



Resident Assistance Grant Program Frequently Asked Questions

What are the eligibility requirements for the Resident Assistance Grant Program?

To be eligible, applicants must:

- Be a St. Johns County resident.
- Submit a completed application packet with required documentation. Applications and a required documentation checklist will be available online or via email beginning at 10 a.m. on Thursday, August 20, 2020.
- Demonstrate:
 - Twenty-five percent or greater loss of household income due to COVID-19.
 - Household Income less than 140 percent AMI (see chart below).

State Housing Initiatives Partnership (SHIP) 2020 Gross Income Limits Adjusted to Family Size (Based on Area Median Income of \$75,000)								
Household Size	1	2	3	4	5	6	7	8
Over Moderate Income (140%)	\$73,500	\$84,000	\$94,500	\$105,000	\$113,400	\$121,800	\$130,200	\$138,600

What are the guidelines for the Resident Assistance Grant Program?

- Only one application per household will be accepted.
- Assistance paid in arrears beginning March 1, 2020, until funds are exhausted.
- Assistance will be available for past-due balances on rent or mortgage, electricity, water, utility gas, internet, and/or cellular services.

Total assistance from St. Johns County Resident Assistance Grant programs may not exceed \$5,000 per household.

What financial documents are required?

The application for the Resident Assistance Grant Program contains an Applicant Checklist, which includes required documentation. Please note that transaction histories or account summaries will not be accepted. Bank statements must show account name, account number, beginning and ending balances, as well as deposits and withdrawals. Utility bills must show customer name, account number, and service address.

Do I have to apply for funds in person, or can I complete an application online?

The application and supporting documents can be submitted online at www.sjcf1.us/sjccares. Once your application has been submitted, you will be assigned to a Housing Specialist who will process your application.



What if I cannot submit my application and documents online?

If you cannot submit an application online, please call 904.209.6050 and choose Option 1 to reach a Resident Assistance specialist who can assist you in obtaining a paper application.

I received unemployment benefits after March 1, 2020. Does this count toward my income?

Yes, any unemployment benefits received after March 1, 2020, is considered income.

Will the Resident Assistance Grant Program funds cover future mortgage, rent, and/or utility payments?

No, this program will pay past due mortgage, rent, and/or utility payments from March 1, 2020, to current month only and cannot exceed \$5,000 in total payments per household.

I am utilizing a loan to pay my bills. Can Resident Assistance Grant Program funds be used to make loan payments?

No, payments through the Resident Assistance Grant Program are made directly to a mortgage company, landlord, utility company, or internet service provider only. Funds received through the Resident Assistance Grant Program cannot be utilized to make loan payments.

How do I know if I am income eligible for this program?

Please visit the Resident Assistance Grant Program column on the St. Johns County CARES website at www.sjcfl.us/sjccares, and click "Apply Online." You will then be directed to an income qualification page.

Can I apply for both the Resident Assistance Grant and the Small Business Recovery Grant?

An eligible business owner who qualifies for the Small Business Recovery Grant may also apply for the Resident Assistance Grant if they also meet the qualifying criteria for that program.

How do I prove a 25% or greater loss of income?

A Housing Specialist will contact you to review the financial documents submitted with your application. Additional documents may be requested to help determine program eligibility.

When working on the online application, can I save the application and return to it at a later time?

Yes, an application may be saved and completed at a later time.

I received assistance from the previous St. Johns County Resident Assistance COVID-19 program through the County, am I eligible for assistance again?

Yes, you may be eligible for additional assistance under the St. Johns County CARES Resident Assistance Grant Program as long as your household did not receive more than \$5,000 in assistance with the previous program.



What happens if I submit an incomplete application?

A Housing Specialist will review all submitted applications. If your application is incomplete, a Housing Specialist will contact you to obtain the necessary information to help complete your application.

What is the contact information if I have additional questions?

For additional questions, please call 904.209.6050 (Option 1) or email sjccares@sjcfl.us.