

Household Relief Emergency Program

Webform Application Instruction Guide

A. PURPOSE

This Program is designed to alleviate burdens on the most vulnerable individuals or households experiencing financial hardship due to COVID-19 and to provide greater economic security to residents of the County:

- Reducing the rent and utility burden on rental households and prevent homelessness for households impacted by COVID-19.
- Mitigating the risk of homeowners foreclosing on their homes due to financial hardship caused by COVID-19.
- Increasing the affordability of broadband access for Low and Moderate Income (LMI) households to improve access to telehealth, facilitate distance learning, and allow for remote work.

The Program web application streamlines the application process by gathering required information and documentation from the Applicant in a step-by-step electronic process. Applicants may use the web-based application to apply anywhere, anytime.

B. REQUIRED FORMS AND DOCUMENTS

The full list of documents that are required to be submitted with this application, is included in the [Applicant Document Checklist](#). Please note that while documents may be submitted at a later date, all documents must be submitted for the Program to determine eligibility. Failure to submit all required documents and information in a timely manner could jeopardize your opportunity for funding, as grant funds are limited.

Below is a list of **minimum required program documents** that an Applicant will have to provide in order to submit an application online.

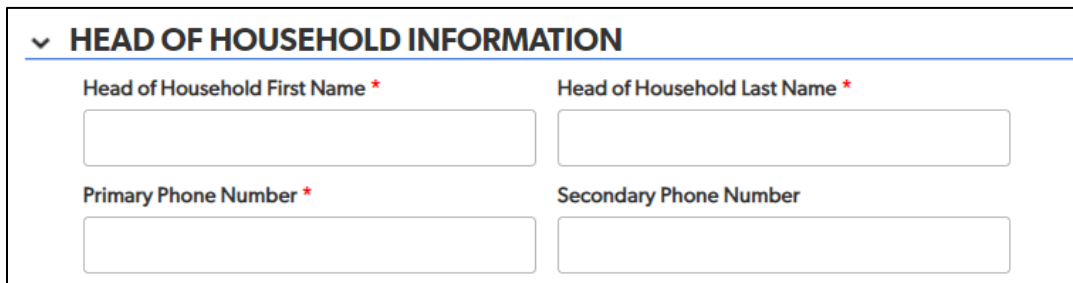
C. PROCEDURES

1. APPLICATION PROCESS

Navigate to the County website to access necessary program materials and information. Applicants should review and become familiar with the program resources provided before starting an application.

1.1 Head of Household Information

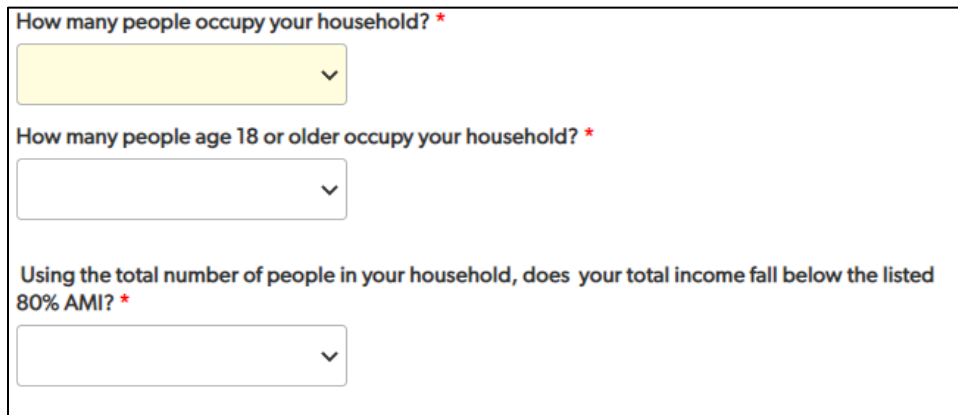
1.1.1 Complete Head of Household contact information.



The screenshot shows a form section titled "HEAD OF HOUSEHOLD INFORMATION" with a dropdown arrow to the left. Below the title are four input fields arranged in a 2x2 grid. The top-left field is labeled "Head of Household First Name *" and the top-right field is labeled "Head of Household Last Name *". The bottom-left field is labeled "Primary Phone Number *" and the bottom-right field is labeled "Secondary Phone Number". All fields are currently empty.

Figure 1

1.1.2 Complete information on household members and total household income. Use the available household size chart to identify if your income falls below 80% Area Median Income (AMI).¹



The screenshot shows a form section with three questions, each followed by a dropdown menu. The first question is "How many people occupy your household? *" with a yellow dropdown menu. The second question is "How many people age 18 or older occupy your household? *" with a white dropdown menu. The third question is "Using the total number of people in your household, does your total income fall below the listed 80% AMI? *" with a white dropdown menu.

Figure 2

¹ Household is defined as any person occupying the same housing unit, regardless of their relationship to each other. This may include minor children, temporarily absent family members, and may include permanently absent family members (such as those who reside in a nursing home).

1.1.3 Click the red button labeled “Click to continue with this Application” to save your application in progress.

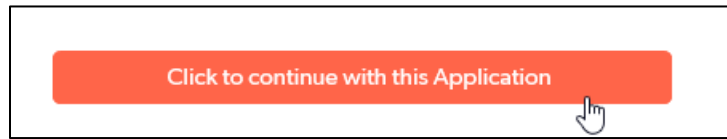


Figure 3

1.1.4 You will see the grant submission saved pop up, and must navigate to the top right of the screen and click the edit button.

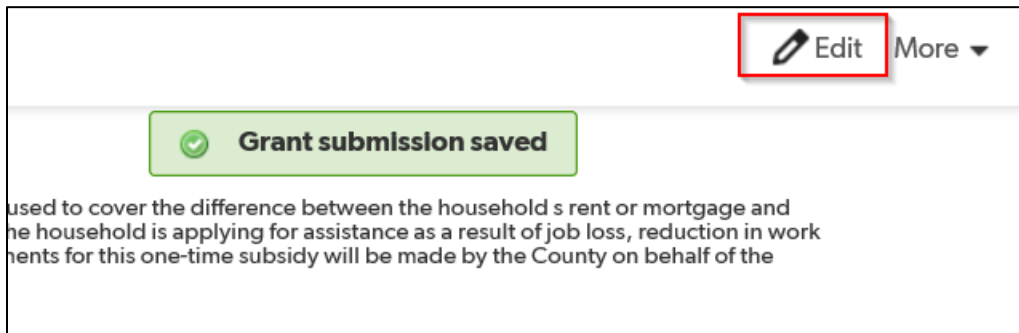


Figure 4

1.1.5 The application will now be in edit mode.

1.1.6 If you currently earn income, upload proof of that income.

Do you currently earn an income?*

Note: Unemployment income is considered income for purposes of this application.

*

Yes

No

Upload proof of income. (Please refer to list of required documents for information on which document(s) may be used to demonstrate proof of income. *) If self-employed, please download, complete, and submit the Self-Employment Certification Form available for download in the application instructions above.

Choose File No file chosen

Figure 5

1.1.7 If you currently do not earn income, provide your digital signature to certify that you do not earn income.

Do you currently earn an income?*


Note: Unemployment income is considered income for purposes of this application.

*

Yes

No

I certify that I do not earn any income. I understand that knowingly providing false or misleading information may jeopardize my ability to receive funding under this or other SPARK programs.

Signature 


mm-dd-yyyy hh:mm AM/PM 

Figure 6

1.1.8 If any members of your household are 18 years old or older, include their contact information and income. You must complete the Household Member information section for all members of your household that are 18 years old or older.



Is there another member of the household aged 18 years or older? *

Yes

No

[Click to save before uploading attachments](#)

HOUSEHOLD MEMBER INFORMATION

Household Member First Name*	Household Member Last Name*
<input type="text"/>	<input type="text"/>
Household Member Date of Birth*	
<input type="text"/> 	
Does household member currently earn an income?*	
<input type="text"/> 	

Note: Unemployment income is considered income for purposes of this application.

Figure 7

1.2 Property Information

- 1.2.1 Enter the physical address of the home you currently live in.
- 1.2.2 Identify if you own or rent the home you currently live in. Upload proof of primary residence in that home.

Do you own or rent your home?*

This program only provides assistance for primary residences. A primary residence is the place where your household lives for most of the year. A person can only have one primary residence at a time. Please upload proof of primary residence below. For information on what document(s) may be used to demonstrate primary residence, please see the list of required documents.

Upload proof of Primary Residence

No file chosen

Figure 8

- 1.2.3 If you own your home, complete the information requested about your mortgage.

Own

Do you currently pay a mortgage on the property?*

Mortgage Loan Holder

Mortgage Loan Number*

Are you current on your mortgage payments?*

How many months in arrears is your mortgage?*

Amount in dollars that your mortgage payments is in arrears?*

Figure 9

1.2.4 If you rent your home, complete the information requested about your landlord and monthly payment.

▼ Rent

First Name of Landlord*

Last Name of Landlord*

Monthly Rent Payment*

Are utilities included in your monthly rent payments?*
 Yes
 No
 None of the above

If yes, please check all utilities included in monthly rent.

Electricity Natural Gas
 Water
 Cable
 Internet

Figure 10

1.2.5 Include your current status of rent payments.

Are you current on your rent payments?
 Yes
 No
 None of the above

How many months delinquent is your rent?*

Amount in dollars that your rent payment is delinquent*

Upload current Lease

Figure 11

1.2.1 Use the upload tool to provide a copy of your lease agreement.



Figure 12

1.2.2 Follow the steps to select and upload to the application portal.

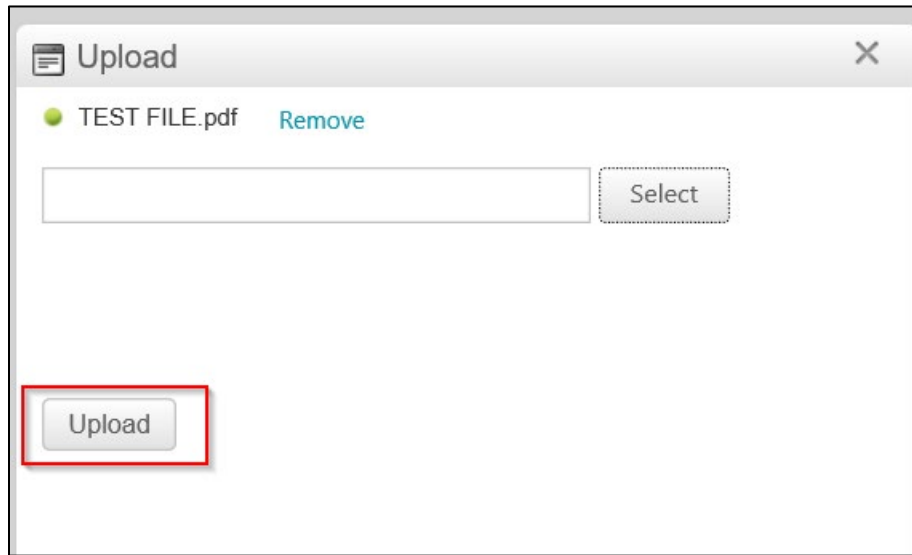


Figure 13

1.2.3 Close the upload tool.

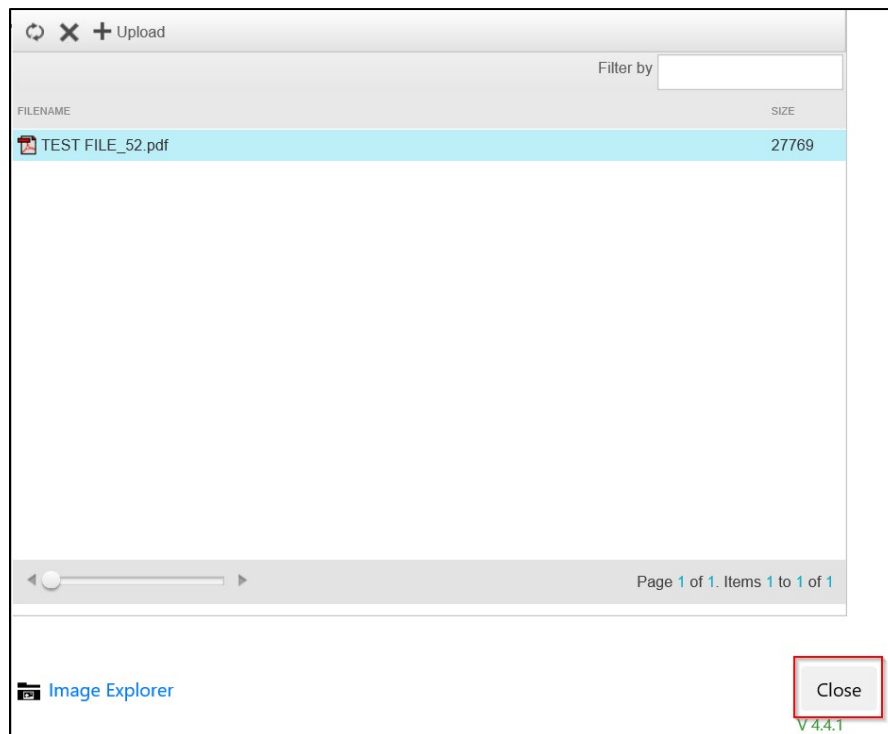


Figure 14

1.3 Utilities Information

1.3.1 Use the “Click Here to Upload Utilities Statements” button to add utilities to the table.

▼ **UTILITIES INFORMATION**

Please use the table below to indicate which utilities payments you are applying for assistance with. If you rent your home and all or some utilities are included in your monthly rent, do not include those utilities here. Include only utilities that you pay directly to the utility provider.

Click the red button below to upload multiple documents.

[Click Here to Upload Utilities Statements](#)

New Utility detail More ▼ 0 Utility details

	File Name	View File	Utility Type	Name of Provider	Name on Account	Account Number	Are payments current?

Figure 15

1.3.2 Use the Add Utility Detail form to add all information requested, following the same process as above. Save and Close.

Upload

● TEST FILE.pdf [Remove](#)

[Select](#)

[Upload](#)

Figure 16

- 1.3.1 You will see the grant submission saved pop up, and must navigate to the top right of the screen and click the edit button.

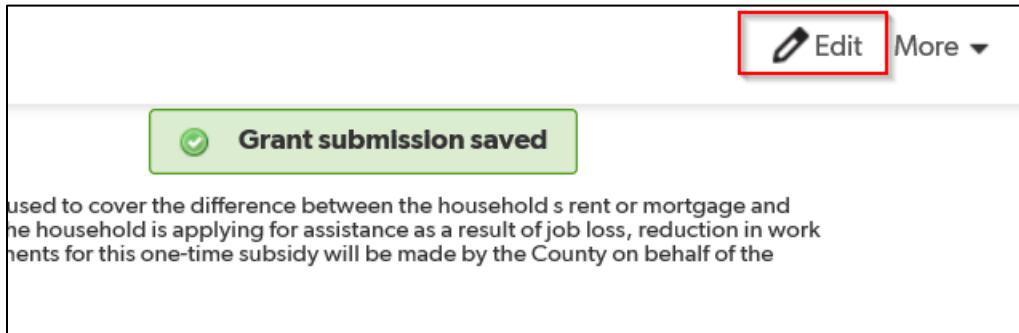


Figure 17

- 1.3.2 All information included in the form will show in the utilities information table.
- 1.3.3 Repeat steps 1.3.1 – 1.3.3 for each utility you would like assistance with. For example, if you are requesting assistance with electricity and water, you must enter one utility detail for electricity and a separate utility detail for water.
- 1.3.4 As applicable, use the same process to report alternate funding information including any funding for rent/mortgage, utilities or broadband internet assistance applied for or recieved. You must enter a separate alternative funding source for each funding source received.

ALTERNATE FUNDING INFORMATION

Has the household applied for or received any funding for rent/mortgage, utilities or broadband internet assistance?*

No
 Yes

[Add Alternative Funding Source](#)

New Alt funding file detail [More](#) ▼ 0 Alt funding file details

Funding Source	Amount of funding	Identification Number (SBA loan number, FEMA application ID, etc)	View File	Upload document associated with application or receipt of funds.

Figure 18

1.4 Acknowledgement, Consent and Submission

- 1.4.1 Read and Acknowledge the consent information included in the application. Select the acknowledgement checkbox and provide your digital signature.

ACKNOWLEDGEMENTS AND CONSENTS

By submitting this application, I accept and acknowledge the following:

- Funding under the Program is limited. Submission of an application in no way constitutes a guarantee of funding;
- My household income has been negatively impacted by the COVID-19 pandemic;
- All information provided in this application is true to the best of my knowledge. I understand that knowingly submitting false or fraudulent information may result in being deemed not eligible for assistance under the program and/or repayment of program funds awarded;
- I authorize the County and its designees to share the information provided herein with third parties to the extent necessary to determine eligibility for the program or to carry out other program activities;
- My household liquid assets including checking and savings accounts, does not exceed \$10,000;
- I understand that if I receive funding for the same purpose(s) as funding provided by this program, I may be required to repay the County for funds received under the program.

I certify that the Entity being represented in this application for SPARK funding has not applied for or received funding from other sources for the planned expenditures requested in this application.

Acknowledgement

Application ID
HHR-COUNTY-

Figure 19

- 1.4.2 Click the Submit button.
- 1.4.3 Please note that the application submission process may take some time to upload. Do not navigate away from the upload page while application upload is in progress.
- 1.4.4 The follow message will display when the submission is complete.

Your Application has been submitted.

Thank You!

Your document is being processed.

A Case Manger will be reaching out to you soon with further information.

Figure 20

END OF INSTRUCTION GUIDE.