.org">PreventHomelessness.org</a>	Apply Online at: <a href="http://HousingIsKey.com">HousingIsKey.com</a>
OR	OR
Call <b>(408) 926-8885</b> to be connected to a local partner	Call Catholic Charities of Santa Clara County at <b>(408) 273-7478</b>

# Process for Applying (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”



**From:** California COVID 19 Rent Relief <no-reply@neighborlysoftware.com>  
**Sent:** Wednesday, April 14, 2021 4:25 PM  
**To:** Joann Pham  
**Subject:** California COVID 19 Rent Relief: Please confirm your account

Thank you for registering your account with California COVID 19 Rent Relief. Please confirm your account by [clicking here](#).

- 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](mailto:support@ca-rentrelief.com) or call (833) 430-2122 **to reactivate** your application.*

- ✓ Provide your Name
- ✓ Provide your Application Case ID number



# ERAP 1 Tenant Application Updates (cont.)



## 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](https://housing.ca.gov/pdf/covid19/tenant_checklist.pdf)

**Tenant Checklist**

**Are You Eligible To Apply For CA COVID-19 Rent Relief?**  
(Must check all to be eligible)

- Are you struggling financially and seeking assistance for Rent and/or Utilities for your primary residence, located in California?
- Has anyone in the household experienced reduction/loss of income OR incurred significant expenses OR other financial hardships OR qualified for unemployment benefits since April 1, 2020 related to COVID-19?
- Can anyone in your household demonstrate that they are either at risk of homelessness or housing instability, has past due rent or utilities or is living in unsafe living conditions?

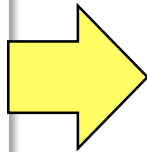
If you checked ALL of the above, you are eligible to apply. Before applying, you'll need the following items. (A full list of acceptable paperwork can be found at [HousingKey.com](https://HousingKey.com))

- 1. Verify Identity** (All household members listed on the rental agreement must provide at least ONE proof of identity)
  - Government issued birth certificate, driver's license, or identification card
  - Employment identification card
  - Marriage license/certificate or certified divorce decree
  - Current school records documenting a student's status as full-time at a degree or certificate granting institution. (Only for household members 18 years and older)

**Paperwork is subject to cross-referencing across other government and, where applicable, third-party databases. This review is to verify the validity of the submitted items and the information included.**

Once you've put together the required information above, visit [HousingKey.com](https://HousingKey.com) and click on COVID-19 Rent Relief to apply.

Sublease agreements are not eligible.



- 1. Verify Identity** (All household members listed on the rental agreement must provide at least ONE proof of identity)
  - Government issued birth certificate, driver's license, or identification card
  - Employment identification card
  - Marriage license/certificate or certified divorce decree
  - Current school records documenting a student's status as full-time at a degree or certificate granting institution. (Only for household members 18 years and older)
- 2. Verify Income** (All household members over the age of 18 must provide ONE of the following)
  - IRS Tax forms such as 1099, 1040/1040A or Schedule C of 1040 showing amount earned and employment period or most recent federal income tax statements
  - W-2 form, if you have had the same employer for at least two years and increases can be accurately projected
  - Most recent paycheck stubs (consecutive: six for weekly pay, three for bi-weekly or semi-monthly pay, two for monthly pay)
  - Employer-generated salary report or letter stating current annual income
  - Earnings statements
  - Current bank statements
- 3. Verify Residence** (need ONE of the following)
  - Lease agreement
  - Official letter from third party showing name and address
  - Government issued library card
  - Utility statements from providers
- 4. Verify Rent Owed** (need ONE of the following)
  - A current lease signed by the applicant and landlord or sub-lessor that identifies the unit where the applicant resides and shows the rental payment amount.
  - If you don't have a signed lease, proof of your rent amount may include:
    - Bank statement, check stub or other proof that shows a pattern of paying rent
    - Written confirmation by a landlord who can be verified as the actual owner or management agent of where you rent
- 5. Verify Utility Payment(s) Owed/Due**
  - Utility bill showing past or current amount due

- 3. Verify Residence** (need ONE of the following)
  - Lease agreement
  - Official letter from third party showing name and address
  - Government issued library card
  - Utility statements from providers

- 4. Verify Rent Owed** (need ONE of the following)
  - A current lease signed by the applicant and landlord or sub-lessor that identifies the unit where the applicant resides and shows the rental payment amount
  - If you don't have a signed lease, proof of your rent amount may include:
    - Bank statement, check stub or other proof that shows a pattern of paying rent
    - Written confirmation by a landlord who can be verified as the actual owner or management agent of where you rent

- 5. Verify Utility Payment(s) Owed/Due**
  - Utility bill showing past or current amount due

# Have Tenants received these forms?

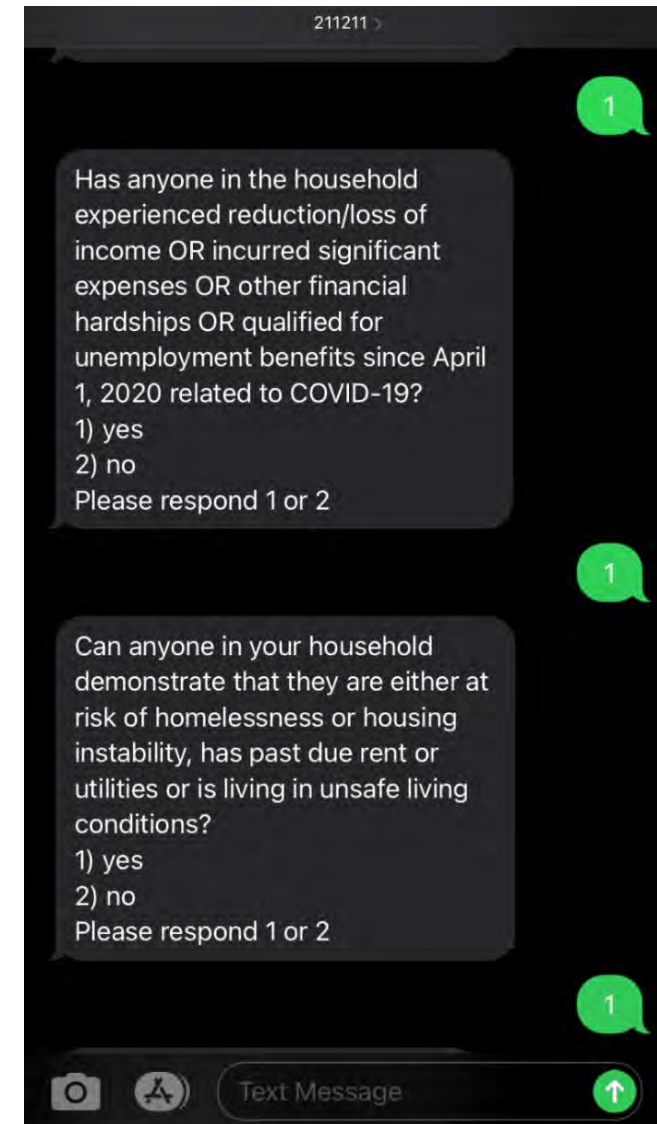
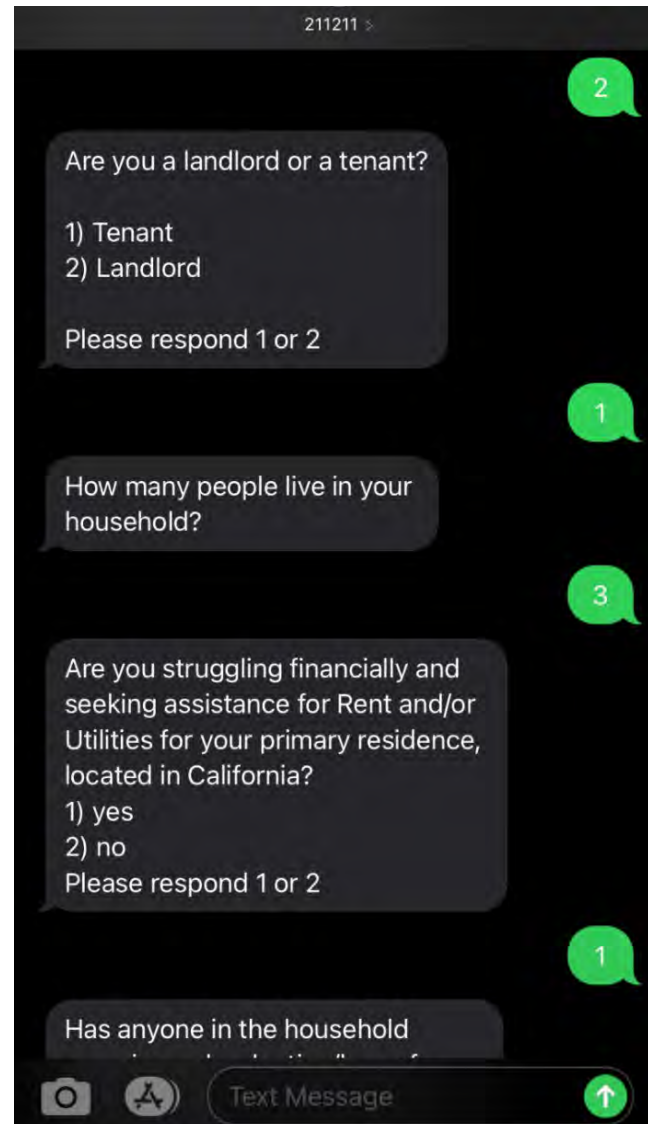
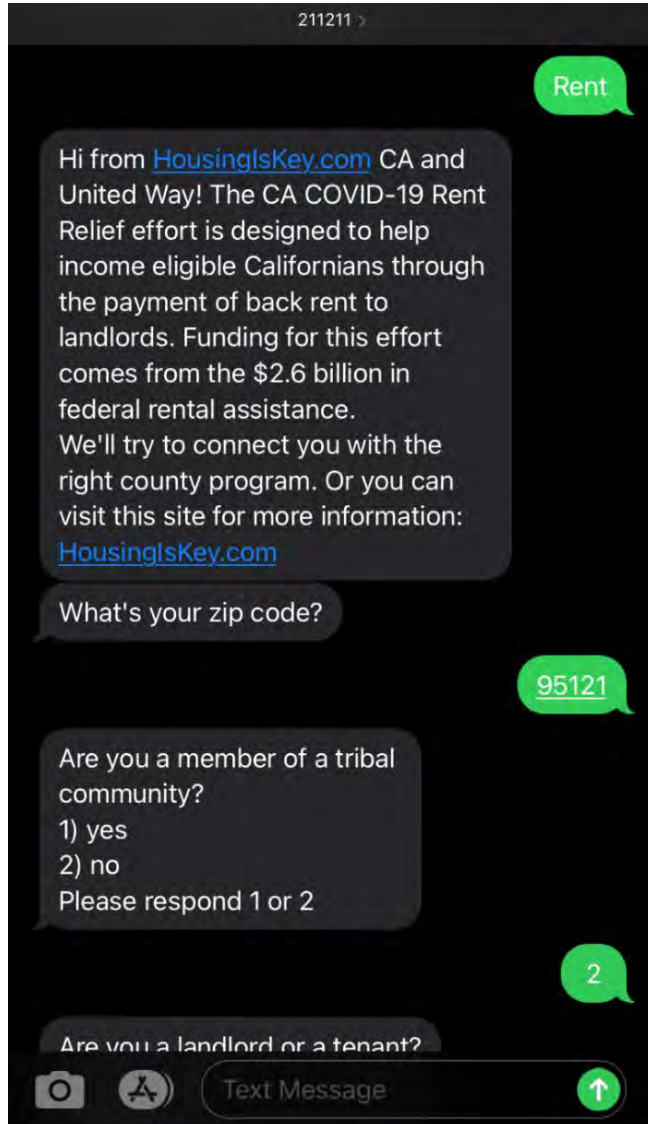


**The following documents should have been served on Tenants with unpaid rent accrued between March 1, 2020 to June 30, 2021:**

- ✓ 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.

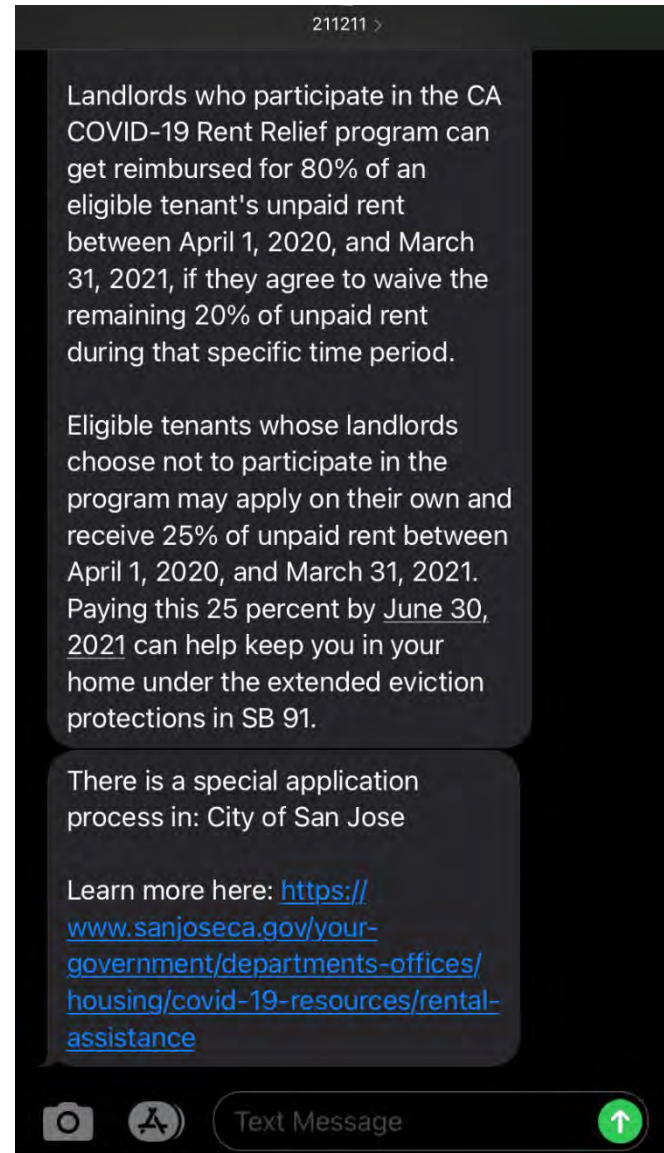
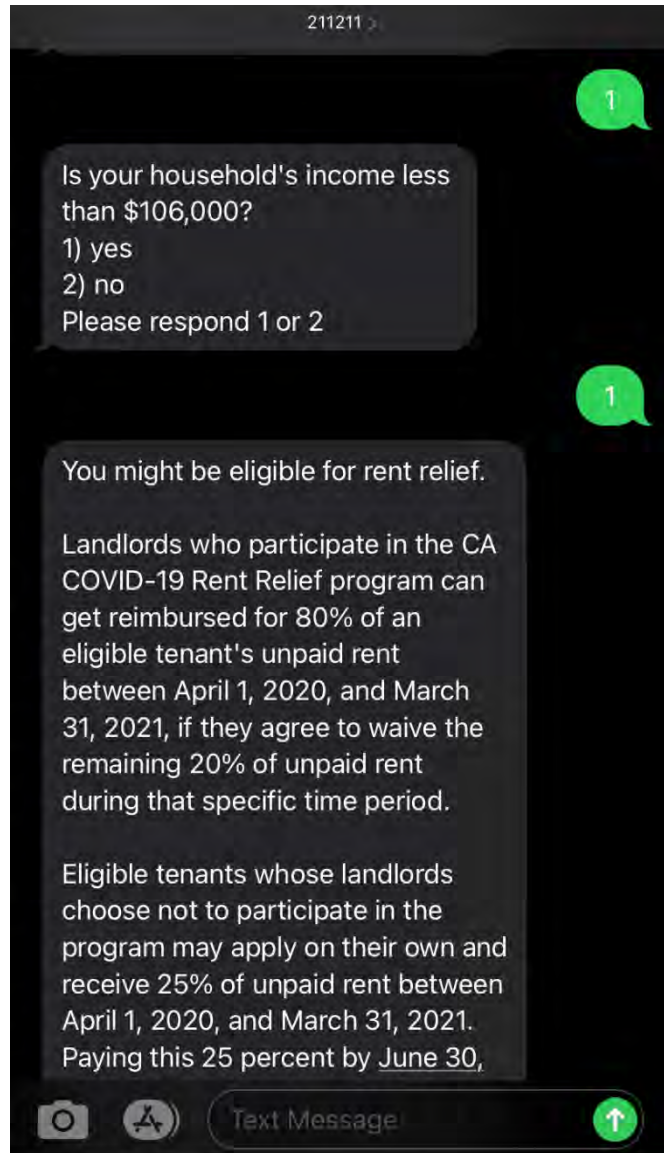
**These forms are available here:** <https://housing.ca.gov/tenant/forms.html> and <https://housing.ca.gov/landlord/forms.html>.

# Begin Process by Text - 211211



Text  
"rent" to  
211211  
for initial  
screening  
questions.

# Begin Process by Text (continued)



If your responses indicate you are eligible for rent relief, you will receive a link to the website where you can apply.

# Begin Process Online



Go to [housingkey.com](https://housingkey.com) or [laviviendaesclave.com](https://laviviendaesclave.com) or [www.housing.ca.gov](https://www.housing.ca.gov)

CA COVID-19 RENT RELIEF

Click here to begin screening questions

**CA COVID-19 RENT RELIEF** **Apply Now**  
For additional assistance, call 833-430-2122

**AYUDA CON LA RENTA DE COVID-19 DE CALIFORNIA** **¡Aplique Hoy!**  
Para más ayuda, llame al 833-430-2122

**加州新冠病毒租房援助** **立即申請**  
如需其他協助，請致電 833-430-2122

**가주 코로나-19 임대료 지원** **지금 신청하세요.**  
추가로 도움이 필요하면 833-430-2122로 전화하세요

**Chương trình trợ giúp thuê nhà trong đại dịch Covid-19 của California** **Hãy nộp đơn ngay**  
Nếu cần trợ giúp thêm, hãy gọi 833-430-2122

**COVID-19 PALUWAGAN SA RENTA SA CA** **Mag-apply Ngayon**  
Para sa dagdag na tulong, tumawag sa 833-430-2122

# Click “I’m a Landlord”



CA.GOV Select Language |

**California's COVID-19 Rent Relief** [Overview](#) [Partner Resources](#) [Local Governments/Tribes](#) [More Info](#) [En Español](#)

## CA COVID-19 Rent Relief

Whether it's a health-related event or a significant financial hardship, COVID-19 has affected us all. As our state continues to recover, we are committed to keeping families housed and recognize that California renters and landlords have enough to worry about. We want to make sure that past due rent isn't one of them.

CA COVID-19 Rent Relief will help income-eligible households pay rent and utilities, both for past due and future payments. The federal Consolidated Appropriations Act of 2021 provides funding to support the program and tenant (renter) protection laws signed by Governor Newsom.

[I'm a Landlord](#) [I'm a Renter](#)




For additional information, to find a Local Partner Network organization near you, or for eligibility and application help, call our CA COVID-19 Rent Relief Call Center: 833-430-2122



### Information and Assistance

- ▶ [For CA COVID-19 rent relief information and assistance, call 833-430-2122.](#)
- ▶ [Para obtener información y asistencia de ayuda para pagar la renta CA COVID 19, llame al 833-430-2122.](#)
- ▶ [如需獲得加州新冠病毒租房援助的相關資訊及協助，請致電 833-430-2122。](#)
- ▶ [Để biết thêm thông tin và nhận hỗ trợ của chương trình trợ giúp thuê nhà trong dịch COVID-19 của California, hãy gọi số 833-430-2122.](#)

# Click “New Application”



CA.GOV   

  **HOUSING IS KEY**

## California's COVID-19 Rent Relief Overview Pa

- ▶ A letter of termination from your job
- ▶ Most recent pay stub with employer's information
- ▶ Proof that you have applied for unemployment benefits
- ▶ Proof that your unemployment benefits have expired, including unemployment benefits provided through the CARES Act
- ▶ For those self-employed: tax records, income statements, or other evidence showing loss of income
- ▶ Other items will be considered
- ▶ [CA COVID-19 PROGRAM INFORMATION](#)

Laws enforced by the Department of Fair Employment and Housing (DFEH) protect you from illegal discrimination and harassment in housing based. If you believe you are a victim of illegal discrimination or harassment, please contact the DFEH at 800-884-1684 or [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

Participation in, and funds provided through the rental assistance program will not impact other state or federal public assistance or benefits provided to the applicant.

**Need help?** [Find an organization in my community that can help me apply.](#)

Find out if you are eligible for the CA COVID-19 Rent Relief program, or another rent relief program near you, by clicking the “New Application” button now.

**New Application** **Continue Application**



# Jurisdiction Map



www.arcgis.com/apps/instant/lookup/index.html

## Which Jurisdiction Do I Apply To?

Mountain View, CA, USA (Santa Clara County)

search location

Type Tenant property address here

Applicant Jurisdictions

- Option
- A - Eligible for State Program
- B - Eligible for Local Program
- C - Eligible for Both State and Local Programs

Applicant Jurisdiction: MOUNTAIN VIEW

Apply To	State
Link to Program and Application	<a href="#">View</a>
City Name (Proper)	Mountain View
County Name	SANTA CLARA
Option	C

Click "View"

# Households $\leq$ 30% of AMI ?



If the Tenant's household income is  $\leq$  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/>.

Start Over

# 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-9 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



New users must first **REGISTER** their account before signing in to the portal.

To view this webpage and the application in your preferred language, click the "Register" or "Sign In" tab and select your language by clicking the red button  to the right of the Email Address field above. For CA COVID-19 rent relief information and assistance, call 833-430-2122.

Para ver esta página web y la aplicación en su idioma preferido, haga clic en la pestaña "Registrarse" o "Iniciar Sesión" y seleccione su idioma haciendo clic en el botón rojo que se encuentra  a la derecha de "Correo Electrónico" arriba. Para obtener información y asistencia de Ayuda Con La Renta de COVID-19 de California, llame al 833-430-2122.

使用您偏好的語言瀏覽此網頁及申請頁面。請點選“註冊”或

Sign In

Register

Email Address

Re-enter Email Address

First Name

Last Name

Password

Re-enter Password

Continue



Click this symbol to select a different preferred language.

Chinese (Simplified)  
(Mandarin)

English

Filipino  
(Tagalog)

Korean

Spanish

Vietnamese

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.

# Application Home Page



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](mailto:support@ca-rentrelief.com).

View / Continue an Existing Application

CASE ID	NAME	PROGRAM	YEAR	STATUS	EXPIRES	
176280	Joann Pham	Tenant: Rent & Utility Assistance	2021	01, Application in Progress	N/A	<a href="#">View / Edit</a>
203044	Joann Pham	Landlord: Rental Assistance	2020	Application in Progress	N/A	<a href="#">View / Edit</a>

View / Continue an Existing Application

CASE ID	NAME	PROGRAM	YEAR	STATUS	EXPIRES	
176280	Joann Pham	Tenant: Rent & Utility Assistance	2021	01, Application in Progress	N/A	<a href="#">View / Edit</a>
203044	Joann Pham	Landlord: Rental Assistance	2020	Application in Progress	N/A	<a href="#">View / Edit</a>

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](#)

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](#)

# Adding Users



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.

Id: 176280

 View Users (2)  Print Application

- 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

Users


Email addresses added below will have access to view information in your application and make changes.

EMAIL

[Redacted]


[Redacted]

[Add a User](#)



ADD USER TO CASE

Email



# 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!**

Save

Complete & Continue

# 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:

Santa Clara County

Household Size	1	2	3	4	5	6	7	8
Income 80%	\$82,450.00	\$94,200.00	\$106,000.00	\$117,750.00	\$127,200.00	\$136,600.00	\$146,050.00	\$155,450.00

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.

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

**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.



Thank you for applying to the state's CA COVID-19 Rent Relief Program. You 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.

TENANT INFORMATION

**B.1.** Tenant First Name:  **B.2.** Tenant Last Name:

**B.3.** Home Address (Please do not enter a PO Box)   
  
  
San Jose CA 95126


**B.4.** County:  **B.5.** Property Type 

**B.5a.** If you selected mobile home from the dropdown, please select all that apply:

Rental of unit from someone who owns the unit

Rental of the space in the park from the park owner


**B.6.** Rental Agreement   
 I have a rental agreement with the property owner or manager  
 I am subleasing my unit from a tenant and I do not have a direct lease with the property owner.

Hovering over this symbol provides further information 

Select the type of unit that best represents your housing type. If you no longer live at the unit where you are requesting assistance, select "I no longer live at the unit".


- Single-Family Home
- Duplex/Townhome
- Apartment Complex (0-10 units)
- Apartment Complex (11-50 units)
- Apartment Complex (50+ units)
- Mobile Home
- Motor Home
- Accessory Dwelling Unit (Granny Flat)
- Garage Conversion
- Bedroom in an apartment or home
- Hotel/Motel Unit
- Other
- Unhoused or Currently Homeless
- I no longer live at the unit where I am requesting assistance

**B.7.** Mailing Address (Complete If Different from Home Address)  
  
  
City CA Zip


**B.8.** Telephone Number:  **B.9. E-Mail** :

**B.10.** Preferred method of communication:  **B.11.** Primary Language:

**B.12.** Did you receive assistance from a member of a local partner network? If yes, please select from the dropdown.

**B.13.** Would you like to identify a representative to support you in completing your application?   
 Yes  
 No  
 I acknowledge that my representative will have access to all information provided in this application, including my personal data and my uploaded documents.

**B.13a.** Representative Name:

**B.13b.** Representative Email :  **B.13c.** Representative Phone:

**B.14.** How did you hear about us?

**B.15.** Please select a preferred method of payment.  
 ACH Bank Transfer  
 Check

# 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



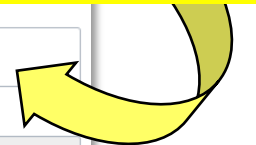
- Provide at least one form of Landlord's contact information.
- List rental assistance owed and future rent needed.
- Include utilities assistance here if Landlord is the utility provider.

## 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.3. Back Rent Owed.**

**D.3. Future Rent Needed.**



**RENTAL ASSISTANCE REQUESTED**

**D.1.** Are you requesting rental assistance?  
 Yes  
 No

**D.2.** Monthly Rent Payment Amount

**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.** Please input the amount of rent owed for each month.

April 2020	<input type="text" value="\$1,000.00"/>
May 2020	<input type="text" value="\$1,000.00"/>
June 2020	<input type="text" value="\$1,000.00"/>
July 2020	<input type="text" value="\$1,000.00"/>
August 2020	<input type="text" value="\$1,000.00"/>
September 2020	<input type="text" value="\$1,000.00"/>
October 2020	<input type="text" value="\$1,000.00"/>
November 2020	<input type="text" value="\$1,000.00"/>
December 2020	<input type="text" value="\$1,000.00"/>
January 2021	<input type="text" value="\$1,000.00"/>
February 2021	<input type="text" value="\$1,000.00"/>
March 2021	<input type="text" value="\$1,000.00"/>
<b>Total Arrears Requested</b>	<input type="text" value="\$9,500.00"/>

April 2021	<input type="text" value="\$1,000.00"/>
May 2021	<input type="text" value="\$1,000.00"/>
June 2021	<input type="text" value="\$1,000.00"/>
July 2021	<input type="text" value="\$1,000.00"/>
August 2021	<input type="text" value="\$1,000.00"/>
September 2021	<input type="text" value="\$1,000.00"/>
October 2021	<input type="text" value="\$1,000.00"/>
November 2021	<input type="text" value="\$1,000.00"/>
December 2021	<input type="text" value="\$1,000.00"/>
<b>Total Rent Assistance Requested</b>	<input type="text" value="\$11,500.00"/>

# 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, non-profit 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 1  
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. Electric & Other Utility Assistance

If you are requesting Electric and Other utility assistance, please complete the amount you are requesting by each month below. **Late fees or penalties should be entered in H.7 and H.14.** If you are not requesting electric or other utility assistance, please select "No" below. If you pay your utilities directly to your landlord, please select "No" below and remember to include utilities in the rental assistance you are requesting.

### ELECTRIC UTILITY ASSISTANCE REQUESTED

If your bill consolidated multiple utilities, you only need to enter the total once in one utility category. You do not need to break out the different utility costs.

H.1. Are you requesting electric utility assistance?

- Yes
- No

H.2. If you are requesting electric assistance, you must upload your most recent electric utility statement.

Electric Utility Statement **\*Required**

Fake Document.docx (21k)

[Add Another File](#)

H.3. Electric Company Name

test

H.4. Electric Company Address

test

Address Line 1

test

CA

12345

H.5. Electric Account Number

11223

### OTHER UTILITY ASSISTANCE REQUESTED

If your bill consolidated multiple utilities, you only need to enter the total once in one utility category. You do not need to break out the different utility costs.

H.8. Are you requesting Other utility assistance, such as internet? If your mobile phone is the only source of internet for your household, a portion of your mobile plan may be eligible for assistance. If your household internet is provided as part of your cable bundle, the internet portion may be eligible for assistance. If your household internet is part of your land-line phone plan, then a portion of your phone plan may be eligible for assistance. Streaming services, pay-per-view, and other itemized costs not related to internet are not eligible for assistance. If you are not sure if your costs are eligible, upload your bills and your case manager will work with you to clarify eligible costs.

- Yes
- No

H.9. If you are requesting other utility assistance, you must upload your most recent other utility statement.

Other Utility Cost Assistance Provider Statement **\*Required**

Fake Document.docx (21k)

[Add Another File](#)

H.10. Other Company Name

test

H.11. Other Utility Cost Address as appeared on bill

test

**I.6. & I.13.  
Utility  
payments  
owed.**

April 2020	\$ 50.00
May 2020	\$ 50.00
June 2020	\$ 50.00
July 2020	\$ 50.00
August 2020	
September 2020	
October 2020	
November 2020	
December 2020	
January 2021	
February 2021	
March 2021	
<b>Total Arrears Requested</b>	<b>\$ 200.00</b>

**H.6. & H.13.  
Future  
Utilities  
Needed.**

April 2021	
May 2021	
June 2021	
July 2021	
August 2021	
September 2021	
October 2021	
November 2021	
December 2021	
<b>Total Electric Requested</b>	<b>\$ 200.00</b>
<b>Total Other Utility Cost</b>	<b>\$ 60.00</b>

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

**INVOICES  
REQUIRED FOR  
ALL MONTHS  
ASSISTANCE  
REQUESTED**

# Section I. Household Members



## I. Household Members

List all household members, starting with the Head of Household (Primary applicant). A household member is anyone who is a full time occupant of the home. Click the "+" to expand the form.

1 PRIMARY HOUSEHOLD MEMBER [+](#)

Jane Middle Name: Doe

Birthdate: 01/01/2000

DEMOGRAPHICS

Self Race

Ethnicity Gender

2 HOUSEHOLD MEMBER [Make Primary](#)

John Middle Name: Doe

Birthdate: 01/02/2000

DEMOGRAPHICS

Head of household's spouse or partner Race

Ethnicity Gender

3 HOUSEHOLD MEMBER [Make Primary](#)

Minor Middle Name: Child

Birthdate: 01/01/2020

DEMOGRAPHICS

Head of household's child Refuse to Answer

Refuse to Answer Female

[Click here to add a new household member](#)

- 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.

DEMOGRAPHICS

Relationship to Head of Hc Race

Ethnicity Gender

# Section J. Income



**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 (FDPIR),
  - 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.

- 1.** HOUSEHOLD INCOME CERTIFICATION METHOD
- I filed or will file a 2020 tax return and will certify my household annual income by using my 2020 Federal Income Tax Return, or other official 2020 Income Tax documentation (1099, 1099G, W-2)
  - I participate in another income qualified program providing state or federally funded assistance.
  - I will certify income for each household member (Pay Stubs, No Income, Cash Income, etc)

**1** HOUSEHOLD MEMBER

Jane Doe Age: 21 Total Income: \$ 0.00

**2.** Source Additional Information Annual Income **3.**

Cash Income - Certification Additional Information \$ 0.00

**4.** Documentation I testify that the income stated is true and correct.

**5.** Fake Document.docx (21k) Add Another File

**6.** Add an Income Source

# Section J. Sources of Income & Annual Income Calculator



1

HOUSEHOLD MEMBER

Jane Doe      Age: 21      Total Income: \$ 0.00

Source	Additional Information	Annual Income
Cash In	Additional Inform	\$ 0.00

\*\*\*Not Selected  
Alimony  
**Cash Income - Certification**  
Child Support  
Gross Pay  
Investment Income  
Minor/Child - No Income  
No Income - Certification of Zero Income  
Other  
Pension  
Retirement  
Social Security and Supplemental Security Income  
Unemployment Comp

docx (21k)  
Other File

ANNUAL INCOME CALCULATOR

Partial Year    Hourly Rate    Monthly Rate

Partial Year Income   

Date Range    1/1/2021    to   

Calculated Annual Income       

Hourly Rate   

Hours Per Week   

Calculated Annual Income       

Use this value

Partial Year    Hourly Rate    Monthly Rate

Monthly Rate   

Calculated Annual Income       

Use this value

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

**K.1a.** 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.1b.** Please upload a form of identification.  
To verify identify, you must provide ONE of the following items.

- State issued program ID or license
- Passport (any nationality)
- International jurisdiction issued ID
- An employment identification card
- Certificate of marriage or license
- Copy of a certified divorce decree
- Copy of a certified, court-ordered maintenance award (if legal) or a notarized statement declaring separation
- Statement from single or Joint bank accounts, certified purchases, or loans that include your name
- Credit report showing residence and single or joint financial activity
- Government issued library card
- Utility bill, Credit card bill, or other bill with your name and address on it
- Letter or notification from a school, medical facility, government departments (such as the DMV) or other official letter with your name.

Identification \*Required Fake Document.docx (21k) Add Another File

**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 (expired 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.)

Proof of Rents Owed \*Required Fake Document.docx (21k) Add Another File

If Tenant is certain of Landlord's participation, proof of rent owed not required.

# Submission Page



## Submit

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.

### AUTHORIZED SIGNATURE

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.

Signature

Sign

- By submitting this Application, I certify that all information I provided to HCD is true, accurate, and complete, and if requested, I shall provide further paperwork to support any representations.
- I further acknowledge that falsification of information or any material falsehoods or omissions in the Application, including knowingly seeking duplicative benefits, is subject to state and federal criminal penalties. I understand that I am particularly put on notice that Title 18, Section 1001 of the United States Code states that a person shall be fined or imprisoned for up to five (5) years for knowingly and willfully making any materially false or fraudulent statement or representation to any U.S. Department or Agency.
- I give consent/authorization to the California Department of Housing and Community Development (HCD) and its respective agents, employees, and assigns, to share, disclose, analyze, and discuss all documentation and information provided within this application and in subsequent communications related to the statewide Emergency Rental Assistance Program.
- I agree to participate in the evaluation of this program, which will help improve HCD's service delivery and potentially expand resources for rent support and affordable housing. This may involve filling out follow up surveys. (Note: Your willingness to be contacted for program evaluation purposes will not affect your eligibility or selection for this program in any way.)

Authorized Signature

[Click here to electronically sign](#)

# Application Cycle



View / Continue an Existing Application

CASE ID	NAME	PROGRAM	YEAR	STATUS	EXPIRES	
176280	[REDACTED]	Tenant: Rent & Utility Assistance	2021	01. Application in Progress	N/A	<a href="#">View / Edit</a>

# 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

- 11. Approved: Pending Payment** = QA/QC has reviewed an application and approves it for payment.
- 12. Approved: Submitted for Payment** = Application is in payment process
- 13. Paid** = Once application is marked paid on the approved draw request, the status automatically changes to *Paid*.
- 14. Recertification Submitted** = Once an Applicant submits a recertification of income, the status will need to be updated to *Recertification Submitted*.
- 15. Denied** = Applications that do not meet eligibility requirements
- 16. Denied – Option B** = Application is from a Jurisdiction that falls under Option B. Application should be moved here for a bulk denial.
- 17. Redirect Option C** = Applicant is eligible for local jurisdiction program
- 18. Withdrawn** = Applicant reaches out to the program to have their Application withdrawn, move to this status.
- 19. Duplicate** = Application has one or more duplicates. Any duplicates that will not be worked on should be moved to this Status.
- 20. Non-Responsive** = Applicant has not responded, file moved to an inactive status

# 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 Mangers 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



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

Local Partner  
Network

Booking Center: (833) 687-0967



Helpline email: [ERAP@housing.org](mailto:ERAP@housing.org)  
Videos and more: [www.housing.org/covid-19](http://www.housing.org/covid-19)





# Santa Clara County Homelessness Prevention System

The Santa Clara County local program launched on **Thursday, May 20, 2021.**

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

- ✓ 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](http://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 can receive help paying rent. Assistance is available through two different programs:

Household Size	If Your Income (before taxes) is...	
1 person	Less than \$34,800	\$34,800 to \$82,450
2 people	Less than \$39,800	\$39,800 to \$94,200
3 people	Less than \$44,750	\$44,750 to \$106,000
4 people	Less than \$49,700	\$49,700 to \$117,750
5 people	Less than \$53,700	\$53,700 to \$127,200
6 people	Less than \$57,700	\$57,700 to \$136,600
7 people	Less than \$61,650	\$61,650 to \$146,050
8 people	Less than \$65,650	\$65,650 to \$155,450

**Apply through**

SANTA CLARA COUNTY  
**HOMELESSNESS PREVENTION SYSTEM**  
COVID-19 RESPONSE

Apply Online at:  
[PreventHomelessness.org](http://PreventHomelessness.org)

OR

Call (408) 926-8885 to be connected to a local partner

**Apply through**

**CA COVID-19 RENT RELIEF**

Apply Online at:  
[HousingIsKey.com](http://HousingIsKey.com)

OR

Call Catholic Charities of Santa Clara County at (408) 273-7478

## ¿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:

Personas en la Vivienda	Si Su Ingreso (antes de hacer los taxes) es...	
1 persona	Menos de \$34,800	Entre \$34,800 y \$82,450
2 personas	Menos de \$39,800	Entre \$39,800 y \$94,200
3 personas	Menos de \$44,750	Entre \$44,750 y \$106,000
4 personas	Menos de \$49,700	Entre \$49,700 y \$117,750
5 personas	Menos de \$53,700	Entre \$53,700 y \$127,200
6 personas	Menos de \$57,700	Entre \$57,700 y \$136,600
7 personas	Menos de \$61,650	Entre \$61,650 y \$146,050
8 personas	Menos de \$65,650	Entre \$65,650 y \$155,450

**Aplique por medio del**

SANTA CLARA COUNTY  
**HOMELESSNESS PREVENTION SYSTEM**  
COVID-19 RESPONSE

(Sistema de Prevención de la Pérdida de Vivienda - Respuesta a COVID-19)

Aplique en Línea en:  
[PreventHomelessness.org](http://PreventHomelessness.org)

O llame al (408) 926-8885 para ser conectado directamente a un socio de la comunidad

**Aplique por medio del**

**CA COVID-19 RENT RELIEF**

(Programa de Asistencia de Ayuda Para Pagar la Renta CA COVID 19)

Aplique en Línea en:  
[HousingIsKey.com](http://HousingIsKey.com)

O llame a Catholic Charities of Santa Clara County (Caridades Católicas del Condado de Santa Clara) al (408) 273-7478

## Cần trợ giúp để trả tiền thuê nhà?



Cư dân Quận Santa Clara có thu nhập thấp đã bị ảnh hưởng tài chính bởi đại dịch COVID-19 có thể được trợ giúp trả tiền thuê nhà. Hỗ trợ có sẵn thông qua hai chương trình khác nhau:

Hộ gia đình	Nếu Thu nhập của Bạn (before taxes) là ...	
1 người	ít hơn \$34,800	Giữa \$34,800 và \$82,450
2 người	ít hơn \$39,800	Giữa \$39,800 và \$94,200
3 người	ít hơn \$44,750	Giữa \$44,750 và \$106,000
4 người	ít hơn \$49,700	Giữa \$49,700 và \$117,750
5 người	ít hơn \$53,700	Giữa \$53,700 và \$127,200
6 người	ít hơn \$57,700	Giữa \$57,700 và \$136,600
7 người	ít hơn \$61,650	Giữa \$61,650 và \$146,050
8 người	ít hơn \$65,650	Giữa \$65,650 và \$155,450

**Phương cách ghi danh:**

SANTA CLARA COUNTY  
**HOMELESSNESS PREVENTION SYSTEM**  
COVID-19 RESPONSE

Nộp đơn Trực tuyến tại:  
[PreventHomelessness.org](http://PreventHomelessness.org)

hoặc

Gọi (408) 926-8885 được kết nối với một đối tác địa phương

**Phương cách ghi danh**

**CA COVID-19 RENT RELIEF**

Nộp đơn Trực tuyến tại:  
[HousingIsKey.com](http://HousingIsKey.com)

hoặc

Gọi Catholic Charities của Santa Clara County số (408) 273-7478

Visit [SCCRentHelp.org](http://SCCRentHelp.org) or Call 2-1-1 if you need help determining if you qualify for either program.



Visite a [SCCRentHelp.org](http://SCCRentHelp.org) o Llame al 2-1-1 si es que necesita ayuda determinando si califica para uno de los dos programas.



Chuyển thăm [SCCRentHelp.org](http://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 hay không.





# Assistance with the Santa Clara County Application

## Additional Supported Languages

ASL American Sign Language AM Amheric BE Bengali BO Bosnian C Chinese E English F Farsi  
 G German H Hindi J Japanese KH Khmer KO Korean PA Pashto PU Punjabi P Portuguese  
 M Marathi N Nepali S Spanish TAG Tagalog TAM Tamil TE Telugu U Urdu V Vietnamese

## Homelessness Prevention System Network Partners

**African American Community Service Agency** E S  
[www.sjaacsa.org](http://www.sjaacsa.org) • (408) 292-3157  
 info@sjaacsa.org

**Amigos de Guadalupe** E S  
[www.amigoscenter.com](http://www.amigoscenter.com) • (408) 341-6080

**Asian Americans for Community Involvement** C E H KH S TAG V  
[aaci.org](http://aaci.org) • (408) 975-2739

**Bay Area Community Health** E C S V  
[bach.health](http://bach.health)

**Community Services Agency of Mountain View and Los Altos** E S  
[www.csacares.org](http://www.csacares.org) • (650) 968-0836

**Community Solutions** E S  
[www.communitysolutions.org](http://www.communitysolutions.org)  
 (408) 842-7138

**Family Supportive Housing** E S  
[familysupportivehousing.org](http://familysupportivehousing.org)  
 (408) 926-8885

**HomeFirst** C E H J KO S TAG V  
[www.homefirstsc.org](http://www.homefirstsc.org)

**Housing Choices** C E S TAG V  
[www.housingchoices.org](http://www.housingchoices.org)

**International Children Assistance Network** E V  
[www.ican2.org](http://www.ican2.org) • (408) 509-1958

**Latinas Contra Cancer** E S  
[latinascontracancer.org](http://latinascontracancer.org) • (408) 280-0811

**LifeMoves** E S  
[www.lifemoves.org](http://www.lifemoves.org) • (408) 271-0685  
 x642 or (650) 853-8672 x436

**Maitri** BE E H PU M N TAM TE U  
[maitri.org](http://maitri.org) • (408) 956-6083 or  
 Helpline: (888) 862-4874

**Next Door Solutions** E S  
[www.nextdoorsolutions.org](http://www.nextdoorsolutions.org)  
 (408) 501-7550

**Sacred Heart Community Service** E S V  
[sacredheartcs.org](http://sacredheartcs.org) • (408) 709-2364

**The Salvation Army Silicon Valley** E S  
[siliconvalley.salvationarmy.org](http://siliconvalley.salvationarmy.org)  
 (408) 282-1165 x3210

**St. Joseph's Family Center** E S  
[stjosephsgilroy.org](http://stjosephsgilroy.org) • (408) 842-6662

**Sunnyvale Community Services** E O S  
[svcommunityservices.org](http://svcommunityservices.org)  
 (408) 738-4321

**West Valley Community Services** C E S V  
[www.wvcommunityservices.org](http://www.wvcommunityservices.org)  
 (408) 366-6092

**YWCA Golden Gate Silicon Valley** E S V  
[yourywca.org](http://yourywca.org) • (800) 572-2782

## Additional Community Partners Assisting with the COVID-19 Response

**Abode Services**  
[www.abodeservices.org](http://www.abodeservices.org)

**Asian American Center of Santa Clara County** E S V  
[asianamericancenterscc.org](http://asianamericancenterscc.org)  
 (408) 897-2039

**Bill Wilson Center** E F S V  
[www.billwilsoncenter.org](http://www.billwilsoncenter.org) • (408) 907-4602

**Carry the Vision** E S  
[www.carrythevision.org](http://www.carrythevision.org) • (408) 840-3344

**Catholic Charities of Santa Clara County** E PD S V  
[www.catholiccharitiesccc.org](http://www.catholiccharitiesccc.org)  
 (408) 273-7478

**Child Advocates of Silicon Valley**  
[childadvocatesv.org](http://childadvocatesv.org)

**Deaf Counseling, Advocacy and Referral Agency** ASL E  
[dcara.org](http://dcara.org) • (510) 343-6670

**Friends of Hue Foundation** C E S V  
[friendsofhue.org](http://friendsofhue.org) • (408) 755-5189

**Grace Solutions** E E S V  
[www.gracesolutions.org](http://www.gracesolutions.org)  
 (408) 839-9815

**Healing Grove Health Center** E S  
[healinggrove.org](http://healinggrove.org) • (408) 676-3666

**The Health Trust** E H J S V  
[healthtrust.org](http://healthtrust.org) • (408) 961-9850

**International Rescue Committee, San Jose** E O E F H PA S  
[www.rescue.org/united-states/san-jose-ca](http://www.rescue.org/united-states/san-jose-ca)  
 (408) 277-0255

**Korean American Community Services**  
[kacsv.org](http://kacsv.org) • (408) 920-9733 E KO

**Latinos United for a New America** E S  
[lunalatinosunidos.org](http://lunalatinosunidos.org) • (408) 849-6635

**Midtown Family Services** E S V  
[midtownfs.org](http://midtownfs.org) • (408) 642-5852

**Pars Equality Center** E F S  
[parsequalitycenter.org](http://parsequalitycenter.org) • (408) 261-6405

**Roots Community Health Center** AM E S  
[rootsclinic.org/south-bay-clinic](http://rootsclinic.org/south-bay-clinic)

**San Jose Bridge Communities** E S  
[www.sjbridgecommunities.org](http://www.sjbridgecommunities.org)  
 (408) 991-4003

**Sewa** E S  
[sewausea.org/Chapter/BayArea](http://sewausea.org/Chapter/BayArea)  
 (408) 300-7392

**Silicon Valley Independent Learning Center** E S  
[svilc.org](http://svilc.org) • (408) 894-9041

**South County Compassion Center** E S  
[gilroycompassioncenter.org](http://gilroycompassioncenter.org)  
 (408) 763-7120

**St. Vincent de Paul - Morgan Hill** E S  
[www.svd.org](http://www.svd.org) • (669) 270-0399 E S

**St. Vincent de Paul - San Jose** E S  
[www.svd.org](http://www.svd.org) • (408) 535-0404 E S

**Sunday Friends Foundation** E S V  
[sundayfriends.org](http://sundayfriends.org) • (408) 217-9587

**Teen Success, Inc.** E S  
[teensuccess.org](http://teensuccess.org) • (408) 263-8330

**VIVO Foundation** E V  
[www.vivousa.org](http://www.vivousa.org)

*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.*