

Emergency Rental Assistance Program (ERAP)



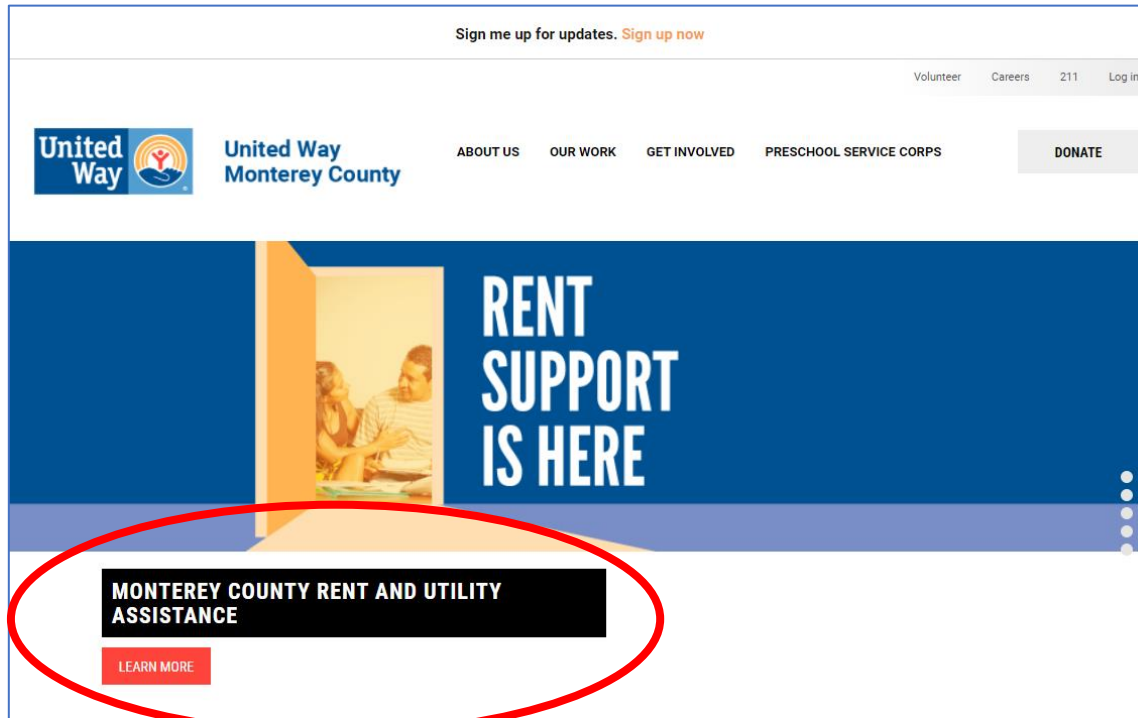
Navigating to the ERAP page

All information were taken from the



United Way
Monterey County website.

From the United Way Monterey County website




<https://www.unitedwaymcca.org/>

Direct link to the ERAP program page

Sign me up for updates. [Sign up now](#) ✕

Volunteer Careers 211 Log in

 **United Way**
Monterey County

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Monterey County Emergency Rental Assistance Program

[CLICK HERE TO APPLY](#)

We have received a large quantity of applications and we understand there are long wait times associated with this program. United Way Monterey County and our partner agencies are aware of this and working to process applications as quickly as possible. We are currently prioritizing those with rental arrears and who are at immediate risk of housing instability. We want to serve you as quickly as possible. Please be patient as we work to allocate more staff and resources to this program. Thank you for your understanding.

See the below Q&As for further clarification on the above announcement:

What changes are being made to the online portal?
Starting January 17th, we will be processing applications through Neighborly Software for a waitlist for this program. This will allow us to better track applications, prioritize those who urgently need assistance, and provide better communications to our community.

I applied before January 6th. Has my application been received?
If you applied before January 6th, your application has been received. Please call 211 to inquire about the status of your application.

<https://www.unitedwaymcca.org/county-rent-and-utility>


Signing up for the ERAP program

United Way Monterey County

Welcome to the Monterey County
Emergency Rental Assistance Program

New users must first register their account
before signing in to the portal

Sign In **Register**



Email Address 

Password

Remember my email address

Sign In

[Forgot your Password?](#)

 Neighborly Software 

Signing up for the ERAP program

United Way Monterey County

Welcome to the Monterey County
Emergency Rental Assistance Program

New users must first register their account
before signing in to the portal

Sign In Register

Email Address

Re-enter Email Address

First Name

Last Name

Password

Re-enter Password

Continue

Fill in the information required.

Signing up for the ERAP program

The screenshot shows a web interface for the United Way Monterey County Emergency Rental Assistance Program. The page is split into two main sections. The left section features the United Way Monterey County logo and a welcome message: "Welcome to the Monterey County Emergency Rental Assistance Program". Below this, it states: "New users must first register their account before signing in to the portal". The right section has a navigation bar with "Sign In" and "Register" tabs, where "Register" is the active tab. The main content of the right section is a confirmation message: "Thank you, a confirmation email has been sent to zeromonth@gmail.com". It includes instructions: "To continue, please close this browser window and use the link contained in the email." and "If you do not receive the email within 5 minutes, please check your Spam or Junk Mail folder, or contact". It also provides advice on how to improve email delivery: "If the email has been moved to Spam/Junk Mail, you can improve delivery of future emails by right-clicking on the email and indicating 'Not Spam', 'Not Junk' or 'Never Block Sender'." A small icon of a document with a checkmark is visible next to the email address. A help icon (a question mark in a circle) is located in the bottom right corner of the page.

United Way Monterey County

United Way

Welcome to the Monterey County
Emergency Rental Assistance Program

New users must first register their account
before signing in to the portal

Sign In Register

Thank you, a confirmation email has been sent to zeromonth@gmail.com

To continue, please close this browser window and use the link contained in the email.


If you do not receive the email within 5 minutes, please check your Spam or Junk Mail folder, or contact

If the email has been moved to Spam/Junk Mail, you can improve delivery of future emails by right-clicking on the email and indicating "Not Spam", "Not Junk" or "Never Block Sender".

A verification email will be sent to the email address that the registered with.

Signing up for the ERAP program


**United Way
Monterey County**

United Way 

Welcome to the Monterey County
Emergency Rental Assistance Program

New users must first register their account
before signing in to the portal

[Sign In](#) [Register](#)

Email Address 

Password

 Remember my email address

[Sign In](#)

[Forgot your Password?](#)

Once verified they can proceed in logging in to complete their application.

Signing up for the ERAP program

Good Afternoon,

United Way
Monterey County



Welcome to Monterey County's Emergency Rental Assistance Program.

Monterey County is committed to accessibility for all applicants. If you require this material in an alternate format or have questions about the program, please contact us by phone at 2-1-1.

Start a New Application

Tenant: Rental & Utility Assistance

Select this option if you are a **TENANT** applying for the Rental and Utility Assistance Program. This program is designed to provide funds to renters delinquent on rent payments due to COVID-19 impacts.

[Click here to start a new application](#)

Landlord: Rental Assistance

Select this option if you are a **LANDLORD** in Monterey County applying for the Rent and Utility Assistance Program.

[Click here to start a new application](#)

Program overview

The screenshot shows a web application interface. At the top left, there is a 'Home' link and a user profile icon. The main header reads 'Tenant: Rental & Utility Assistance Application' with 'Id: 30720' below it. On the left side, there are two buttons: 'View Users (1)' and 'Print Application'. Below these is a vertical list of menu items, each with a checkbox: 'Program Overview*' (checked), 'A. Eligibility', 'B. Applicant Information', 'C. Household Members', 'D. Income Verification', 'E. COVID-19 Impact', 'F. Rent Assistance Requested', 'G. Utility Assistance Requested', 'H. Additional Service Assistance Request', 'I. Prior Assistance Received', 'J. Required Documents', and 'Submit'. The main content area is titled 'Program Overview' and contains the text: 'Please provide the following information.' Below this, there is contact information for 'MONTEREY COUNTY'S EMERGENCY RENTAL ASSISTANCE APPLICATION' and 'Monterey County' (60 Garden Court, Monterey, CA 93940, 2-1-1, kelly.dewolfe@unitedwaymcca.org). A paragraph explains the program's purpose: 'The Monterey County Emergency Rental Assistance program is designed to assist Monterey County residents directly impacted by COVID-19 with rental and utility assistance. Various forms of documentation are required by this program to determine eligibility, and if eligible, to determine the amount of financial assistance available per applicant. If you have questions regarding this application or need assistance, please call 211 Monterey County by dialing 2-1-1 on your phone.' A 'NOTE' section states: 'NOTE: Much of the correspondence for this Program is via EMAIL, so please check your Spam email folder if you have not received any emails from Neighborly Software or from EMAIL.' Another paragraph explains eligibility criteria: 'Eligibility criteria for BOTH Tenant AND Landlord are outlined in the two sets of criteria below. Before proceeding, it is recommended that both tenant and landlord discuss and agree that they are both willing and able to proceed and that both will complete the online application, provide all required items, and follow all stated terms.' A final 'NOTE' states: 'NOTE: The software for this program has changed. We have transitioned to a new software in order to better address client needs, and improve communications with clients. If you have applied for this program using the former software, please do not'. A blue circular help icon with a question mark is located in the bottom right corner of the content area.

Provides information about the program and basic qualifications.

Eligibility

Home 👤

Tenant: Rental & Utility Assistance Application

Id: 30720

View Users (1) Print Application

- Program Overview
- A. Eligibility***
- B. Applicant Information
- C. Household Members
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A. Eligibility

The following questions will help determine whether your household meets basic eligibility for the Monterey County Emergency Rental Assistance program.

A.1. Is your household income at or below the 80% area median income level?

Yes
 No

Household Size	1	2	3	4	5	6	7	8
Income 80%	\$54,150.00	\$61,850.00	\$69,600.00	\$77,300.00	\$83,500.00	\$89,700.00	\$95,900.00	\$102,050.00

A.2. Are you delinquent on your rent and/or utility payments or know you won't be able to pay next month's rent?

Yes
 No

A.3. Are you a resident of Monterey County?

Yes
 No

A.4. Have you qualified for unemployment benefits or have you experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly to the coronavirus outbreak ?

Yes
 No

IF YOU ANSWERED NO TO ANY OF THESE QUESTIONS, YOU MAY NOT BE ELIGIBLE FOR EMERGENCY RENTAL ASSISTANCE. YOU CAN CONTINUE THE APPLICATION, AND WE WILL NOTIFY YOU OF YOUR ELIGIBILITY BASED ON YOUR COMPLETED APPLICATION.

No save history

?

Eligibility question.

Application Information

Home

Tenant: Rental & Utility Assistance Application
Id: 30720

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B. Applicant Information

Please provide the following information.

PRIMARY APPLICANT

B.1. Applicant First Name:

B.2. Applicant Last Name:

B.3. Home Address

Address Line 1

Address Line 2

City Zip

B.4. Mailing Address ⓘ

Address Line 1

Address Line 2

City Zip

B.5. Telephone Number

B.6. E-Mail

B.9. Is any household member currently receiving unemployment compensation for at least 90 days? ⓘ

Yes

No

B.10. Are you currently behind on rent?

Yes

No

B.11. Any other notes?

No save history

CO-APPLICANT (IF APPLICABLE)

B.12. Co-Applicant First Name

B.13. Co-Applicant Last Name

B.14. Home Address

Address Line 1

Address Line 2

City Zip

B.15. Telephone Number

B.16. E-Mail

Applicant's information.

Household members

Home 👤

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C. Household Members

List all household members. Including you, the applicant. You may list your ITIN number in the SSN field if applicable.

[Click here to add a new household member](#)

No save history

Save

Complete & Continue

N

Other members of the household information.

Income verification

Home

Tenant: Rental & Utility Assistance Application
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HOUSEHOLD INCOME CERTIFICATION METHOD

- I will certify my household annual income by using my 2021 Federal Income Tax Return
- My household qualifies based on our participation in another income-based state or federally funded assistance program.
- I will certify my annual household income by documenting each household members income source(s).

Oops, looks like you haven't added any Household Members yet - please add Household Member(s) before adding Income.

= TOTAL COMBINED INCOME ⓘ \$0.00

No save history

Save Complete & Continue

The applicant can use their 2021 Federal Income Tax Return, or proof that they also qualify for other state/federal funded assistance program.

Covid-19 Impact

Home User Icon

Tenant: Rental & Utility Assistance Application
Id: 30720

View Users (1) Print Application

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- Submit

E. COVID-19 Impact

1. Has the leaseholder or other members of the leaseholder household lost income due to the COVID-19 pandemic?

Yes
 No

2. Please check each condition that applies to the leaseholder or other members of leaseholder household who have lost income due to the COVID-19 pandemic (check all that apply):

- Have been laid off temporarily or permanently
- Have had work hours reduced
- Were about to start a new job but could not, or were terminated from a new job before establishing sufficient work history to be eligible for regular benefits
- Are self-employed, and their business is no longer supplying them with income or such income has been reduced
- Are independent contractors or gig workers who have not been able to earn fees, or whose fees have been reduced
- Have become sick themselves or have been advised by a governmental or medical professional to self quarantine
- Have had to leave a job or reduce hours in order to care for a person who is sick
- Have had to leave a job or reduce hours to care for dependents whose ordinary situations (such as school or daycare) have been disrupted

The applicant needs to provide information how they were impacted by Covid-19.

Rental Assistance

Home

Tenant: Rental & Utility Assistance Application
Id: 30720

View Users (1) Print Application

- Program Overview
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- Submit

F. Assistance Request

Fill out the amount that you are requesting for each month of housing payments that you require assistance for due to your household's COVID-19 impact. For instance, if you require assistance for \$1,000 of rent missed in November 2020, but only \$500 of rent missed in December 2020, then you would fill out \$1,000 in November 2020 and \$500 in December 2020.

RENTAL ASSISTANCE REQUESTED	LANDLORD INFORMATION
<p>1. Are you requesting rent Assistance?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	

No save history


Save Complete & Continue

N



?

To be filled up if the applicant also needs rental assistance.

Utilities Assistance

Home 

Tenant: Rental & Utility Assistance Application
Id: 30720

 View Users (1)  Print Application


- Program Overview
- A. Eligibility
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- C. Household Members
- D. Income Verification
- E. COVID-19 Impact
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- G. Utility Assistance Requested*
- H. Additional Service Assistance Request
- I. Prior Assistance Received
- J. Required Documents
- Submit

H. Utility Assistance

Please provide the following information.

WATER/SEWER ASSISTANCE REQUESTED	GAS/PROPANE ASSISTANCE REQUESTED	ELECTRIC ASSISTANCE REQUESTED
1. Are you requesting water/sewer utility assistance? <input type="radio"/> Yes <input type="radio"/> No	6. Are you requesting gas/propane utility assistance? <input type="radio"/> Yes <input type="radio"/> No	11. Are you requesting electric utility assistance? <input type="radio"/> Yes <input type="radio"/> No

No save history



To be filled up if the applicant needs utility assistance assistance.

Other services

The screenshot shows a web application interface for a tenant assistance application. The header includes a logo, the word 'Home', and a user profile icon. The main content area is titled 'Tenant: Rental & Utility Assistance Application' with ID 30720. A sidebar on the left contains a list of application steps, with 'H. Additional Service Assistance Request*' selected. The main form area is titled 'H. Additional Service Assistance Request' and asks for information regarding internet and waste management services. It includes two columns of questions with radio button options for 'Yes' and 'No'. Below the questions is a text prompt to fill in estimated amounts, a 'No save history' message, and two buttons: 'Save' and 'Complete & Continue'. A blue 'N' logo is at the bottom center, and a help icon is in the bottom right corner.

Home

Tenant: Rental & Utility Assistance Application
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View Users (1) Print Application

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- Submit

H. Additional Service Assistance Request

Please provide the following information.

INTERNET SERVICE ASSISTANCE REQUESTED

1. Are you requesting internet utility assistance?

Yes
 No

WASTE MANAGEMENT/REFUSE SERVICE ASSISTANCE REQUESTED

6. Are you requesting trash utility assistance?

Yes
 No

Please fill in the estimated amount you are requesting for assistance for each of the months listed below.

No save history

Save Complete & Continue

N

?

Can be used for services that the applicant may need assistance on.

Assistance received

Home

Tenant: Rental & Utility Assistance Application
Id: 30720

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- Submit

I. Prior Assistance Received

Assistance provided under the Emergency Rental Assistance Program for households economically impacted by COVID-19 may not exceed a household's monthly unmet housing cost needs. List all other sources of rent or utility assistance received from local governments, the State, Owner Preservation Program, non-profit organizations, faith based organizations, or friends and family.

PRIOR HOUSING ASSISTANCE RECEIVED

1. Has anyone in your household applied for, or received any rental and/or utility assistance from any source (local, state, federal, private) **FOR THE MONTHS YOU ARE APPLYING TO ERA FOR?**

Yes
 No

2. List the housing assistance that you have already received each month, where applicable. List all of the sources of financial and/or housing assistance (the name of the local, state, federal or private organization) **FOR ONLY THE MONTHS YOU ARE APPLYING TO ERA.**

3. Which agency have you worked with on this prior assistance?

4. Do you consent to receive referrals to other services? This will enable our staff to refer you to services such as legal, food, childcare, and other services through our Smart Referral Network (SRN).

Yes
 No

March 2020 March Assistance Source

April 2020 April Assistance Source

If the applicant has applied to the program prior, they will need to provide information about it.

Assistance received

Upload the necessary documents required. For requirements-specific questions you may contact United Way at 831-372-8026 / kalyssa.king@unitedwaymcca.org or via <https://211montereycounty.org/contact-us/>

Frequently asked questions

Is Monterey County Rental Assistance Program open to all residents regardless of their citizenship status?

You are eligible to apply for the Monterey County Rental Assistance Program, regardless of citizenship status. The application process does not ask questions related to your citizenship or legal status.

Can I qualify even if I didn't lose my job?

Yes. Renters can qualify as long as they have suffered COVID-19-related financial distress that caused them to be unable to pay their rent between the dates of April 1, 2020 and September 30, 2021.

If I live in a mobile home, can I qualify for rental/utility assistance?

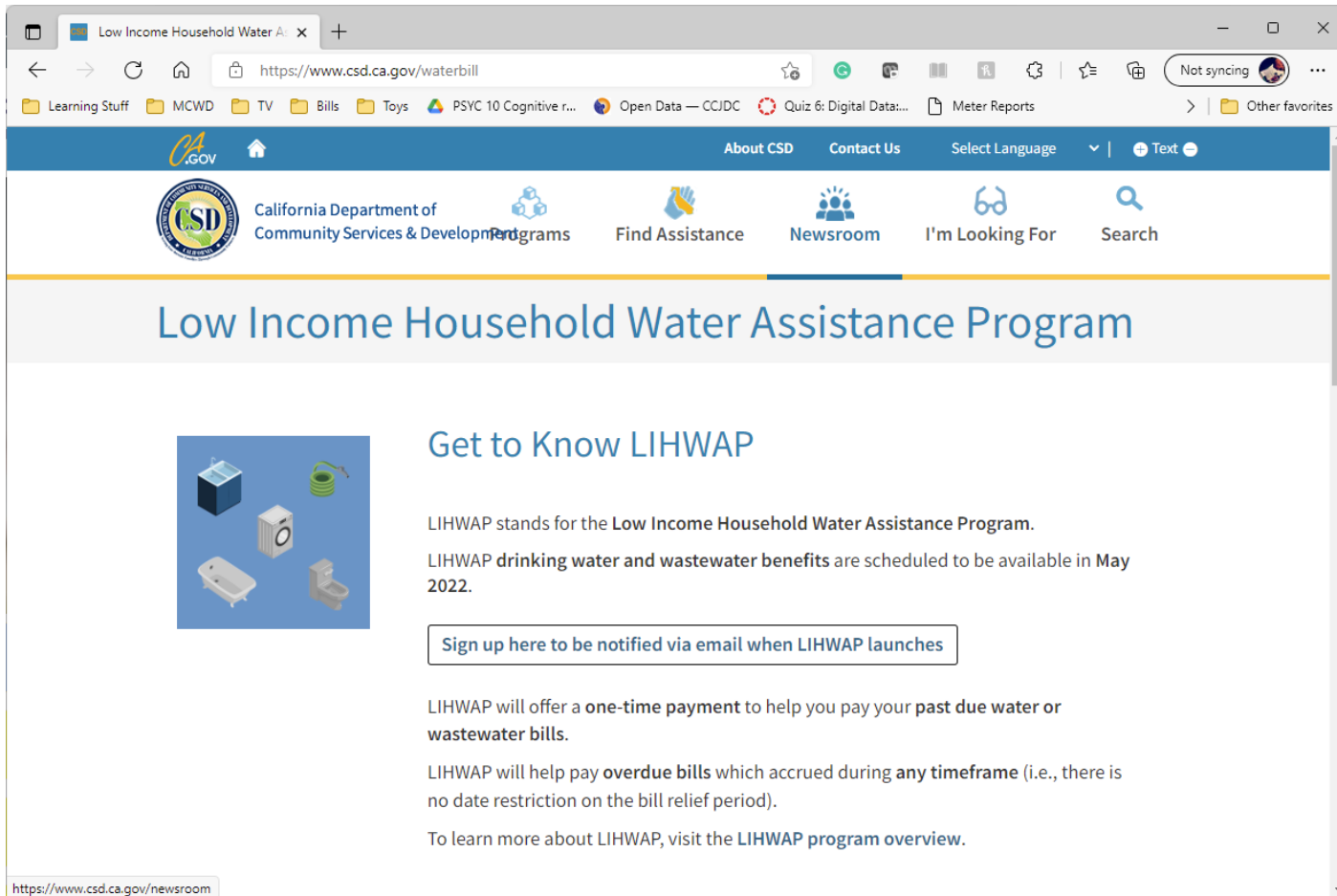
Yes. Rental payments for either the manufactured home and/or the parcel of land the manufactured home occupies are eligible for financial assistance under the program. Households renting manufactured housing and/or the parcel of land the manufactured home occupies may also receive assistance for utilities and other expenses related to housing.

Can a Homeowner receive assistance for their Home Mortgage or utilities?

No, the Monterey County Rental Assistance Program can only assist RENTERS with past due rent and utility bills. For information on mortgage assistance, visit the State of California Housing Website for more information.

<https://www.unitedwaymcca.org/erap-faqs>

Other CA programs



The screenshot shows a web browser window displaying the California Department of Community Services & Development website. The page title is "Low Income Household Water Assistance Program". The navigation bar includes "About CSD", "Contact Us", "Select Language", and "Text". The main content area features a blue header with the CSD logo and the text "California Department of Community Services & Development". Below this, there are icons for "Programs", "Find Assistance", "Newsroom", "I'm Looking For", and "Search". The main heading is "Low Income Household Water Assistance Program". A sub-heading "Get to Know LIHWAP" is followed by a paragraph: "LIHWAP stands for the Low Income Household Water Assistance Program. LIHWAP drinking water and wastewater benefits are scheduled to be available in May 2022." A button reads "Sign up here to be notified via email when LIHWAP launches". Below this, two paragraphs describe the program: "LIHWAP will offer a one-time payment to help you pay your past due water or wastewater bills." and "LIHWAP will help pay overdue bills which accrued during any timeframe (i.e., there is no date restriction on the bill relief period). To learn more about LIHWAP, visit the LIHWAP program overview." The footer shows the URL "https://www.csd.ca.gov/newsroom".

Low Income Household Water Assistance Program

Get to Know LIHWAP

LIHWAP stands for the **Low Income Household Water Assistance Program**.

LIHWAP drinking water and wastewater benefits are scheduled to be available in **May 2022**.

[Sign up here to be notified via email when LIHWAP launches](#)

LIHWAP will offer a **one-time payment** to help you pay your **past due water or wastewater bills**.

LIHWAP will help pay **overdue bills** which accrued during **any timeframe** (i.e., there is no date restriction on the bill relief period).

To learn more about LIHWAP, visit the [LIHWAP program overview](#).

<https://www.csd.ca.gov/newsroom>

<https://www.csd.ca.gov/waterbill>