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.