

FAQ

What if the individual is not a resident of Santa Clara County?

We will assess immediate financial need and provide referrals to available resources that include community organizations in other county and other possible options for financial assistance.

Which cities fall under Santa Clara County?

Campbell, Cupertino, Gilroy, Los Altos, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale

If applicant provides identification outside of current California ID or the address on their ID does not match the current address on their application, how do we verify they are a resident of Santa Clara County?

We will be referencing pay stubs to verify address or can request most recent utility bill to confirm county residence should pay stubs not be applicable.

Is household income eligibility (80% AMI) determined based on current income or income prior to March, 2020?

We are determining 80% AMI eligibility based on income prior to March, 2020.

What if individual/family income exceeds 80% AMI?

In that case, the household does not qualify for assistance through the Financial Assistance for COVID-19 program. However, we will assess the needs of the household and provide applicable resources.

What if proof of income prior to March 1, 2020 reflects part-time work or fluctuating hours?

Applicant can provide current proof of income to reflect reduced hours, last 3 pay stubs from before March 1st or 2019 tax return (1040).

What are the documents reflecting loss of income related to COVID-19?

Depending on the circumstance, adults in the household can provide a Notice of Termination from employer, letter from employer capturing employment is on hold until further notice, letter from child's school/child care, or a letter from a medical professional stating you have been exposed or tested positive for COVID-19.

What if the individual is not able to provide required documents (for example, their workplace is closed and cannot provide a notice or pay stubs)?

Call 408-780-9134 or email covid19help@sacredheartcs.org to ask for more information about alternative documentation options.

How do you calculate income of "gig" workers AKA Uber/Lyft/etc.

Average paystubs from January and February 2020.

Do paystubs need to be consecutive?

No, we will be averaging paystubs provided. Ideally, at least 3 pay stubs from January & February 2020.

Can I request additional assistance next month if my unemployment or disability income has not yet been received?

You will need to re-apply and provide updated information so we can assess further.

Is income eligibility based on gross or net income?

We will be calculating the household's gross income.