



City of Santa Ana CARES for Tenants Program Program Guidelines

The City of Santa Ana recognizes the financial hardships faced by many of its residents due to the Coronavirus (COVID-19). In response, the Santa Ana City Council established the Coronavirus Emergency Rental Relief Fund for Tenants (Santa Ana “CARES for Tenants”)* to provide emergency rental relief for qualified, low-income households who are not able to pay their rent due to the Coronavirus. Low-income Santa Ana renters impacted by the Coronavirus may apply online to receive full payment of all their rental arrears / past due rent owed to their landlord since April 1, 2020.

These **Program Guidelines** describe the **Program Background, How it Works, Eligibility Criteria, Determination and Documentation of Household Income, Duplication of Benefits Requirements, and the Application Requirements and Instructions**. Applications are available on the Santa Ana CARES website (www.santa-ana.org/cares-for-tenants) or can be requested directly from The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or Lutheran Social Services of Southern California. If you do not have internet access or need assistance submitting an application please contact the Santa Ana Work Center. Assistance is available by appointment only. Please contact the Work Center at (714) 565-2600 or by email at saworkcenter@santa-ana.org to schedule your appointment. No walk-ins will be permitted and anyone entering the Work Center will be subject to temperature checks and must wear a face covering. An application can also be mailed to you via USPS with return postage paid.

The City is accepting CARES for Tenants applications until all of the funds are exhausted.

**The CARES for Tenants Program has received allocations of funding from the Emergency Rental Assistance Program (ERAP) administered by the Department of Treasury; the Community Development Block Grant – Coronavirus (CDBG-CV) funds administered by the Department of Housing and Urban Development; and the State of California Coronavirus Relief Funds (CRF). The Program Guidelines have been updated to conform to the requirements of each funding source. Therefore, the guidance contained herein supersedes any previously published Coronavirus Emergency Rental Relief Fund Program Guidelines.*

***Renters who have already been approved for any amount up to \$5,500 in emergency rental assistance, may be considered for additional assistance (up to the amount they owe in rental arrears with a maximum of 15 months of assistance) after re-certifying their eligibility and confirmation of their rental arrears is received from the landlord.*

****Where this guidance refers to the “City”, this includes The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or Lutheran Social Services of Southern California as the subcontractors for the City.*

Background

The Coronavirus crisis has hit many Santa Ana families hard. Paying rent may already



be difficult under normal circumstances, but lost jobs and reduced work hours due to the virus have made it nearly impossible. The State's eviction moratorium has helped renters stay in their homes, but we know paying rent to the landlord can be a big mountain to climb.

We are here to help. The Coronavirus Emergency Rental Relief Fund for Tenants (Santa Ana "CARES for Tenants") aims to help struggling low-income renters who have been unable to make their rent payments since April 1, 2020. Payments shall be made directly to the landlord on behalf of the eligible household, except that, if the landlord does not agree to accept such payment from the City after outreach to the landlord by the City, the City may make such payments directly to the eligible household for the purpose of making payments to the landlord. Low-income tenants who earn less than 80% of the Area Median Income and who are in need of direct rental assistance for rental arrears should apply. In reviewing applications for financial assistance to eligible households, the City shall prioritize consideration of the applications of an eligible household where the income of the household does not exceed 50 percent of the area median income. This assistance is a grant and does not have to be paid back.

See the **Frequently Asked Questions** on the program at www.santa-ana.org/cares-for-tenants. Read more below.

How it Works

Low-income renters who are struggling to pay their rent due to the Coronavirus can receive assistance in the form of a payment to their landlord for 100% of their rental arrears / past due rent owed since April 1, 2020, up to a maximum of 15 months of rental arrears. The City will not make payments for prospective rent payments (current or future rent), but will provide assistance to eliminate rental arrears (maximum of 15 months) for eligible households. Specifically, an eligible household may receive up to twelve (12) months of assistance (plus an additional three (3) months if necessary to ensure housing stability for the household, subject to the availability of funds). [The aggregate amount of financial assistance an eligible household may receive under ERA2, when combined with financial assistance under ERA1, must not exceed 18 months]. Payment will be made by the United Way of Orange County on behalf of the City. For any payments made by the United Way of Orange County to a landlord on behalf of an eligible household, the United Way of Orange County shall provide documentation of such payments to the household.

The City of Santa has partnered with eight local nonprofit organizations to review applications and determine the eligibility of families for assistance. Specifically, the City is working with The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, and Lutheran Social Services of Southern California. Payments will be made by the United Way of Orange County on behalf of one of these eight nonprofit organizations to the landlord.



Applications must be complete, including the required documents, before the application can be submitted.

Applications will be selected based on a written sorting methodology process that prioritizes eligible households where the income of the household does not exceed 50 percent of the area median income. Specifically, the City has a preference for households with incomes less than 50% of the area median income. All applicants will be informed about this preference through the publication of the sorting methodology, the Program Guidelines and Program Flyer in English, Spanish and Vietnamese.

Each approved applicant will receive an amount equal to their total rental arrears (up to a maximum of 15 months of rental arrears) paid to their landlord or property manager for any rent payments incurred after April 1, 2020. If the landlord does not agree to accept such payment from the United Way of Orange County after outreach to the landlord, the United Way of Orange County may make such payments directly to the eligible household for the purpose of making payments to the landlord. Specifically, the United Way of Orange County will make reasonable efforts to obtain the cooperation of landlords to accept payments. Outreach will be considered complete by the United Way of Orange County if (i) a request for participation is sent in writing, by mail, to the landlord, and the landlord does not respond to the request within 7 calendar days after mailing; (ii) the United Way of Orange County has made at least three attempts by phone, text, or e-mail over a 5 calendar-day period to request the landlord's participation; or (iii) a landlord confirms in writing that the landlord does not wish to participate. The final outreach attempt or notice to the landlord must be documented.

Landlords are prohibited from evicting a family for nonpayment of rent in months for which they receive emergency rental assistance.

Here is a flowchart of how the CARES for Tenants Program works:





Re-Certifications of Previous Participants for Additional Assistance:

Families who have already applied or been approved for up to \$5,500 or \$3,000 in emergency rental assistance since May 1, 2020 (previous participants), may be considered for additional assistance up to their total rent owed (up to a maximum of 15 months of rental arrears) since April 1, 2020 after re-certifying their eligibility that they are still having difficulty paying rent because of a COVID-19 impact and submission of the additional verification of income and at risk of homelessness documentation. Re-certification must be documented before an additional payment will be sent to the landlord. A standard set of questions will be asked of both the landlord and renter to determine if the renter qualifies for an additional payment up to a total amount equal to a maximum of 15 months of rental arrears owed since April 1, 2020. Additional forms will be required of the families to re-verify their income and at-risk of homelessness. The family must be currently eligible with all of the current program requirements provided in their Program Guidelines; the family will not need to resubmit a new application and can be re-certified separately from the standard application.

If the renter is re-certified as eligible following this recertification process, a check will be sent to their landlord by the United Way of Orange County with a letter that states that the payment must be returned to the United Way if there is a duplication of benefits for a month that has already been paid by the CARES for Tenants Program or the State of California Emergency Rental Assistance Program.

Who is Eligible?

The term “eligible household” means a household of 1 or more individuals who are obligated to pay rent on a residential dwelling and with respect to which the City determines:

- (i) Must be a resident of the City of Santa Ana with a current lease or sublease agreement with an address in the City.
 - (l) The lease or sublease agreement must be a current lease, signed by the applicant and the landlord or sublessor that identifies the unit where the applicant resides and establishes the rental payment amount. If a household does not have a signed lease, documentation of residence may include evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner or management agent of the unit, or other reasonable documentation. In the absence of a signed lease, evidence of the amount of a rental payment may include: 1) a written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is; 2) bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent; 3) a written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit; or 4) proof of payments from the tenant & balance owed (provided by the landlord/owner – rent ledger). A hand-written or typed written statement signed by both tenant and landlord



indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is satisfies both requirements to identify where the applicant resides and their rental payment amount. A hand-written or typed written statement is preferred in the absence of a signed lease.

- (ii) That 1 or more individuals within the household has:
 - (II) qualified for unemployment benefits or
 - (III) experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly to the novel coronavirus disease (COVID-19) outbreak, to which the applicant shall attest in writing.

- (iii) That 1 or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability, which may include—
 - (I) a past due utility or rent notice or eviction notice;
 - (II) written attestation of unsafe or unhealthy living conditions;
 - (III) written attestation that the household is at risk of homelessness;
 - (IV) written attestation of doubling or tripling up with other households, or
 - (V) a rent ledger from the landlord documenting an accumulation of rental arrears.

- (iv) The household has a household income that is not more than 80 percent of the area median income for the household:

Family Size	Maximum Family Income (80% AMI)	Family Size	Maximum Family Income (80% AMI)
1	\$75,300	5	\$116,200
2	\$86,050	6	\$124,800
3	\$96,800	7	\$133,400
4	\$107,550	8	\$142,000

**In reviewing applications for financial assistance, the City has a preference for households with incomes less than 50% of the area median income.*

While we do require identification for all members of your household, we will not ask about your citizenship status. We will ask about your race and ethnicity on the application as part of the Department of Housing and Urban Development’s (HUD) and Department of Treasury data collection purposes. It may even help Santa Ana get more federal and/or state funds to help our residents. Your race or ethnicity does not impact your eligibility for rental assistance.

Households residing in temporary housing such as motels or homeless shelters are not eligible.



Determination and Documentation of Household Income:

Definition of Income: With respect to each household applying for assistance, the City uses the U.S. Department of Housing and Urban Development's (HUD) definition of "annual income" in 24 CFR 5.6091. The City will determine income eligibility based on either (i) the household's total income for calendar year 2020, or (ii) sufficient confirmation of the household's monthly income at the time of application.

If the City uses a household's monthly income to determine eligibility, the City will review the monthly income information provided at the time of application and extrapolate over a 12-month period to determine whether household income exceeds 80 percent of area median income. For example, if the applicant provides income information for two months, the City will multiply it by six to determine the annual amount.

Documentation of Income Determination: The City will have a reasonable basis under the circumstances for determining income. The City will generally require a written attestation from the applicant as to household income **and** also documentation available to the applicant to support the determination of income, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, or an attestation from an employer. Under limited circumstances, the City may rely on a written attestation from the applicant without further documentation of household income as described below.

Categorical Eligibility: If an applicant's household income has been verified to be at or below 80 percent of the area median income in connection with another local, state, or federal government assistance program, the City will rely on a determination letter from the government agency that verified the applicant's household income, provided that the determination for such program was made on or after January 1, 2020.

Written Attestation Without Further Documentation: To the extent that a household's income, or a portion thereof, is not verifiable due to the impact of COVID-19 (for example, because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, the City may accept a written attestation from the applicant regarding household income. In appropriate cases, the City may rely on an attestation from a caseworker with knowledge of a household's circumstances from The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or Lutheran Social Services of Southern California to certify that an applicant's household income qualifies for assistance.



Fact-Specific Proxy: A grantee may also rely on a written attestation from the applicant as to household income if the grantee also uses any reasonable fact-specific proxy for household income, such as reliance on data regarding average incomes in the household's geographic area. The City will use the average income in the neighborhood in which the renter lives as verified by a map provided by PolicyMap. The "household's geographic area" or "neighborhood" is defined as the census block for the household. The average income will be the average income earned per person in the census block area in a specified year, also known as the per capita income. It is calculated by dividing the area's total income by its total population.

Duplication of Benefits:

The City shall ensure that any rental assistance provided to an eligible household is not duplicative of any other Federally funded rental assistance provided to such household. An eligible household that occupies a federally subsidized residential or mixed-use property may receive assistance, provided that the funds are not applied to costs that have been or will be reimbursed under any other federal assistance. If an eligible household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant rent is adjusted according to changes in income, the renter household may receive assistance for the tenant-owed portion of rent or utilities that is not subsidized.

Pursuant to section 501(k)(3)(B) of Subdivision N of the Act and 2 CFR 200.403, when providing assistance, the City will review the household's income and sources of assistance to confirm that the assistance does not duplicate any other assistance, including federal, state, or local assistance provided for the same costs. The City will rely on an attestation from the applicant regarding non-duplication with other government assistance in providing assistance to a household. The City will coordinate and participate in joint administrative solutions with the State of California's Emergency Rental Assistance Program to confirm that the assistance does not duplicate any other assistance.

Receiving unemployment benefits or a stimulus check does not make your household ineligible.

How do I apply and what are the requirements for my application?

Applications for the CARES for Tenants Program are available on our webpage, in-person or can be requested directly from The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or



Lutheran Social Services of Southern California. An application can also be mailed to you via USPS with return postage paid.

The following documents are required at the time of submittal for a complete application packet:

- A valid photo I.D for each adult family member
- Landlord/Property Management's name and contact information. Including phone number, email, and/or fax number
- Copy of your lease or sublease agreement.
 - The lease or sublease agreement must be a current lease, signed by the applicant and the landlord or sublessor that identifies the unit where the applicant resides and establishes the rental payment amount. If a household does not have a signed lease, documentation of residence may include evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner, management agent or sublessor of the unit, or other reasonable documentation. In the absence of a signed lease, evidence of the amount of a rental payment may include: 1) a written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is; 2) bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent; 3) a written attestation by a landlord who can be verified as the legitimate owner, management agent or sublessor of the unit; or 4) proof of payments from the tenant & balance owed (provided by the landlord/owner – rent ledger). A hand-written or typed written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is satisfies both requirements to identify where the applicant resides and their rental payment amount. A hand-written or typed written statement is preferred in the absence of a signed lease.
- Copy of the declaration to your landlord providing verification of your inability to pay rent.
 - In order to apply for assistance, you MUST notify your landlord of your inability to pay rent due to a COVID-19 related hardship. The City recommends using the State of California's Declaration of COVID-19-Related Financial Distress form. The letter is the documentation that the City is requesting to show that the tenant cannot make rent due to a reason related to COVID-19. (If you have a concern about sending a letter or declaration to your landlord, you can address the letter to the City). You can find a copy of the Declaration of COVID-19-Related Financial Distress here: <https://landlordtenant.dre.ca.gov/tenant/forms.html>



- **Verification of Income Eligibility:**
 - A written attestation from the applicant as to household income **and** also documentation available to the applicant to support the determination of income, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, or an attestation from an employer. Under limited circumstances, the City may rely on a written attestation from the applicant without further documentation of household income as described below.
 - If an applicant's household income has been verified to be at or below 80 percent of the area median income in connection with another local, state, or federal government assistance program, the City will rely on a determination letter from the government agency that verified the applicant's household income, provided that the determination for such program was made on or after January 1, 2020.
 - To the extent that a household's income, or a portion thereof, is not verifiable due to the impact of COVID-19 (for example, because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, the City may accept a written attestation from the applicant regarding household income. In appropriate cases, the City may rely on an attestation from a caseworker with knowledge of a household's circumstances from The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or Lutheran Social Services of Southern California to certify that an applicant's household income qualifies for assistance.
 - **Documentation to demonstrate a risk of experiencing homelessness or housing instability**, which may include— 1) a past due utility or rent notice or eviction notice; 2) written attestation of unsafe or unhealthy living conditions; 3) written attestation that the household is at risk of homelessness; 4) written attestation of doubling or tripling up with other households, or 5) a rent ledger from the landlord documenting an accumulation of rental arrears.

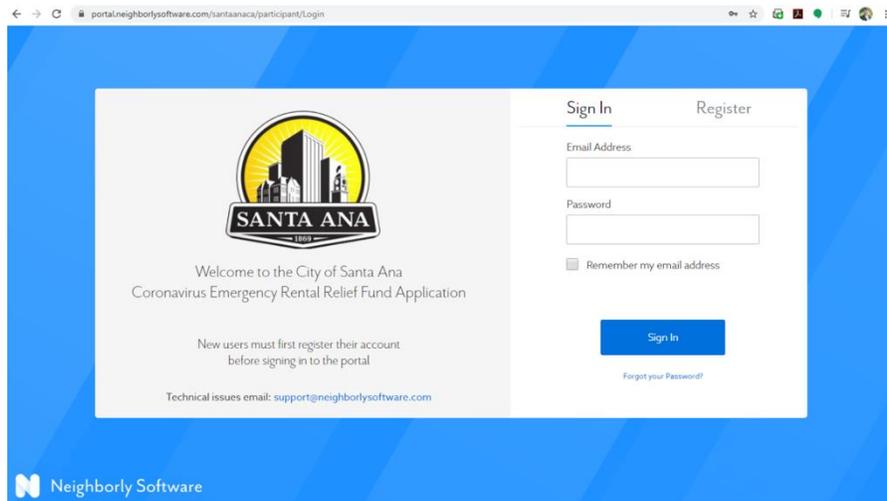
The City will be flexible as to the particular form of documentation required, including by permitting photocopies or digital photographs of documents, e-mails, or attestations from employers, landlords, caseworkers, or others with knowledge of the household's circumstances. The City requires all applications for assistance to include an attestation from the applicant that all information included is correct and complete.



As of June 1, 2021, Prospective Rent Payments Will Not Be Eligible For Payment under CARES for Tenants.

Federal guidelines dictate that financial assistance for prospective rent payments is limited to three months based on any application by or on behalf of the household. The City's program is only for payment of rental arrears for Santa Ana residents, up to the maximum allowed (15 months).

Application Process:



Households with access to the Internet, including computers, smart phones or tablets can complete the on-line application themselves. An email address is required to register. Registrant must have access to their email account to verify registration. The application is available in English, Spanish and Vietnamese.

Any adult that is listed on the lease or sublease can submit the application for rental assistance on behalf of the household. **Your household should only submit one application.** Duplicate applications will be rejected.

For Households with Internet Access and an Email Address:

Step 1. Visit the Neighborly online application portal at this link:
<https://portal.neighborlysoftware.com/santaanaca/participant/Login>

You can also access the online application portal here:
<https://www.santa-ana.org/cares-for-tenants>



Step 2. Select the option to “Register” and create your account information.

A screenshot of a web portal registration page. On the left, there is a logo for the City of Santa Ana (1850) and text that reads: "Welcome to the City of Santa Ana Coronavirus Emergency Rental Relief Fund Application. New users must first register their account before signing in to the portal. Technical issues email: support@neighborlysoftware.com". On the right, there are two tabs: "Sign In" and "Register" (which is selected). Below the tabs are several input fields: "Language" (a dropdown menu set to "English"), "Email Address", "First Name", "Last Name", "Password", and "Re-enter Password".

Passwords must be eight letters long, have one upper case and one number and one special character.

Step 3. After registering, log into your email account and click on the email from Neighborly, follow the instructions to confirm your email.

Step 4. Return to the Neighborly portal at <https://portal.neighborlysoftware.com/santaanaca/participant/Login> and “Sign In” using your account information.

Step 5. Read the instructions for the application and proceed to enter your household’s information into the application portal.

Step 6. If you have not done so already, provide the Declaration of COVID-19-Related Financial Distress to your landlord notifying them that you are unable to pay your rent due to COVID-19 related hardship and explain how COVID-19 has impacted you. Upload a copy of this Declaration to your application in the portal.

Step 7. Upload the supporting documents as requested by the application portal. Applications will be reviewed to ensure the correct documents have been uploaded in order to receive assistance.

Step 8. Make sure you have completed all information properly and correctly before submitting.

Important! Applications cannot be submitted without all of the supporting documents.

YOU CANNOT EDIT YOUR APPLICATION ONCE IT HAS BEEN SUBMITTED.



For Households with No Internet or Email Address

If you do not have internet access or need assistance submitting an application please contact the Santa Ana Work Center. Assistance is available by appointment only. Please contact the Work Center at (714) 565-2600 or by email at saworkcenter@santa-ana.org to schedule your appointment. No walk-ins will be permitted and anyone entering the Work Center will be subject to temperature checks and must wear a face covering.

Family members, friends, or a case manager from The Salvation Army, Catholic Charities of Orange County, Latino Health Access, Families Forward, Families Together of Orange County, South County Outreach, Community Action Partnership of Orange County, or Lutheran Social Services of Southern California can also assist you with completing the application by computer. If you do have someone to assist you, please ensure you have the required documents for the application. The documents will need to be uploaded to complete the application. If you do not have access to the internet, please call one of these eight nonprofit organizations to request an application:

- Catholic Charities of Orange County can provide assistance in English, Spanish and Vietnamese. Please contact Alba Ramiro at (714) 347-9623 or cares@ccoc.org.
- The Salvation Army can provide assistance in English and Spanish. Please contact Stephen Langlois at (714) 384-0481 or sna.cares@usw.salvationarmy.org.
- Latino Health Access can provide assistance in English and Spanish. Please contact Hilda Ortiz at (657) 229-5450 or LHARent@latinohealthaccess.org.
- Families Forward can provide assistance in English and Spanish. Please contact Andrea Burgos at (949) 552-2727 or santaana@families-forward.org.
- Families Together of Orange County can provide assistance in English, Spanish, Farsi and Mandarin. Please contact Nancy Cerda at (714) 665-9890 Ext: 413 or era@famieliestogetheroc.org.
- South County Outreach can provide assistance in English, Spanish and Vietnamese. Please call (949) 380-8144 or ERA@sco-oc.org
- Community Action Partnership of Orange County can provide assistance in English and Spanish. Please contact Maria Rosas at (714) 404-7041 or mrosas@capoc.org
- Lutheran Social Services of Southern California can provide assistance in English and Spanish. Please contact Jim Pijloo, LCSW, at (714) 534-6450 or OCinfo@lsssc.org.

If the household does not have anyone to assist them by computer:

There are two options:



Option 1.

You can fill out a copy of the physical application in English, Spanish, or Vietnamese at The Salvation Army Hospitality House at 818 E. 3rd St., Santa Ana, CA. In-person application assistance is offered on Tuesdays from 2:00PM – 4:00PM and Thursdays from 9:00AM – 11:00AM. Please call beforehand to inform Hospitality House if the applicant chooses this option because Hospitality House is closed to the public. The phone number to schedule an appointment is (714) 783-2344.

You can also fill out a copy of the physical application in English, Spanish, or Vietnamese at Catholic Charities at 1820 E. 16th Street Santa Ana, CA 92701. Please call beforehand to make an appointment. The phone number to schedule an appointment is (714) 347-9623.

- ➔ If households choose Option 1, household will need to bring copies or originals of the required documents for the application. Applications will not be accepted without the supporting documents.

The Neighborly Administrator will complete the application through the Neighborly portal on your behalf.

Option 2.

If household cannot come to one of the non-profit office locations, the Neighborly Administrator can complete the application with the household over the phone. Household will need to provide the supporting documents to the Administrator by email or fax before the application can be started. **The application cannot be submitted without the required documents.**

Email: sna.cares@usw.salvationarmy.org

Fax: (714) 384-0481

Duplicate Applications:

- For applications with the same address and applicant first name and last name, the City will accept one application submitted and reject the duplicate application. (Scenario # 1)
- For applications with the same address but a different applicant first name and last name, the City will review the application to determine if there is a preponderance of evidence that the application is a duplicate by reviewing the names listed as members of the household, the household size, landlord information and any variations of the name or mailing address. (Scenario # 2)
- Duplicate applications will be rejected without any form of notification to the applicant other than a “change of status” in the Neighborly Software System to “Withdrawn” with the word “duplicate” noted in the status box and the active case # under the status detail box.



Applications with Addresses Outside of Santa Ana:

- Applications from residents living outside of the City of Santa Ana will be rejected without any form of notification to the applicant other than a “change of status” in the Neighborly Software System to “Denied” with the statement “Out of Area” noted in the status details.

Once the Application is Submitted

The City relies upon a written sorting methodology and prioritization to process applications. A total of 100 applicants will be selected from the list of applicants based upon this written sorting methodology and prioritization requirements. This sorting process will take place once a week until all of the funds are expended. Applicants who have been randomly assigned numbers 1 - 100 will be divided into groups of 50 and assigned to one of the eight nonprofit organizations.

Processing time depends on each applicant. The average length of time for processing is expected to be four weeks from the date the application is assigned to one of the eight nonprofit organizations until payment has been processed and sent to the landlord. If there is unverifiable information or there are multiple applications submitted all at one time, the four-week turnaround time may turn into six to eight weeks. Applicants will be able to view the status of their application by going online and logging into their account at <https://portal.neighborlysoftware.com/santaanaca/participant/Login>. You will need to log-in using the username and password that you used to complete your application. If you have any trouble logging in, please contact one of the organizations listed below.

If you are approved and selected to receive rental assistance, you will receive an email notification that your application has been selected and you will be awarded the rental assistance payment paid directly to your landlord. The City is also offering eviction prevention assistance for those tenants at risk of eviction. Please go to www.santa-ana.org/saves for more information.

CARES for Tenants Timeline

Applications will be accepted until all of the funds are exhausted.

Still have questions? Check out our Frequently Asked Questions on our website at www.santa-ana.org/cares-for-tenants

To Check on the Status of Your Application

The City of Santa has partnered with eight local nonprofit organizations to review applications and determine a family’s eligibility for payment. Payment will be made by the United Way of Orange County. Please contact one of the eight organizations listed below if you have any questions or concerns regarding the status of your application:



**Catholic Charities of Orange County
(Languages Spoken: English, Spanish, Vietnamese)**

Alba Ramiro
1820 E. 16th Street
Santa Ana, CA 92701
(714) 347-9623
cares@ccoc.org

**The Salvation Army
(Languages Spoken: English, Spanish)**

Stephen Langlois
818 E. 3rd St.
Santa Ana, CA 92701
(714) 384-0481
sna.cares@usw.salvationarmy.org

**Latino Health Access
(Languages Spoken: English, Spanish)**

Hilda Ortiz
450 W. 4th Street
Santa Ana, CA 92701
(657) 229-5450
LHARent@latinohealthaccess.org

**Families Forward
(Languages Spoken: English, Spanish)**

Andrea Burgos
8 Thomas
Irvine, CA 92618
(949)552-2727
santaana@families-forward.org

**Families Together of Orange County
(Languages Spoken: English, Spanish, Farsi & Mandarin)**

Nancy Cerda
621 W. 1st Street
Tustin, CA 92780
(714) 665-9890 Ext: 413
era@famieliestogetheroc.org



**South County Outreach
(Languages Spoken: English, Spanish, Vietnamese)**

SCO Main Office
7 Whatney, Suite B
Irvine, CA 92618
(949) 380-8144
ERA@sco-oc.org

**Community Action Partnership of Orange County
(Languages Spoken: English, Spanish)**

Maria Rosas
1601 W 2nd St.
Santa Ana, CA 92703
(714) 404-7041
mrosas@capoc.org

**Lutheran Social Services of Southern California
(Languages Spoken: English, Spanish)**

Jim Pijloo, LCSW
12432 Ninth Street
Garden Grove, CA 92840
(714) 534-6450
OCinfo@lsssc.org

If you have any additional questions or you are unable to reach one of the eight nonprofit organizations listed above, please contact:

Maricela Marquez
City of Santa Ana
(714) 647-6962
mmarquez@santa-ana.org

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