

FAQs for One Louisville COVID-19 Response Fund Household Assistance

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What is One Louisville COVID-19 Response Fund?

The One Louisville: COVID-19 Response Fund is made possible by the coordination and generosity of Louisville Metro Government, the Community Foundation of Louisville, Metro United Way and other community partners that created this emergency response fund to rapidly deploy resources to individuals and community-based organizations impacted by the COVID-19 outbreak in our region. For more information or to donate, please visit: **COVID-19 Response Fund**.

What kind of assistance is available to households from the One Louisville COVID-19 Response Funds?

Income eligible households, with a verifiable loss of income – directly related to the COVID-19 pandemic – and a demonstrated need, may receive payment assistance up to \$1,000 per household. Funds will be distributed on a first come, first served basis until available funding is expended. Households seeking assistance are being served by Louisville Metro Office of Resilience and Community Services (RCS) via the Neighborhood Place network.

Who is Eligible?

- Jefferson County residency
- Household income at or below 100% AMI (Area Median Income) (See income guidelines below) within the previous 30 days.
- Need for rental assistance, childcare, transportation, food assistance, and/or utilities.
- Demonstrated loss of earned income related to COVID-19 illness or exposure including medical issues or incubation period, business closures, lay-offs, school closures and the lack of appropriate childcare on or after March 16, 2020.
- Must have exhausted community supports for service request.

What does it mean for household income at or below 100% AMI (Area Media Income)

Household income at or below 100% area median income within the previous 30 days (i.e. 1-person household: \$53,500 yearly or \$4,458 or less monthly; 2-person household: \$61,200 yearly or \$5,100 or less monthly; 3-person household: \$68,800 yearly or \$5,733 or less monthly; 4-person household: \$76,7400 yearly or \$6,366 or less monthly; and so on). See income guideline chart below.

Persons in Household	100% of AMI Louisville, Ky-IN HUD Metro FMT Area
1	\$54,300
2	\$62,000
3	\$69,800
4	\$77,500
5	\$83,700
6	\$89,900
7	\$96,100
8 or more	\$102,300

How to apply?

Residents wishing to apply must make an appointment in advance utilizing the automated appointment system. Two options are available:

- Call (502) 874-5060
- Online at OneLouHelp.itfrontdesk.com.

Have a pen and paper ready to write down the confirmation number, and also be prepared to enter the 10-digits for a working phone number that you can be reached at the day and time of your phone appointment and the last four digits of your social security number or ITIN number.

How are appointments being conducted?

The application process will be conducted by phone, I repeat by phone, with a staff member at Neighborhood Place on the day and time of your appointment. We are not seeing clients face-to-face at this time. Neighborhood Place facilities are temporarily closed for walk-in clients so this application process will need to be initiated by phone. Your Neighborhood Place worker will then explain how to provide corresponding documentation by email, or utilizing a drop box.

How are payments made?

After applications are processed and approved and all required documents are received, payments are made directly to vendors like landlords, LG&E and childcare providers (within approximately 10-15 days that an approved application has been entered into Castinet, our client database). No direct payments are made to the applicant.

What documentation is needed from applicants?

- Copy of picture ID
- Copies of Social Security cards for all household members/ITIN. (Or self-declared for undocumented persons, or proof of age for youth under 2 years old.)
- Proof of income within the last 30 days
- Demonstrated need and a demonstrated loss of income mentioned above

Do you have a sample application of what types of information will be requested?

Click link below for a sample application. Please do not drop off any documentation until you have been requested by a Neighborhood Place worker to do so.

https://louisvilleky.gov/sites/default/files/community_services/pdfs/neighborhoodplace_coronavirus_application_and_attachments_call_instructions_added.pdf

How can I get documents to the Neighborhood Place?

Please do not drop off any documentation until you have been requested by a Neighborhood Place worker to do so. Once requested, there are two options:

1. Drop off at the Neighborhood Place you connected with originally. Please make sure that your information has the staff person's name you spoke with.
2. Email scanned copy to the staff person you spoke with originally.
 - *You can scan this information by phone. Apps you can use include CamScanner and PhotoScan. These apps have the option of scanning black and white, which is preferred. Please make sure all documents are legible and clear.*

What if I am unable to email or drop off copies of required documentation?

Unfortunately, our Neighborhood Place workers are not seeing anyone face-to-face and must verify required documentation from our applicants. We can send application forms via postal mail and can also receive documents via postal mail as well. However, this process delays the delivery of information and payment to vendors. *If you cannot drop off documentation, it may be best to have someone who is able to drop this off for you.*

Can I drop off information at any Neighborhood Place?

Please do not drop off any paperwork/documentation prior to being asked to do so by a Neighborhood Place representative.

Do I submit original documentation?

Sending documentation via email or dropping off copies of the required documentation is preferred but if original information is mailed, our Neighborhood Place staff will return the original documentation by mail. Please ensure you have copies of the documentation. Copy machines are not available at the Neighborhood Places.

Can I get an earlier appointment?

We have received an overwhelming response from residents seeking assistance. Appointments are on a first come, first served basis.

Can I call and sign up at multiple Neighborhood sites?

Please only set up one phone appointment with only one Neighborhood Place worker. This helps our staff review applications and help clients in a timely and efficient manner.