



Omaha – MACCH Emergency Rental Assistance Program Tenant Application Guide



These documents constitute the full application packet and must be completed for final review and approval by a specialist.

Begin your application by going to www.macchconnect.org. It's helpful to review the [instructional videos](#) and [FAQ's](#) before beginning the application process.

If you would like to go to a specific section or form, click on the page number below.

Contents

Overview of the Application and Review Process:	2
Supported Browsers and Internet Connectivity:	2
Step 1: Verify that your address is in Omaha, Nebraska.	3
Step 2: Complete the Omaha – MACCH Emergency Rent Assistance Application (Part 1)	4
Step 3: Set up your Connect portal.....	9
Step 4: Complete each form in the Connect portal.....	11
Request Funds Form	12
Household Member Form.....	15
Citizenship Attestation Form	16
Upload Documents Form	17
Return to the Connect Portal.....	20

Overview of the Application and Review Process:

After completing the initial application which also acts as an eligibility screen, the tenant will receive a general email with instructions and another email within 2 business days to set up their Connect portal. The Connect portal contains additional documents required as part of the application packet. Tenants/Renters will have several days to complete their portions of the rest of the application and upload verification documents.

If you work with a renter who needs assistance completing the documents within the application packet, you may assist them. You will be asked to provide your name, relationship to the tenant, and contact information. When there are sections requiring a renter signature, leave the signature blank. You will still be able to submit the form. When the application is assigned for review, a specialist will contact the renter and provide them with a hard copy of the portions of the application requiring a signature. The specialist will work directly with the renter on the best way to get that information.

If a renter has no access to a computer, tablet, smartphone, or internet they may complete the initial portion of the application over the phone by calling 2-1-1. In approximately 7-10 business days, a specialist will reach out to the tenant to complete the rest of the application packet. Please note that it may take longer to complete the full application packet when it must be completed over the phone.

After the first part of the application and the fund request are completed, an email will be sent to the property owner/landlord for their portion to complete. The property owner/landlord's email will include a record ID, the tenant's name, and address with a link to complete the Landlord Verification Form. The Landlord Verification Form will require verification of the amount requested by the Tenant, a copy of the lease, and a ledger or statement showing the amount owed and for which months. If the property owner/landlord hasn't already completed a Landlord Profile, they must do so at this time. The Landlord Profile only has to be completed one time for each business entity or property owner.

A specialist will begin reviewing the application packet in approximately 5-7 business days. If all information is provided, there will likely be minimal or no direct contact from the specialist. If the required information has not been provided or there are questions about anything in the application packet, the specialist will reach out to the tenant and/or property owner or landlord in approximately 7-10 business days or the tenant and property owner will be sent reminders to complete the application packet. This communication may occur via phone, text, or email. Applicants should monitor their spam or junk folders to ensure they are receiving email communications.

If an applicant has questions about their application, they may contact 2-1-1 who can look up their record and provide a general status update. If the 2-1-1 operator is unable to answer a specific question, they will provide your contact information to a specialist who will then follow up with you.

Supported Browsers and Internet Connectivity:

Please ensure that you have a stable internet connection to complete the application. For an optimal browsing experience, we suggest use the **latest public release** of any of the following web browsers. Internet Explorer is not supported and should not be used to complete the application forms. The online application supports the use of mobile and tablet-based devices and browsers. Each form must be submitted to be saved. Incomplete forms that are not submitted will not be available and are not saved.

- Google Chrome (Use Google Chrome for the best experience)
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

When uploading documents, they must be 25mb or smaller and can be uploaded in the following formats.

File types supported include (list may not be comprehensive):

- Microsoft Office (.doc, .docx, .xls, .xlsx, .pptx),
- Comma Delimited (.csv),
- Open Office Spreadsheet (.ods)
- Adobe Acrobat (.pdf),
- Image files (.gif, .jpeg, .png),
- Text files (.txt, .pdf, .csv, .html, .htm).

File types not supported for upload include (list may not be comprehensive):

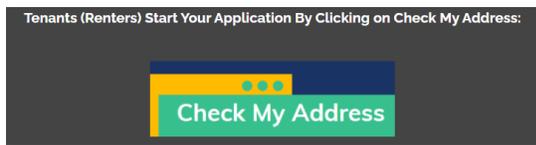
- Open Document (.odf),
- Zip files (.zip, .zipx),
- Microsoft Office (.docm, .xlsm, .pptm),
- Image files (.bmp, .tiff),
- Text/HTML files (.html),
- High Efficiency Image Files (.heif, .heic)

Go to: www.macchconnect.org to begin the process.

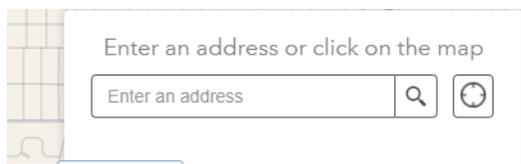


Step 1: Verify that your address is in Omaha, Nebraska.

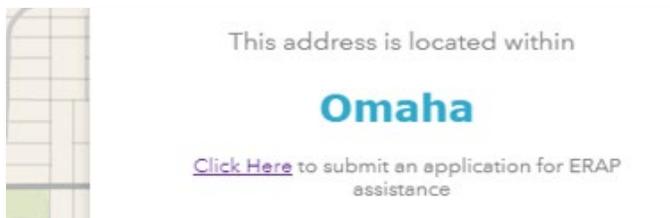
When you're ready to complete the first portion of the application click on the Check My Address image. This will take you to a new page where you will input your address. If your address is in Omaha or Douglas County, you will receive a pop-up message with a link to the appropriate place to start your application or check your eligibility. If you live outside of Omaha or Douglas County, you may receive a pop-up message that says address not found. If you get this message, please visit www.macchconnect.org for information on emergency rental assistance programs outside of Omaha.



Click on Check My Address.



Type in your address.



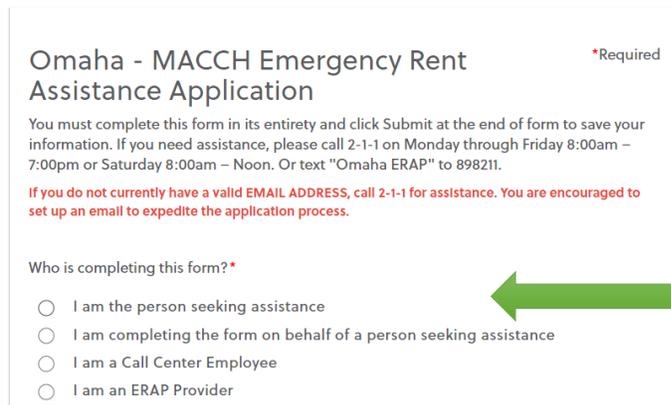
Select "Click Here".



Step 2: Complete the Omaha – MACCH Emergency Rent Assistance Application (Part 1)

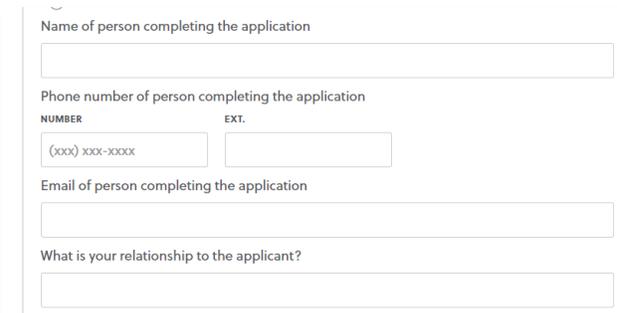
You must complete this form in its entirety and click Submit at the end of the form to save your information. If you need assistance, you can call 2-1-1 on Monday through Friday 8:00am-7:00pm or Saturday 8:00am – Noon. You can also have a friend, family member, or other person help you complete the application. The application form is a secure document.

If you complete this form and it says you’re not eligible, you can also contact 2-1-1 for other resources that might be available to you. If you appear to be eligible after completing this form, you will receive an email with additional instructions for providing the rest of your information needed to complete the application process.



If you are completing this application for yourself, select “I am the person seeking assistance”. If you are helping someone else, select “I am completing the form on behalf of a person seeking assistance”.

● If you are completing the application on behalf of someone else, you will also be asked to provide your name, contact information, and relationship to the tenant.



Provide your name and address.

Applicant's Name *

FIRST *

MIDDLE

LAST *

Preferred Name - if different from above

The name of the person who needs rental assistance. This person's name must be the person listed on the lease or rental agreement.

Applicant's Address *

ADDRESS *

ADDRESS LINE 1 *

ADDRESS LINE 2

CITY *

STATE

-- Select --

COUNTY

ZIP CODE *

ZIP * EXT

This is the address of the rental unit where the tenant lives and will need to match the address on the lease or rental agreement.

Your phone number is required, and it is helpful if we can contact you by text to get additional information or to set up a time to call you by phone if we have other questions. If you can't receive texts or don't want us to send you a text, please opt out by selecting "no texts".

Applicant's Phone Number *

NUMBER * EXT.

Check the box below if you are unable to receive texts.

no texts

Leave this box blank if we can contact you by text message.

Providing your demographic information can help us learn how to better serve the community. If you prefer not to share your demographic information, you can select “prefer not to answer” in the drop down for these questions.

Gender*
-- Select --

Race*
-- Select --

Ethnicity*
-- Select --

Complete each question in the rest of the form.

1. How many people are in your household including yourself? *

2

\$4,642 per month / \$55,700 per year

Choose one: *

My household income is EQUAL to or LESS than the above amount.

My household income is MORE than the above amount.

Use the up and down arrow to select the total number of people living in your household. This is a count of everyone living in your household at this address. After you enter this, a salary amount will pop up showing a monthly and annual salary, representing the 80% area median income requirements.

If the combined salary of the adults age 18+ in your household is equal to or less than this amount, select the first option. If it's more, select the second option.

2. Do you rent or own your apartment/house/mobile home? (if applying for lot rent, choose Rent) *

Rent

Own

Tell us if you are a RENTER or if you own (or have a mortgage) for the place you live. This program can only be used for renters.

3. As the applicant and tenant, is your name on the lease agreement for the rental unit? *

Yes

No

Your name must be on the lease or rental agreement. This program can only be used for renters (tenants) and the person applying for assistance must be named on the lease.

4. Has anyone in the household experienced any of the following Covid-19 related impacts? (check all that apply) *

Hours reduced

Laid off/Furloughed

Unemployed for more than 30 days

Lost job

Cannot work in order to care for myself or others

Incurred significant costs

Experience a financial hardship

Employer closed business due to public health order

Other

None of the above

This program is for those who have been negatively financially impacted by COVID-19. These are examples of different ways someone might be impacted. If these examples don't describe your situation, you can select other and give us more details.

4b. Do you have one of the following: Unemployment letter, layoff letter, letter from your employer stating you lost employment?*

- Yes
- No
- No, but I think I can get one.

If you have an unemployment letter or similar document, we will need to you to provide that later.

4b. Do you have one of the following: Unemployment letter, layoff letter, letter from your employer stating you lost employment?*

- Yes
- No
- No, but I think I can get one.

Attestation of COVID-19 Related Financial Need:

I am seeking financial assistance due to the inability to pay rent and/or other allowable costs as the result of the Coronavirus (COVID-19), as permitted under the Omaha – MACCH Emergency Rental Assistance Program. In connection with my request, I attest as follows:

I or a member of my household has qualified for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19 and I am unable to obtain and provide a copy of an unemployment letter, layoff letter, or other form of verification from my employer.

Please explain the situation:*

I acknowledge that my above statement about COVID-19 Financial Need is correct

- Yes

If you don't have that type of documentation, you can attest to your financial situation.

5. Do you have: (select all that apply)*

- Past Due Rent Notice
- Past Due Utility Notice
- Eviction Notice, Notice to Quit, or Other Notice to Vacate
- Unsafe or unhealthy living conditions or other type of risk to my housing situation (e.g., experiencing domestic violence, environmental concerns, property failed inspection, etc.)
- None of the above

This information helps us determine if you are at risk for homelessness or have housing instability, which is an eligibility requirement.

- Unsafe or unhealthy living conditions or other type of risk to my housing situation (e.g., experiencing domestic violence, environmental concerns, property failed inspection, etc.)
- None of the above

I am seeking financial assistance for pay rent and/or other allowable costs due to a risk of homelessness or housing instability due to unsafe, unhealthy, or other housing needs putting my household at risk as permitted under the Omaha – MACCH Emergency Rental Assistance Program. In connection with my request, I attest as follows:

I am at risk of homelessness or housing instability due to the presence of unsafe, unhealthy living conditions, or other risk including but not limited:

1. Property that has failed an inspection, does not meet city code, or has been condemned
2. Environmental concerns such as mold, leaking roof, infestations
3. Leaving an unsafe situation such as domestic violence
4. Other situations related to housing that put your household at risk

Provide a general description of the concern:*

I acknowledge that my above statement is correct

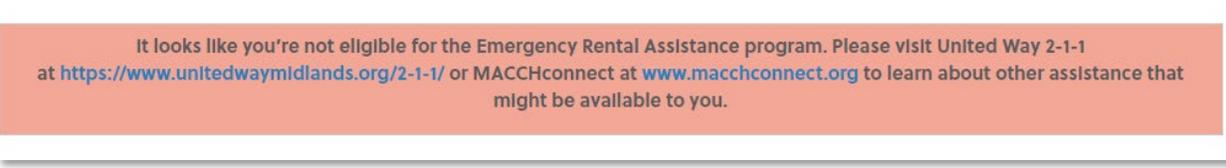
- Yes

If you are in an unsafe, unhealthy, or other type of risky housing situation, you'll be asked to describe it.

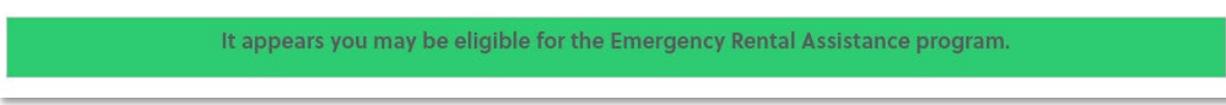
The City of Omaha also requires that the applicant be a U.S. Citizen or legal resident. Later in the application process, you'll also be required to complete and sign an attestation form saying you're a U.S. Citizen or "qualified resident alien". If you aren't a U.S. Citizen or legal resident, visit www.macchconnect.org or call 2-1-1 to see if there are other resources to assist you.

- U.S. Citizen
- Legal Resident
- None of the above

- If you are **not eligible**, based on your answers above, you will see this message at the bottom of the screen. This will end your application process. If you have questions about why you might not be eligible, you can visit www.macchconnect.org and review the FAQs or contact 2-1-1 to learn about other resources you might be eligible for.



- If it **appears you are eligible** based on your initial information, you will see this message at the bottom of the screen. This is NOT an approval of your application but allows you to move forward in the process.



- You will need to provide us with an email to submit your application online. Providing an email allows us to move more efficiently through the application and review process and also allows us to provide you with instructional and status update emails. If you don't have an email, we suggest setting up one through many of the free email sites available such as Gmail: <https://accounts.google.com/signup/v2/webcreateaccount?flowName=GlifWebSignIn&flowEntry=SignUp>; Yahoo!: <https://login.yahoo.com/account/create>; Outlook: <https://outlook.live.com/owa/>; among many other free email account options.

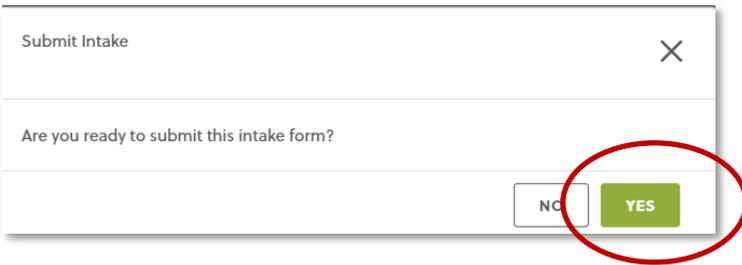
If you don't have an email and can't set up an email, you may begin the application process over the phone by calling 2-1-1. Please note that this may take longer to complete.

A white rectangular form area. At the top, it contains the text: "To complete your application, verify your email address below. You will receive an email at this address confirming your request and prompting you to sign into the Connect online portal. Joining the Connect online portal will allow you to complete the application process, upload required verification documents, and check the status of your application in a timelier manner." Below this text is a label "Email Address*" followed by a white input field with a light gray border.

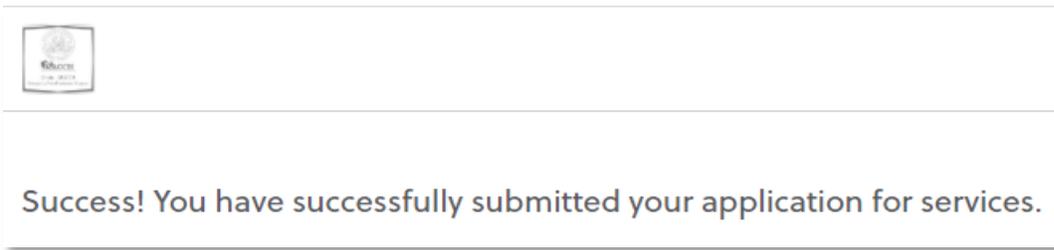
- Next, review the authorization statement, select "I'm not a robot" and then select Submit.

A white rectangular form area. It contains the text: "By completing and submitting this form, you are authorizing MACCH, MACCH affiliated staff, and sub-contractors to use and share this information for the purposes of determining eligibility and providing emergency rental assistance related information, for evaluation and reporting, and to connect you to other potential resources. Applications may be reviewed and processed by MACCH or one of its sub-contractors." Below the text is a checkbox with the label "I'm not a robot" and a reCAPTCHA logo with the text "reCAPTCHA Privacy - Terms".A dark gray rectangular area containing two buttons. On the left is a "Reset" button with white text. On the right is a "Submit" button with white text, which is circled in red.

- If you've completed all of the required fields, you receive a pop-up message that asks you to confirm you are ready to submit. Select Yes. If you haven't completed all of the required fields, a message will pop up telling you what information is missing. All required fields must be completed in order to submit this form.

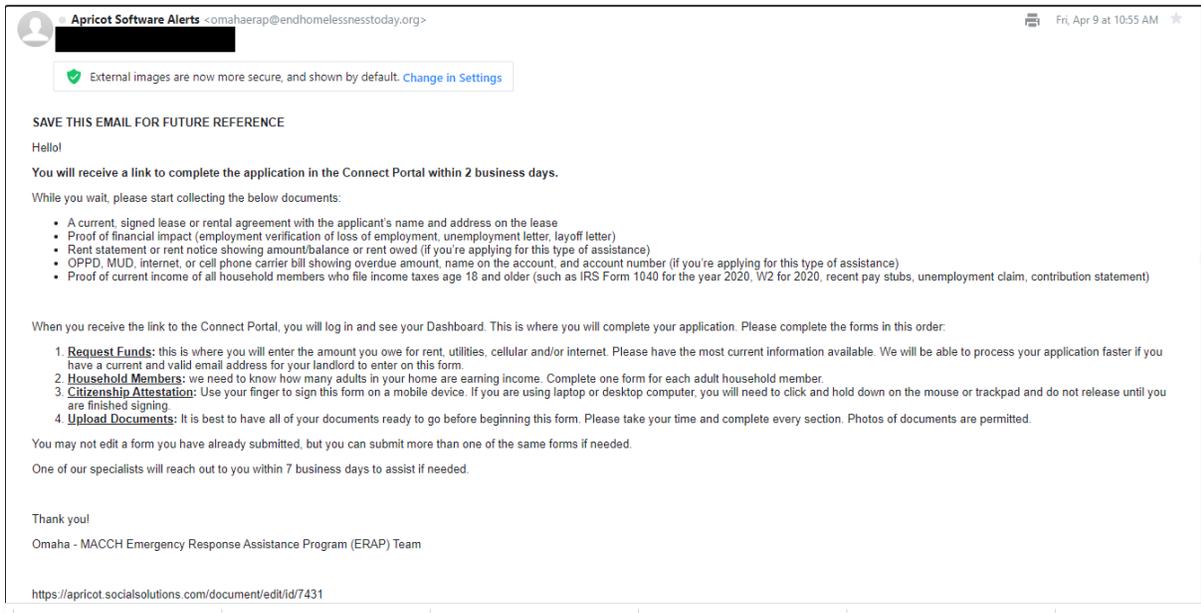


- After you've submitted this form, this message will pop up on your screen.

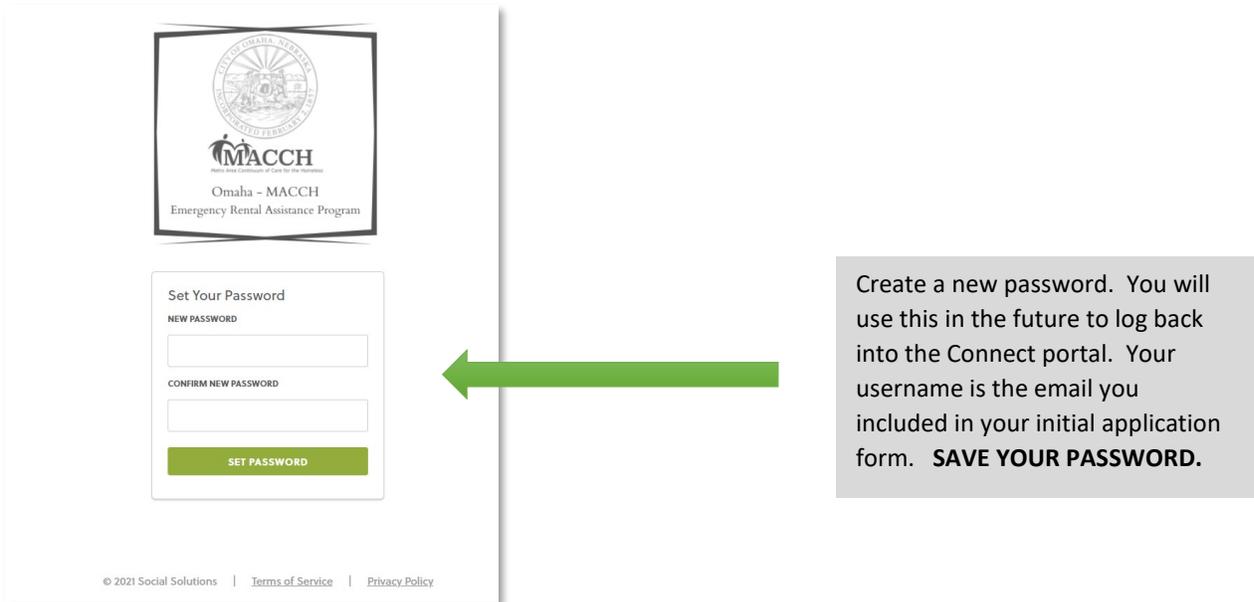
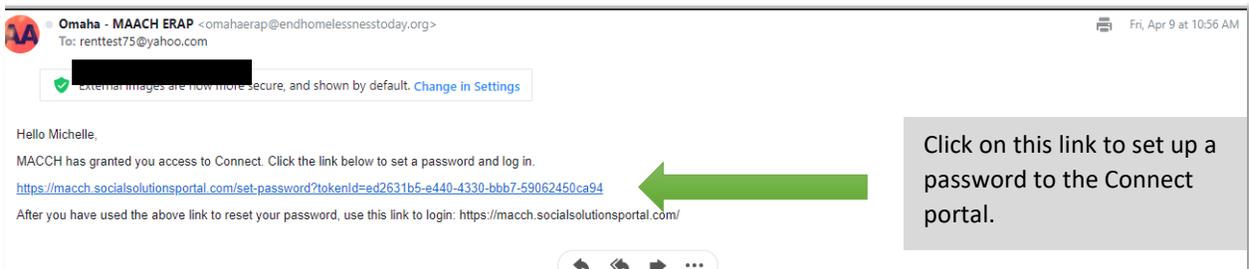


Step 3: Set up your Connect portal.

After submitting this form, you will receive an email from Apricot Software Systems omahaerap@endhomelessnesstoday.org that looks similar to the image below. If you don't receive this email, check your spam, junk, other, or promotions email folders. Sometimes different email systems will send this to one of those email folders. Please mark this email address and domain as safe so you're able to receive future communications. This email gives you examples of documents that you will need to gather for the next portions of the application. If you haven't already watched the videos and read the instruction documents at www.macchconnect.org, this would be a good time to do so.

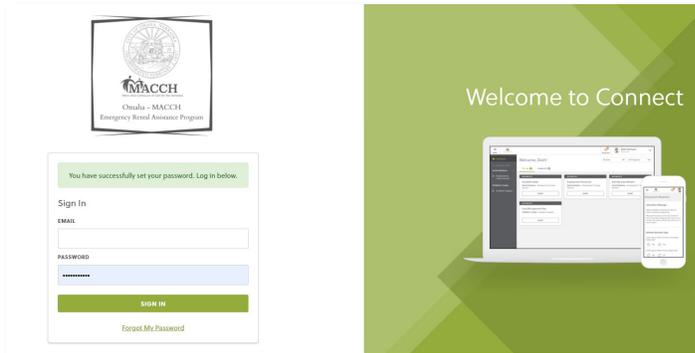


Within 2 business days, you'll receive another email with an invitation to set up your Connect portal.



If you haven't received either of these emails after at least 3 business days, you may call 2-1-1 or email omahaerap@endhomelesnesstoday.org and we will check to see if the emails were sent or resend them. If you are trying to reset your password, please check your spam, junk, promotions, and other email folders for the reset password email.

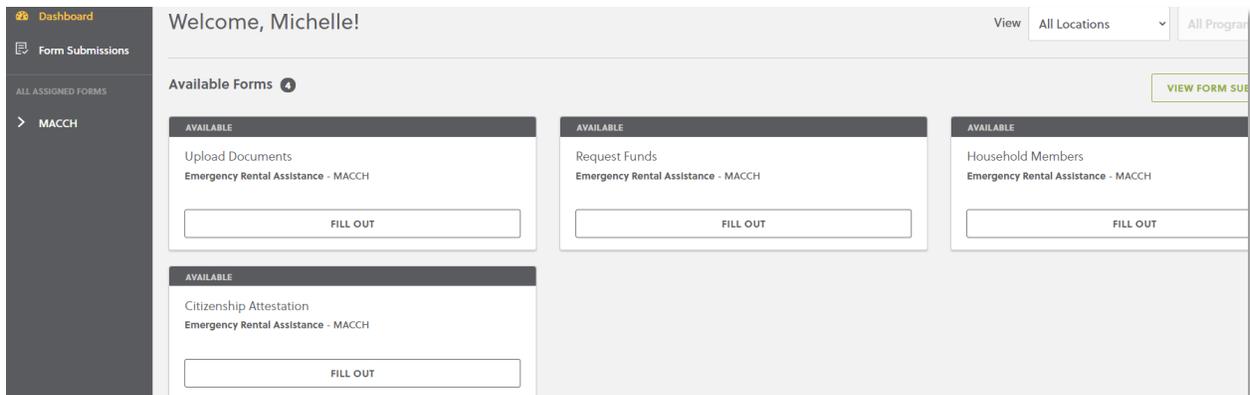
To return to the Connect portal at any time, go to this link and login.
<https://macch.socialsolutionsportal.com/>



This is what the Connect portal will look like. You can also find the link to log back into your Connect portal account at www.macchconnect.org. If you forget your password, select Forgot password and a reset link will be sent to the email on your account.

Step 4: Complete each form in the Connect portal.

Complete the "Upload Documents" form last and gather up all of your different verification forms before you start that portion. You can complete these forms in any order, but it will be helpful to end with the Upload Documents form. You will need to save each form, but you can complete each form at a different time by returning to the Connect portal.

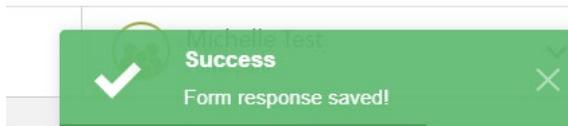


After you complete a form in the Connect portal, select Save. Then you will see the Save Form Response pop up asking if you are ready to submit your response. Select Yes if you are ready.

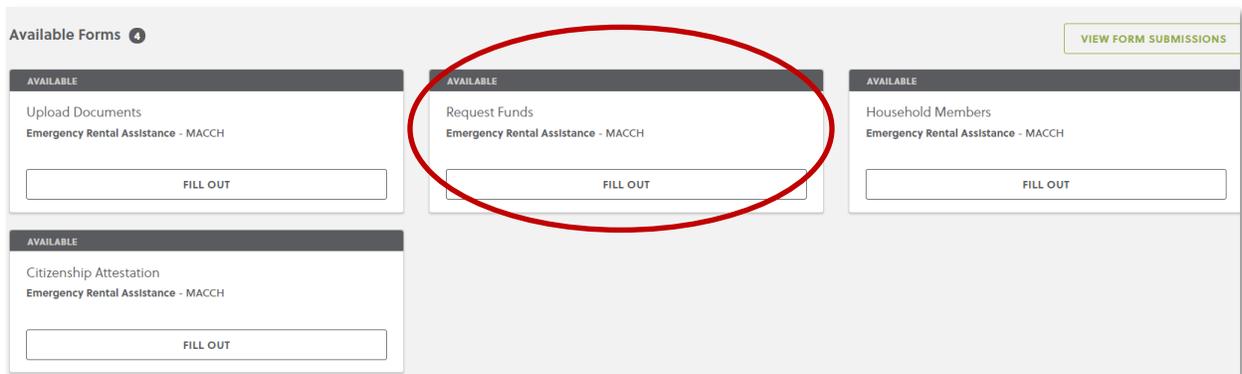


A dialog box titled "Save Form Response" with a close button (X) in the top right corner. The text inside asks, "Are you ready to submit this response to Upload Documents?". At the bottom right, there are two buttons: "NO" and "YES". The "YES" button is highlighted with a red circle.

After selecting Yes, the Success Form Response Saved message pops up in green.



- **Request Funds Form:** After you complete this form, an email will be automatically sent to your property owner/landlord with instructions for their portion of the application.



A dashboard titled "Available Forms" with a notification icon (4) and a "VIEW FORM SUBMISSIONS" button. It displays four form cards, each with a "FILL OUT" button. The "Request Funds" card is circled in red. The cards are:

- Upload Documents (Emergency Rental Assistance - MACCH)
- Request Funds (Emergency Rental Assistance - MACCH)
- Household Members (Emergency Rental Assistance - MACCH)
- Citizenship Attestation (Emergency Rental Assistance - MACCH)

Request Funds

*Required

Fund Request

ATTENTION: You will need to have your landlord's email and phone number to complete this portion of the application.

How many minors are in your household (age 17 and under)?*

How many adults are in your household (age 18 and over)?*

How many total household members do you have?*

We will need this information to verify income. Later, you will be required to complete a household member form for everyone in your household that is age 18 or older.

I am applying for (more than one option allowed):*

- Rental Assistance and associated late fees
- OPPD Electricity and associated late fees
- MUD and associated late fees
- Internet OR Cellular Data Charges
- Other Utility

Select each type of assistance you are applying for. After you select a type of assistance, a more detailed section will show up on your screen to tell exactly what you are requesting. If you are requesting rent assistance, these amounts will be sent to your property owner or landlord to verify. You and your property owner or landlord will be asked to provide us with your lease and your property owner or landlord will also have to provide us with a ledger or invoice statement showing how much rent is owed and the monthly amount of your rent.

If you're requesting rental assistance:

Rental Assistance Needed*

- Past Due Only (including current month)
- Future Months Only
- Both Past Due and Future Months

Which months are you requesting assistance for?*

- July 2021
- June 2021
- May 2021
- April 2021
- March 2021

Tell us if you need past due rent, future rent, or both. Past due rent can be requested back to April 2020 and future rent can be requested for 3 months into the future. You can only request 12 months of total rent unless we grant an exception of up to 3 months. If you have a question about this, you can talk to a specialist when one is assigned.

Landlord Name/Property Management Company Name (what name do you make your rent check out to)

Landlord's Phone Number

NUMBER EXT.

(xxx) xxx-xxxx

Landlord's Email

We **must** have your property owner, landlord, or property managers contact information so they can complete their portion of the application. Applications cannot be considered fully completed and reviewed until we hear back from your landlord. Do not put your own email in this section as it will significantly delay your application.

Do you receive any rental subsidies or vouchers?*

Yes, I am responsible for a portion of my rent

No, I am responsible for my entire rent

What is your monthly rent amount?

\$

What is the portion of rent you pay each month?*

\$

Tell us if you are responsible for your entire rent or a portion of your rent. If you have a regular subsidy, you can only request rent for the portion that you are responsible for.

If you are requesting assistance for any utilities, internet, or cellular data, you will have to give us the name on the account, your account number, and the total due. In the UPLOAD DOCUMENTS form, you will have to upload the statement for any utility you are requesting. The account might not be in the lease holder's name but the address on the statement must match the address on the lease in order for us to provide assistance.

Name on the OPPD Electricity Account

FIRST

MIDDLE

LAST

Your OPPD Electricity Account Number

Total electricity amount due including current month

\$

You can only request utility and internet or cellular data for the total amount due. You can't request for future months.

Read through the acknowledgements, certification statements, and authorization to release information and provide your signature. If you can't sign online, a specialist will reach out to you and provide you with other options for signing these statements. Signing this document indicates the truthfulness and accuracy of ALL of the information you provide us throughout the application process.

To sign this document, click into the text box below "Name" and type your name. Then click "Sign" to activate the signature box.

- When signing on a touchscreen mobile device, sign within the signature box using your finger.
- When signing on a computer, sign within the signature box using your mouse.

If you would like to sign again, or you have made a mistake, click the "Reset" button. When complete, click "Done".

Signature

NAME

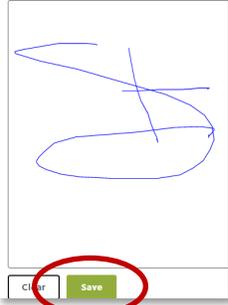
SIGNATURE

Sign

If you are unable to sign this form online, a hard copy can be mailed, emailed, or faxed to you. If we see that you haven't completed this form, a specialist will reach out to you to determine the best way to get your signature.

Type your name and then select "Sign".

SIGNATURE



Clear

Save

A larger box will open up and you can sign using your mouse or finger (if you have a touchscreen) to sign your name in the box. Select Save.

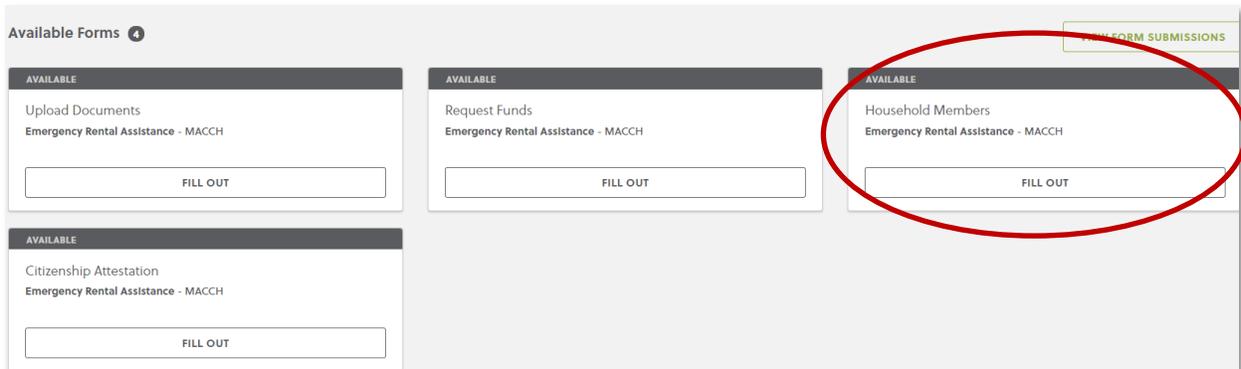
Cancel

Save

To save the entire form, select Save at the very bottom of the right hand of your screen.

If you are requesting rent assistance, after you have saved this form, an email will be sent to your property owner or landlord with a summary of the request and a link to the Landlord Verification Form for your application. Please ask your property owner or landlord to watch for this email.

Household Member Form: Complete this form for everyone in your household age 18 or older.



The screenshot shows a grid of available forms. The 'Household Members' form is circled in red. The forms listed are:

- Upload Documents (Emergency Rental Assistance - MACCH)
- Request Funds (Emergency Rental Assistance - MACCH)
- Household Members (Emergency Rental Assistance - MACCH)
- Citizenship Attestation (Emergency Rental Assistance - MACCH)

Household Members

Household Member Details

Complete one (1) form for each Adult Household Member

Household Relationship *

- Adult, 18 or over
 Adult Dependent, 18 or over

Name

FIRST

MIDDLE

LAST

Date of Birth

mm/dd/yyyy

Does this person contribute income to the household?

- Yes
 No

Does this person contribute income to the household?

- Yes
 No

Did this member of the household experience a loss of income as a result of COVID-19?

- Yes
 No

Household Member's Annual Income*

\$

Proof of income will be required for this Household Member. When submitted, submit evidence of this person's income.

Select Yes if the person has an income. You will need to submit documentation of income for each household member that brings in income. We need this information to make sure your household meets the eligibility criteria of making 80% or less of the area median income). You will need to upload verification documents in the UPLOAD DOCUMENT form.

Citizenship Attestation Form: The applicant must complete and sign this form. The City of Omaha requires all applicants to be either a U.S. citizen or legal resident.

Available Forms 4 VIEW FORM SUBMISSIONS

<p>AVAILABLE</p> <p>Upload Documents Emergency Rental Assistance - MACCH</p> <p>FILL OUT</p>	<p>AVAILABLE</p> <p>Request Funds Emergency Rental Assistance - MACCH</p> <p>FILL OUT</p>	<p>AVAILABLE</p> <p>Household Members Emergency Rental Assistance - MACCH</p> <p>FILL OUT</p>
<p>AVAILABLE</p> <p>Citizenship Attestation Emergency Rental Assistance - MACCH</p> <p>FILL OUT</p>		

Citizenship Attestation

Attestation Information

U.S. Citizenship Attestation

For the purpose of complying with Neb. Rev. Stat. §§ 4-108 through 4-114, I

- I am a citizen of the United States
 I am a qualified alien under the federal Immigration and Natior

I hereby attest that my response and the information provided on this form and any relat complete, and accurate and I understand that this information may be used to verify my

To sign this document, click into the text box below "Name" and type your name. Then c

- When signing on a touchscreen mobile device, sign within the signature box usin
- When signing on a computer, sign within the signature box using your mouse.

If you would like to sign again, or you have made a mistake, click the "Reset" button. WI

Applicant Signature*

NAME*

SIGNATURE*

Sign

If you are unable to sign this form online, a hard copy can be mailed, emailed, or faxed to you. If we see that you haven't completed this form, a specialist will reach out to you to determine the best way to get your signature.

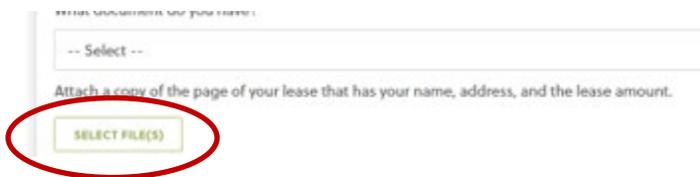
Upload Documents Form:

In this form you will upload all of the different verification documents required to verify your income, financial need such as unemployment letter, lease or rental agreement, etc. If you don't have one of the requested documents, a specialist will talk with you about other ways that you can verify your need. In some situations, the attestation statements you provided in other parts of your application packet will help us determine this.

Gather your documents before beginning this form.

- A current, signed lease or rental agreement with the applicant's name and address on the lease (at minimum the pages of the lease showing your name, the address you are renting, the monthly rent, and the signature page)
- Proof of financial impact (employment verification of loss of employment, unemployment letter, layoff letter)
- Rent statement or rent notice showing amount/balance or rent owed (if you're applying for this type of assistance)
- OPPD, MUD, internet, or cell phone carrier bill showing overdue amount, name on the account, and account number (if you're applying for this type of assistance)
- Proof of current income of all household members who file income taxes age 18 and older (such as IRS Form 1040 for the year 2020, W2 for 2020, recent pay stubs, unemployment claim, contribution statement)

To upload a document, click Select Files. Typically, your File Explorer or similar application will open. Go to the correct folder and then click on the document you would like to upload. Then click open. You will then be automatically returned to the Connect portal document and will see the name of your file in green. If your file wasn't able to upload, you will receive an error message.



You will then be automatically returned to the Connect portal document and will see the name of your file in **green**. If your file wasn't able to upload, you will receive an error message.

Attach a copy of the page of

✓ Warner Lease.PNG



If you see the name of your file in **green** with a checkmark, you know it uploaded correctly.

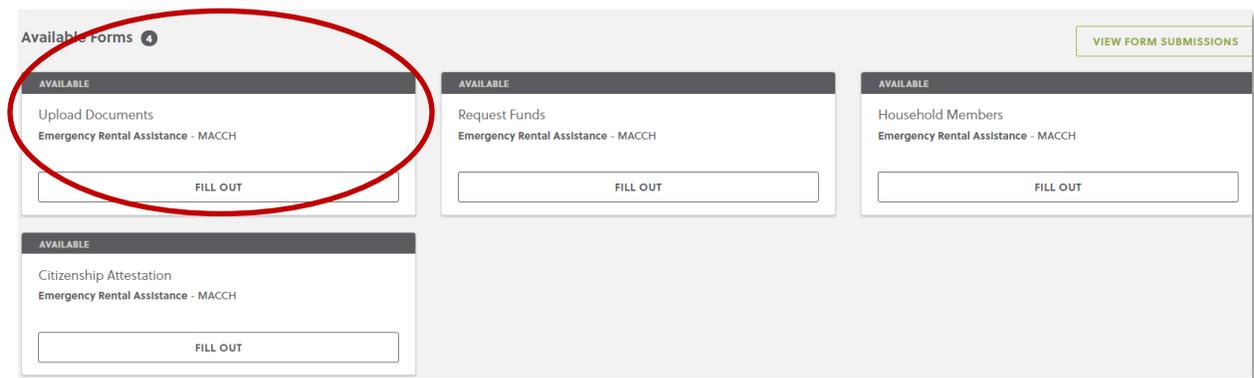
When uploading documents, they must be 25mb or smaller and in one of these accepted file formats.

File types supported include (list may not be comprehensive):

- Microsoft Office (.doc, .docx, .xls, .xlsx, .pptx),
- Comma Delimited (.csv),
- Open Office Spreadsheet (.ods)
- Adobe Acrobat (.pdf),
- Image files (.gif, .jpeg, .png),
- Text files (.txt, .pdf, .csv, .html, .htm).

File types not supported for upload include (list may not be comprehensive):

- Open Document (.odf),
- Zip files (.zip, .zipx),
- Microsoft Office (.docm, .xlsm, .pptm),
- Image files (.bmp, .tiff),
- Text/HTML files (.html),
- High Efficiency Image Files (.heif, .heic)



If you are requesting rental assistance:

1) HOUSING RELATED DOCUMENTS

- Your lease/rent agreement including page signed by you and your landlord.
- Any sort of housing related notice (eviction notice, notice to quit, notice to vacate), if any.

What document do you have?

-- Select --

Attach a copy of the page of your lease that has your name, address, and the lease amount.

[SELECT FILE\(S\)](#)

Attach a copy of the page of your lease that is signed by you and your landlord.

[SELECT FILE\(S\)](#)

What type of document do you have?

-- Select --

Attach document here

[SELECT FILE\(S\)](#)

When providing your lease or rental agreement you must upload at minimum the pages that show your name as the tenant, the address you are renting, the monthly rent amount, and the signature page that both you and the property owner or landlord have signed. This is often the first and last page of the agreement.

If you are a renter requesting utility assistance or assistance with internet or cellular data:

2) OPPD, MUD, INTERNET & CELLULAR BILLS

Please include only the most recent bill. Uploading an old bill will only slow down your application process.

1. Type of bill

-- Select --

1. Attach a copy of the bill

SELECT FILE(S)

1. Add an additional bill?

Yes

The uploaded statement must show the name on the account, show that address on the account is the same address on the lease or rental agreement, and the total amount due. Upload the statement or bill for each type of assistance requested.

Income Verification for everyone age 18 or older who has income

3) PROOF OF INCOME (for each household member who files taxes)

The funding guidelines require that you show proof that your household's income is below a certain level. Please upload one or more of the below documents:

- 2020 W-2, 2020 Form 1040, or two months of pay stubs
- Social Security/SSI Pension, Unemployment benefits, Retirement, Disability, etc.
- Self-Employed applicants must provide documentation to show the difference between income before and after being financially impacted by COVID-19 (e.g. Documentation of required business closing and before/after COVID-19; banking account statements fulfill this requirement)

I am missing proof of income for one (1) or more household members

Yes

1. Type of income documentation

-- Select --

-- Select --

2020 W-2, 2020 Form 1040 or Two months of pay stubs

Social Security/SSI Pension, Unemployment benefits, Retirement, or Disability

Self-Employed documentation of income before and after COVID-19 impact

Determination letter from another assistance program showing you are 80% or below of AMI

This information must be provided for everyone age 18 or older in your household who has any income.

Financial Need Verification

4) PROOF THAT YOU HAVE LESS INCOME BECAUSE OF THE COVID-19 PANDEMIC

- Unemployment letter
- 2019 pay statements or 2019 W2 compared to 2020 pay statements or 2020 W2

10. Type of COVID-19 Financial Need Documentation

-- Select --

-- Select --

Unemployment letter

Layoff letter or other verification from employer

I do not have any of the above documentation

Other

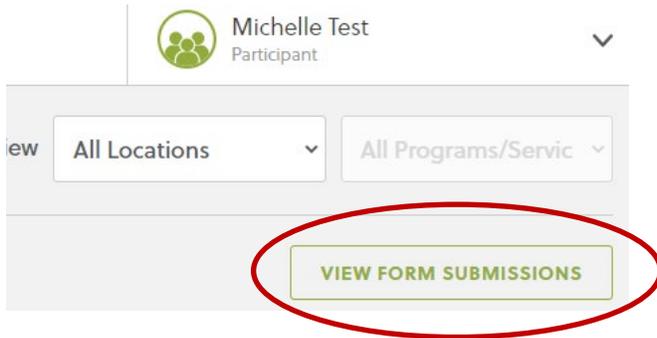
This information tells us how you have been financially impacted by COVID. If you don't have documentation available, you will be able to complete an attestation of negative financial impact.



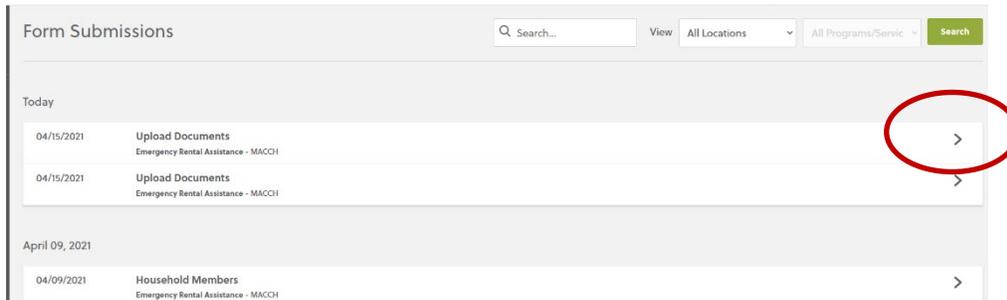
Return to the Connect Portal

You can return to the Connect portal at any time by clicking [here](#).

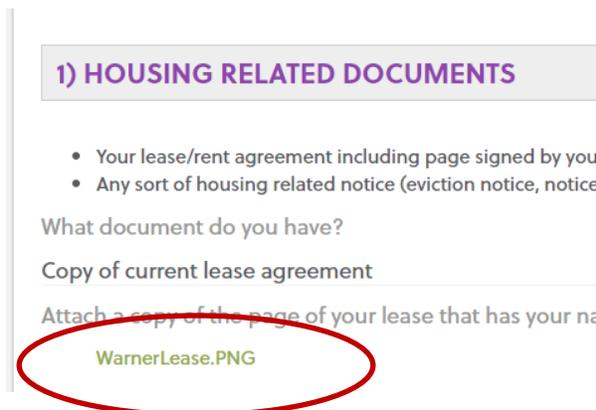
To see what you have previously submitted through the Connect portal, log back in using your email and the password you set up. On the home page select View Form Submissions which is on the right hand side, near your username.



Next you will see a list of forms in the Connect portal that you have completed. Select the > to open the document you would like to review.



To see the documents you submitted in the Upload Documents Form, select the Upload Documents line and click the >. The form will open and, in each section, will be the name of the uploaded document in green. You can click on the green document title to view it.



To view a document you have previously uploaded, click on the name of the document in green and it will download to your computer. Depending on your browser, it may open in a new window or you may have to click on the downloaded document.

