



Lutheran Social Services
of Alaska

2020 Rental Assistance Response Fund for Individuals Impacted by COVID-19 Frequently Asked Questions

- **I recently lost my job – how I can get help paying my rent?** *Assistance is available to individuals who have become unemployed due to lay-offs or furloughs, or suffered reduced hours or a loss of income, due to COVID-19.*
- **How do I know if I'm eligible for assistance?**
To be eligible, applicants must:
 - *Live in the Municipality of Anchorage*
 - *Have suffered a loss of income due to the COVID-19 pandemic (job loss or income reduction).*
 - *Need assistance paying rent or a mortgage*

Applicants need to call 2-1-1 and answer a series of questions to determine their eligibility. Some questions include "Did you become unemployed due to lay-offs or furloughs?" and "Have you suffered a loss of income due to COVID-19?" All screened applicants will schedule an appointment and be advised on the necessary documentation.

- **Will translators be available to help with the application process?** *A translator service with access to 170 different languages is available at Alaska 2-1-1.*
- **What do I need to bring with me to the appointment?** *You will need to bring a valid identification (government issued Photo ID), a rental or lease agreement or mortgage statement that clearly identifies the address and the landlord or mortgage lender who will receive the funds, and a copy of your most recent paystub or self-employment identification or other means to verify income loss.*
- **I am unable to attend the appointment in person, will accommodations be made for those who are unable to travel or cannot meet in-person?** *Please discuss your needs when you set up your appointment to find an accommodation. Internet access and a valid email address may be required.*

- **I recently received rent or mortgage assistance from another source. Can I apply for the Municipality grant also?** *Grant recipients will not be disqualified due to other assistance; however, the qualified amount will be limited to the remaining rent or mortgage due after application of the other assistance.*
- **I qualified for rental assistance - how quickly do I get a check?** *Rental or mortgage assistance checks will be made out directly to landlords or mortgage companies, not directly to renters or borrowers. These checks will be distributed at the time of appointment, unless additional information or verification is necessary.*
- **I could use help in other ways – like food each week – what services are available?** *Alaska 2-1-1 is a one-stop resource for connecting you with a wide variety of services including emergency food and shelter, educational opportunities, alcohol and drug treatment programs, senior services, childcare, and much more.*