

Operation COVID-19 Basic Needs Assistance FAQ's

(Frequently Asked Questions)

1. Who can apply for the Operation COVID-19 Basic Needs Assistance Program?

- a. Applicant **MUST** be a city resident (homeowner or renter).
- b. **Household assistance must be COVID-19 related.**
- c. Those who have outstanding bills from March 2020 forward.
- d. The HUD Topeka Median Household Income must not exceed these amounts for assistance:

1 person = \$52,800

2 people = \$60,400

3 people = \$67,900

4 people = \$75,400

5 people = \$81,500

2. What are the credit amounts for rent/mortgage?

- a. The total amounts paid will be based on each client's need, and the maximum allowed.
- b. PAYMENTS WILL BE SENT DIRECTLY TO THE LANDLORD OR MORTGAGE COMPANY, IN THE AMOUNT PAST DUE IN WHICH THE APPLICANT QUALIFIES FOR.
- c. **NO PAYMENTS WILL BE SENT DIRECTLY TO THE APPLICANT.**

3. What is the credit amount for internet/utilities?

- a. The program will provide a payment directly to the utility account for each approved applicant. The amount paid will be based on the arrearage owed per each application.
 - i. **Internet**
 - ii. **Kansas Gas**
 - iii. **Evergy**
 - iv. **Topeka Water Utility**
- b. Payments WILL BE MADE DIRECTLY TO THE INTERNET & UTILITY'S COMPANY THAT APPLICANT QUALIFIES FOR.
- c. **NO PAYMENTS WILL BE PAID DIRECTLY TO THE APPLICANT.**

4. How do I make an appointment?

- a. Appointments will be made **ONLY** through CRC.
- b. Call 785-233-1365 to make an appointment between 9:00am – 4:00pm to schedule and pick up an application form.

5. Where do I get an application form?

- a. Community Resources Council (CRC) will be administering the program for the City of Topeka. Call CRC at 785-233-1365 or visit CRC's website for more information.

6. What do we mean by a "COMPLETE" application?

- a. Application **MUST** be filled out and signed by applicant.
- b. Applicants **MUST** provide proof of address, income, and social security number.

- i. Examples include: a government issued personal identification card, KS driver's license and/or social security card.
- ii. Past 30 days pay stubs, SSI/SSDI, or current unemployment statement.
- c. **MUST** provide a rental lease or mortgage statement that payment is being requested.
- d. **MUST** provide a recent utility bill from each utility Company that a payment is being requested; for Internet, Kansas Gas Service, Evergy and/or the City Water Division.
- e. **CRC WILL VERIFY THE PAST DUE AMOUNT(S) BEFORE PAYMENT IS APPROVED.**

7. How long does it take to process my application?

- a. Once CRC receives a completed application with documents proving eligibility – the application will be processed, and a notice of account credit will be sent to the applicable rent, mortgage, internet, & utility companies.

8. What is the application deadline for these programs?

- a. Completed Applications will be accepted from December 1st, 2020 to May 31st, 2021. However, the program will close without notice when funding is exhausted.

9. My utility account is shut off. Will I still receive a credit on my account?

- a. The approved amount will be applied as a credit to your account, regardless of any remaining overdue balance.

10. My relative has rent/mortgage/utility accounts, but I pay the bills on their behalf. Will I receive the credit since I pay the bills on their accounts?

- a. **No.** ONLY The customer's name indicated on the rent/mortgage/internet/utility statements (the individual who established the accounts) OR an authorized person connected to the account, can apply for assistance.

11. Will this affect HMIS eligibility?

- a. No. Applicants who receive the Operation COVID-19 Basic Needs Assistance Program WILL NOT be barred from receiving other assistance within Shawnee County as long as it is **NOT** COVID-19 related funds.

12. Where can I learn more about the program?

- a. Contact CRC at 785-233-1365 or their web site at www.crcnet.org

13. I don't have a computer, so I prefer to talk with someone about the program. Who do I contact?

Call CRC at 785-233-1365 and a representative will assist you. You can also stop by during business hours to pick up all the paperwork.