

# CITY OF OMAHA – MACCH ERAP FREQUENTLY ASKED QUESTIONS



CITY OF OMAHA – MACCH EMERGENCY  
RENTAL ASSISTANCE PROGRAM

211 | Community Alliance | Lutheran Family Services | Together | United Way

[MACCHConnect.org](http://MACCHConnect.org) |  

# IF YOU NEED HELP IN ACCESSING THE APPLICATION, YOU CAN CONTACT ONE OF OUR PARTNERS



**CITY OF OMAHA – MACCH EMERGENCY RENTAL ASSISTANCE PROGRAM**



# FAQ

If you have questions regarding the City of Omaha – MACCH Emergency Rental Assistance Program, we have compiled a list of frequently asked questions that can serve as a resource. If you do not see a question that you have in this FAQ, please reach out to **OmahaERAP@endhomelessnesstoday.org**.

## Who is eligible for the City of Omaha – MACCH ERAP?

You are likely to be eligible if you answer YES to all of these questions:

- Are you a renter with a current residential lease or rental agreement and your name is on the lease or rental agreement?
- Do you live in the city limits of Omaha? Check your address here:  
[http://apps.dogis.org/findmycity\\_ERAP/](http://apps.dogis.org/findmycity_ERAP/)
- Is your household at or below 80% of Area Median Income for the Omaha metropolitan area?

| Household Size<br>(number of people<br>living in your<br>household) | 1        | 2        | 3        | 4        | 5        | 6        | 7        | 8        |
|---|----------|----------|----------|----------|----------|----------|----------|----------|
| Annual Household<br>Income (80% AMI)                                | \$48,750 | \$55,700 | \$62,650 | \$69,600 | \$75,200 | \$80,750 | \$86,350 | \$91,900 |

## AND

At least one person in the applicant’s household has had a negative financial impact directly or indirectly related to COVID-19 (you do not need to have been infected by COVID-19 to qualify). Examples include but are not limited to:

- You were laid off or your employer closed their business
- Your employer reduced your hours
- You were self-employed and lost business due to COVID-19
- You were not able to work because you were caring for someone sick from COVID-19
- Your household had increased medical bills due to COVID-19
- You were not able to work due to lost childcare or distance learning, etc.
- Incurred significant costs
- Received unemployment

*Continued*

## AND

You have a risk of homelessness or housing instability. Risk of homelessness or housing instability can be demonstrated by:

- An overdue or past due rent or utility notice
- An eviction notice or formal notice to quit or vacate your housing
- Unsafe or unhealthy living conditions or other types of risk

Examples include but are not limited to:

- Living in a property that has environmental concerns like mold
- Living in a property that has failed an inspection or does not meet city code
- Forgoing important things like food in order to pay your rent
- Leaving an unsafe situation like domestic violence, partner violence, stalking, or human trafficking

### Is the City of Omaha – MACCH ERAP able to help those with mortgages?

**No**, homeowners will not be eligible for mortgage and utility assistance as a part of the City of Omaha – MACCH ERAP. For mortgage assistance, please visit [www.nebraskahaf.com](http://www.nebraskahaf.com).

### Is Housing Problem Solving the same thing as the City of Omaha – MACCH ERAP?

**No**, Housing Problem Solving is not the same as the City of Omaha – MACCH ERAP and has different qualifications. Housing Problem Solving is a privately funded initiative for those living in Douglas and Sarpy Counties in Nebraska and Pottawattamie County in Iowa and it has different requirements. It also can provide some mortgage related assistance or assistance to those who are not U.S. citizens or legal residents who meet other criteria. To learn more about Housing Problem Solving as well as our partner organizations visit <https://macchconnect.org/other-housing-assistance>.

### What is the City of Omaha – MACCH Emergency Rental Assistance Program (ERAP)?

The City of Omaha – MACCH ERAP makes funds available to eligible renters who have been financially impacted by the COVID-19 pandemic and need assistance with:

- Past due and/or future rent
- Past due and/or current utilities

All applications are subject to income qualification. These funds will be paid directly to property owners or managers and utility providers on behalf of renters.

### Will a specialist call me after I complete my application?

**Maybe.** If the specialist reviewing applications needs more information, they will contact you via text or email. After you complete your application you will receive a confirmation number via email from **Apricot Software Alerts**. Be sure to check your Junk and Spam folders. Your specialist will always verify your confirmation number before asking for documents or personal information.

### **How long will it take for my application to be approved?**

Due to the number of applications that have been received, it is possible it will take 6-8 weeks for an approval decision to be made regarding your application. If you have an eviction hearing notice, please contact Legal Aid of Nebraska at **+1 (888) 991-9921** or visit [www.legalaidofnebraska.org](http://www.legalaidofnebraska.org). If you have a utility shut-off notice, please contact your utility provider to discuss a payment plan and call 211 for other possible resources.

### **What are key dates for the City of Omaha – MACCH ERAP?**

Tenants may begin to complete applications online starting April 1, 2022. For tenants without internet or computer access, applications may be initiated over the phone by calling 211. Property owners or managers may initiate an online application on behalf of their tenants, but tenants must consent and provide information. These emergency rental assistance funds cannot be used after September 2022 and may end earlier based on the availability of funds. Application links and dates will be posted at [macchconnect.org](http://macchconnect.org).

### **How will I know if there are updates to the City of Omaha – MACCH ERAP?**

Any changes to the program will be posted at [macchconnect.org](http://macchconnect.org). Please check this website periodically to see if any updates have been posted.

### **Will there be any trainings or webinars regarding the eligibility requirements or how to complete an application?**

Instructional videos and application guides can be found at [macchconnect.org](http://macchconnect.org).

### **What types of assistance can the City of Omaha – MACCH ERAP help me with?**

- You may apply for rent (both back rent and up to three future months) and any late fees associated with your rent
- Utilities that are overdue (electric, water, sewer, trash, home energy costs) that are paid directly to a public utility and any associated late fees

### **Is there a maximum dollar amount of assistance?**

The City of Omaha – MACCH ERAP reserves the right to institute a maximum amount, prioritize applications, or limit the types of assistance based on fund availability.

### **You are not eligible for ERAP funding if:**

- You do not live within the city limits of Omaha. To check your address, visit this website: [https://apps.dogis.org/findmycity\\_ERAP/](https://apps.dogis.org/findmycity_ERAP/)
- You no longer reside at the address for which you are applying
- Your name is not on the lease

### **Can I apply only for utility assistance?**

**Yes**, if you are a renter you can apply for utility assistance even if you do not need help with rent. If you own your home, you are not eligible to apply for utility assistance.

### **Can you help me with my future utility assistance?**

**No**, we cannot pay future months of utility assistance. We can only pay for past due utilities, including the current month.

### **If I receive other ongoing housing assistance or subsidies (such as Housing Choice Vouchers/Section 8, public housing) for my rent, can I still apply?**

**Yes**, however you may only apply for the amount of monthly rent that you directly pay your property owner or manager. If your income has changed, you should report this to the entity providing your subsidy to make sure you have an accurate calculation of the monthly portion you pay.

### **If I leave my apartment after future months of rent have been paid, can I use that money to move somewhere else?**

**No**, you must be currently residing in the rental unit for which you request assistance. If you move out of a rental unit after months of future rent have been paid, the property owner or manager is required to reimburse that money directly back to MACCH.

### **Who can help me if I have questions regarding ERAP or need help with the application?**

Contact 211 if:

- You need help completing the application
- You are unable to upload documents
- You are unsure if you are eligible
- You have any other questions regarding ERAP

### **What types of documents should I have available to complete my application?**

- Photo ID. If the address on your photo ID does not match the address on your application, you will also be required to provide a utility bill in your name or a household member's name.
- OPPD or MUD shut-off or disconnect notice (if you are applying for this type of assistance).
- Proof of current income of all household members over the age of 18 (such as IRS Form 1040 for the year 2021, W2 for 2021, two payment cycles of pay stubs, unemployment claim showing total amount awarded).

### **If someone rents from a relative, can that person still apply for assistance?**

**Yes**, they may still apply for the City of Omaha – MACCH ERAP assistance. We will take additional steps to verify the property ownership, the validity of the lease, and all other eligibility criteria must still be met.

### **What if I cannot upload the required documents?**

When we review your application, if everything in your packet is completed except the uploaded verification documents, a specialist will help you with alternative options to provide the required documentation. If you do not have the required documentation, please complete the attestation statements that are included in the application. If you cannot upload verification documents, they can also be faxed to MACCH at **402-939-0398**, emailed to [omahaerap@endhomelessnesstoday.org](mailto:omahaerap@endhomelessnesstoday.org), mailed to the address at the end of this document, or be dropped at a locked drop box at any Omaha Public Library.

### **What if I do not have an email?**

Please create an email address so you can receive automatic updates on the status of your application and so you can have ongoing access to your application within our portal. You can set up free email accounts with Gmail, Yahoo, Outlook, etc. If you are not able to set up an email, our specialists will work with you on alternative ways to provide us with information, such as phone calls, texting pictures of documents, mailing information, etc. Please note that if you do not have an email, this process may take longer.

### **What if I do not have internet, a computer, or a smart phone to complete the application?**

Visit a location with free internet access and/or computers such as a public library. If you do not have any way to complete the application online, you can complete the initial portions of the application over the phone by calling 211. There will be some forms you have to sign, and these can be mailed to you or they are also available near the locked drop boxes at any Omaha Public Library.

### **Is it okay if someone else helps me complete my application?**

**Yes**, if you have a friend or family member, case worker, or someone else you know help you complete the application or complete it on your behalf. There will be a place in the application for them to include their contact information and your contact information in case we have questions.

### **If I help someone complete their application packet, how will they sign the certification and authorization statements?**

If you are helping someone complete the application packet and they themselves cannot electronically sign the Citizenship Attestation or certification statements found on the Fund Request, you can still submit the form. Later, a specialist will contact that individual and send a link to a form to collect the signature or direct them to the Omaha Public Library to get the form signed. These documents are also available at any Omaha Public Library.

### **Do I need to tell my property owner or manager that I have applied for the City of Omaha – MACCH ERAP?**

**Yes**, there is only one application per address so please let them know that you have applied. As part of your application, you will need to provide us with an accurate phone number and email for your property owner or manager. After you have completed the initial portions of your application, an email will be automatically generated and sent to your property owner or manager. They will have additional information to provide within the application. An application is not considered complete until both the tenant and property owner or manager portions have been completed. The property owner or manager can also call 211 to verify that you have completed an application.

### **What type of documentation is required from a property owner or manager?**

You will be required to set up a one-time vendor profile that will include your legal business name, address, remittance address, business type, proof of ownership, and required W-9 information for tax reporting purposes. You can set up your vendor profile at any time at [macchconnect.org](http://macchconnect.org), following the instructions for property owners or managers.

### Can my property owner or manager apply on my behalf?

**Yes**, property owners or managers can initiate an application on behalf of their tenant. However, they will be required to get your signature on a permission form prior to doing so. You are not required to sign the document. Please remember only one application per address so if you have already started an application, please let your property owner or manager know. You can request a copy of this form from your property owner or manager after you have signed it. After they complete their portion, you will be notified, typically by email, that an application has been initiated by your property owner or manager. You will need to complete your portion of the application and provide verification documents prior to approval.

### Where can a property owner or manager find the permission form to initiate an application on behalf of their tenant?

The permission form can be downloaded from our website, [macchconnect.org](http://macchconnect.org). Please retain a copy of the completed form your records. You will be required to upload that document into your portion of the application in order to proceed on behalf of a tenant.

### What happens if a tenant leaves for any reason and the program has already paid for future rent?

The property owner or manager must agree to allow the tenant to remain in the property for the duration of time rent is pre-paid. If the tenant leaves the unit during the time when rent has been pre-paid, for any reason, the property owner or manager will reimburse the program for the remaining period that has been paid for.

Checks should be made payable to: **Metro Area Continuum of Care for the Homeless with the tenants name in the memo line, and mailed to:**

**Attn: City of Omaha – MACCH ERAP**  
Metro Area Continuum of Care for the Homeless  
6001 Dodge Street, Suite 117, Omaha, NE, 68182

(Due to all MACCH staff working remotely, we will not accept dropped off payments.

**This is a mailing address only.)**

### What happens if I receive duplicate funds?

If a tenant or property owner or manager receives funds for rent that has already been paid through a separate assistance fund or housing subsidy for any reason, the money provided through the City of Omaha – MACCH ERAP program must be refunded.

Checks should be made payable to: **Metro Area Continuum of Care for the Homeless with the tenants name in the memo line, and mailed to:**

**Attn: City of Omaha – MACCH ERAP**  
Metro Area Continuum of Care for the Homeless  
6001 Dodge Street, Suite 117, Omaha, NE, 68182

(Due to all MACCH staff working remotely, we will not accept dropped off payments. **This is a mailing address only.)**



## SPECIAL NOTE:

Any determination of fraudulent activity or inaccurate information will require the return of awarded funds. Fraudulent activity or knowingly providing inaccurate information may lead to additional legal action. If there are questions about property ownership, it will be verified on the Douglas County Assessor website or additional mechanisms through the City of Omaha.

## LOCATIONS OF OMAHA PUBLIC LIBRARIES

Locked drop boxes will typically be located near the information or circulation desk of the library. Envelopes are provided. Please be sure to put your name on the envelope containing your documents. Items will be picked up weekly by MACCH staff.

### **A.V. Sorensen Branch**

4808 Cass St., Omaha NE 68132  
Phone: (402) 444-5274  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **Benson Branch**

6015 Binney Street, Omaha NE 68104  
Phone: (402) 444-4846  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **Bess Johnson Elkhorn Branch**

2100 Reading Plz., Elkhorn NE 68022  
Phone: (402) 289-4367  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **Charles B. Washington Branch**

2868 Ames Ave., Omaha NE 68111  
Phone: (402) 444-4849  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **Florence Branch**

2920 Bondesson St., Omaha NE 68112  
Phone: (402) 444-5299  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **Millard Branch**

13214 Westwood Ln., Omaha NE 68144  
Phone: (402) 444-4848  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: 1:00pm – 5:00pm

### **Milton R. Abrahams Branch**

5111 N. 90th St., Omaha NE 68134  
Phone: (402) 444-6284  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: 1:00pm – 5:00pm

### **Saddlebrook Branch**

14850 Laurel Ave., Omaha NE 68116  
Phone: (402) 444-5780  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **South Omaha Library**

2808 Q St., Omaha NE 68107  
Phone: (402) 444-4850  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **W. Clarke Swanson Branch**

9101 W. Dodge Rd., Omaha NE 68114  
Phone: (402) 444-4852  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

### **W. Dale Clark (Main) Library**

215 S. 15th St., Omaha NE 68102  
Phone: (402) 444-4800  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: 1:00pm – 5:00pm

### **Willa Cather Branch**

1905 S. 44th St., Omaha NE 68105  
Phone: (402) 444-4851  
Monday-Thursday: 9:00am – 7:00pm  
Friday & Saturday: 9:00am – 5:00pm  
Sunday: Closed

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MACCHOMAHA



@MACCH\_OMA