



City and County of Honolulu COVID-19 Household Hardship Relief Fund (HHRF) Program

Aloha kākou! Mayor Kirk Caldwell and the City and County of Honolulu launches the **COVID-19 Household Hardship Relief Program** with \$25 Million in CARES Act funds designed to support households economically impacted by the COVID-19 pandemic. O‘ahu residents can reach out to one of our non-profit community partners to apply directly beginning May 18, 2020:

- [Aloha United Way](#) (2-1-1 or 808-275-2000)
- [Council for Native Hawaiian Advancement](#) (808-596-8155)

Open Date:	May 18, 2020
Criteria:	Applicants must demonstrate economic hardship due to COVID-19 or related business closures Applicants should have no more than \$10,000 in liquid assets and income should be 100% AMI or below Applicants should be prepared to provide copies of tax returns, bank statements, and pay stubs
Maximum per Household:	Up to \$1,000 per month Up to \$500 additional per month for childcare services Payments will be made directly to the vendor
Eligible Expenses:	Eligible payments may include rent, mortgage, certain utilities, childcare providers recognized by Department of Human Services, and other emergency expenses

For additional information on this economic support for households program, supported by CARES Act funds, call the providers listed above or visit:

www.honolulu.gov/dcs or www.oneoahu.org.

GUIDELINES AND DOCUMENTATION REQUIRED FOR THE APPLICATION

GENERAL INFORMATION

- Name of applicant
- Last four-digits of Social Security Number
- Date of Birth
- Valid ID Number
- Physical Address
- Mailing Address
- Home Phone Number
- Mobile Phone Number
- E-mail Address
- Household members and relationship

REQUIRED DOCUMENTS

- All 2019 W-2's
- Two most recent bank statements
- Two most recent Leave and Earning Statements/Paystubs
- Unemployment Insurance (UI) Certification/Verification Letter
- Mortgage Holders: Copy of current mortgage statement (Applicant's name must be listed on mortgage statement)
- Renters: Copy of current lease agreement (Applicant's name must be listed on lease agreement); other documents may be accepted if unavailable
- Childcare Expense: Copy of invoice (Must be childcare provider)
- Electric/Gas Bill Payee: Copy of bill (Utility bill needs to be in applicant's name)

INCOME LIMITS PER HOUSEHOLD SIZE (100% AMI)

Family Size	1	2	3	4	5
Annual Income	\$84,400	\$96,400	\$108,500	\$120,500	\$130,200

Family Size	6	7	8	9	10
Annual Income	\$139,800	\$149,500	\$161,500	\$173,500	\$185,500

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: For how many months can a household receive aid?

A: A household may reapply each month that the financial hardship continues for a maximum of six months. Each application, the household must demonstrate economic hardship.

Q: Does childcare under city hardship relief program include tuition at preschool?

A: Expenses to preschools recognized as childcare providers by the Department of Human Services are eligible for payment under the program.

Q: What if the applicant has a new childcare expense due to COVID-19 that they didn't have before, but their income didn't change?

A: The new expense may be covered by the program so long as the applicant can demonstrate financial hardship due to COVID, has an invoice, and the facility is a childcare provider recognized by the Department of Human Services.

Q: Can mortgage payments be made through the program?

A: Mortgage payments may be covered under the program up to \$1,000 per household per month. Payment is made directly to vendor.

Q: What is the list of household expenses that are covered?

A: Mortgage payments, rent payments, utilities bills (electric and/or gas).

Q: Can municipal utilities be paid under the CARES Act guidance?

A: Electric and/or gas bills are covered by the program. Sewer and water are not covered currently.

Q: How will I receive the funds?

A: Payments will be made directly to the vendor.

Q: Is there an Area Median Income (AMI) requirement?

A: Yes, eligibility limits have been set at 100% AMI and below as of the time of application. A table with income limits per household size can be found in the program guidelines.

Q: Can we apply online?

A: Most providers have an online portal to allow for ease of application. Please contact the providers directly at the information below.

Q: How much funding is available?

A: \$25 Million is being initially made available. If need and funding allow, additional funds may be added.

To apply or for more information, please contact or visit:

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