



Raytown CARES Act Individual Assistance Program Frequently Asked Questions

This summer, The City of Raytown's Mayor and Board of Alderman approved rental and utility assistance as part of its CARES Act allocation from Jackson County. The City has contracted with HOPE Network and Raytown REAP to oversee the distribution of \$200,000 CARES Act assistance to those experiencing financial hardship due to COVID19. The City of Raytown remains committed to supporting our residents.

How do I apply?

Beginning October 1, 2020, the Raytown CARES Act Individual Assistance Program application will be available for applicants to submit on this website. Prior to October 1, applicants can review program details and begin compiling supporting documents for their requests.

When does the application period close?

Beginning October 1, 2020, applicants will be able to submit applications for the Raytown CARES Act Individual Assistance Program. Applications will be reviewed on a first come, first served basis, and will continue to be reviewed until funding is no longer available. A submission of an application does not guarantee an applicant will receive assistance.

Who is eligible to receive support through the Raytown CARES Act Individual Assistance Program?

Applicants must meet the following criteria to be eligible for assistance:

- Applicant **must** live in the Raytown, MO (physical address must be in Raytown, MO not the Raytown C2 School District)
- Must be able to demonstrate economic impact from loss of income, financial or personal hardship due to COVID-19 (after March 24, 2020)
- Applicant must be 18 years of age or older

Can more than one person in a household apply for Raytown CARES Act Individual Assistance?

Only one person per household may apply for the Raytown CARES Act Individual Assistance Program. Households that submit multiple applications will not be considered.

If I need assistance completing the application, who may I contact?

Individuals needing assistance may contact a Raytown CARES Act Individual Assistance Program representative by phone at **816-737-6121**.

What documentation will I need to provide to support my application?

After submitting an application with your background information, you will be contacted by a local partner who will collect the following:

- Social Security cards (or numbers) for everyone in the household
- Picture ID for household members over 18
- Verification of Income (check stubs, bank statement, etc.)
- Verification of SSI, Disability, Food Stamps, Section 8, TANF, etc. (if applicable)
- Signed Lease, rental agreement, letter from the landlord or mortgage lender
- All current bills and/or shut off notices

Can I submit an incomplete application?

Applications that do not contain the required information will not be immediately considered. A program representative will attempt to contact the applicant to obtain missing information. If you have questions about the required information or experience technical difficulties while submitting an application, please call **816-737-6121**.

What expenses does this program support?

The program can provide payment for past due rent, mortgage, and/or utilities.

How much assistance may I receive through the program?

Eligible applicants may receive up to \$500 in assistance for past due rent, mortgage and/or utility payments.

If approved, how are Raytown CARES Act Individual Assistance funds distributed?

After an application and eligibility has been approved, the Raytown CARES Act Individual Assistance Program will issue payments for past due eligible expenses directly to an applicant's landlord, mortgage lender and/or utility service provider. Applicants will not be issued funds directly.

How long will it take for my application to be reviewed?

Upon completion of the application, applicants will receive immediate notification to confirm receipt. A staff member from Raytown REAP or HOPE Network will contact applicants within **2 - 5 business days** to begin processing the request and to complete the determination of eligibility. After an application is approved, a payment for past due rent, mortgage and/or utility payments may then be issued directly to service providers for eligible expenses up to \$500.

To assist in expediting the process, please prepare the following additional documents:

- Social Security cards (or numbers) for everyone in the household
- Picture ID for household members over 18

- Verification of Income (check stubs, bank statement, etc.)
- Verification of SSI, Disability, Food Stamps, Section 8, TANF, etc. (if applicable)
- Signed Lease, rental agreement, letter from the landlord or mortgage company
- All current bills and/or shut off notices

What if I am not eligible for assistance through the Raytown CARES Act Individual Assistance program?

Multiple organizations in Raytown and surrounding areas provide emergency support to persons in need of assistance. The following list of resources is available at www.RaytownCARES.com may be of use to help address a specific need.