



Frequently Asked Questions

The Cook County COVID-19 Recovery Resident Cash Assistance program will provide a one-time payment of \$600 to help households address impacts from COVID-19. Income must be at or below 250% of the federal poverty level prior to March 1, 2020.

1. How do I apply for assistance?

You must apply on-line at: <https://fund.uptogether.org/suburbancookcountyfund>. On this website you will find the eligibility guidelines and application for the program.

2. Who is this program for?

This program is designed for income-eligible residents in suburban Cook County who have experienced financial hardships due to the COVID-19 pandemic and need help paying their bills or meeting their household's needs. **Residents of the City of Chicago are not eligible for this fund.**

3. What is the application window for this program?

The application window is Monday 10/26/2020 to Friday 11/6/2020.

4. What are the eligibility requirements?

- Resident of suburban Cook County
- Have a COVID-19 related financial hardship
- Household income at or below 250% of the Federal Poverty Guideline prior to March 1, 2020. See the income thresholds [here](#).
- County employees and their household members are not allowed to apply for this support.

5. What counts as a COVID-19 related financial hardship?

If you lost your job, had your hours reduced, or were furloughed as a result of COVID-19 and the related shutdowns, you are eligible. If you own a business that had to close as directed by the stay-at-home order, you are also eligible. You may also be eligible if you had to quit your job because you are at high risk for COVID-19 complications and need to self-isolate, or if you lost work because you had to stay home to care for a child or other household member.

6. How much assistance are you providing?

Suburban Cook County households are eligible for a one-time payment of \$600.



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7. How does assistance get distributed?

Applicants can choose to receive their funds via:

- Direct Deposit - This is traditionally done using someone's bank account information, but applicants can also use CashApp, PayPal, or Chime. These apps have direct deposit features and routing numbers. Note that Venmo does not.
- Prepaid Card, either digital or physical. (No bank account numbers are required under this method.)

8. If I apply for assistance, am I guaranteed to get it?

Unfortunately, a limited amount of funding means that not every applicant will get assistance. We are expecting a high volume of applicants, so do not assume that assistance is a guarantee.

9. How do you decide who gets assistance?

Once the application window has ended, eligible applicants will be selected through a lottery. Applications received *during the application window* will continue to be processed until the funding is exhausted.

10. When will my payment arrive?

Selected applicants are expected to receive their payment within approximately three weeks of the closing of the application window.

11. My income was above the maximum amount before the pandemic, but now it is below the maximum amount. Am I eligible for assistance?

No, only applicants whose incomes were at or below the income threshold before March 1, 2020, are eligible.

12. What documentation will I need to provide?

- One form of government issued identification that includes your current residential address or two alternative forms of identification
- Proof of your COVID-19 hardship. See acceptable documents [here](#)
- Proof of household income meeting [the eligibility requirements](#)

13. One or more of my family members is undocumented. Am I eligible?

Yes.



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14. I lost my job before March 1, 2020. Am I eligible?

This program is only for households who have lost income due to a COVID- 19 related financial hardship. We will look at household specific circumstances for people unemployed before the pandemic.

15. Who do I contact if I have questions?

All questions should be routed to the UpTogether Support Center. You can reach the UpTogether Support Center by visiting <https://support.uptogether.org>. The Support Center has dozens of articles that will answer most of your questions. If you are unable to find an answer after searching for a related article, you can access a live chat feature between the hours of 7am and 7pm CST Monday – Thursday; 8am to 4pm CST Friday, and 10am to 1pm CST Saturday.