



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. Cook County has allocated additional funding to this program, and the application window is being reopened on December 7, 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?**

Monday December 7th to Friday December 11th. The application closes at 11:59pm on December 11th.

**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.

**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. 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.

**9. How do you decide who gets assistance?**

Support will be given to eligible applicants on a first come, first serve basis until the fund is exhausted.

**10. When will my payment arrive?**

Payments will be distributed to grantees by December 30th at the latest.

**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.

**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 can I talk to if I have questions about my application?**

Ask questions about your application at the [support center](#).

**16. I've already submitted my application, how do I check my status?**

You will receive an e-mail from UpTogether once a determination has been made on your application, but you can also check on the status of your application at any time via your UpTogether dashboard. To access your dashboard, log in to your [UpTogether.org](https://UpTogether.org) account. (You can find instructions [here](#) on how to access your dashboard.) Please be sure to use the same login method you used when applying for the fund, such as your email address or phone number.

If you have any questions or run into any challenges, please reach out to the UpTogether Support Team [here](#). Simply click on the purple Help bubble on the lower right hand corner of the screen and type the word "contact." You can then click the Contact Us button on the lower righthand side to begin a live chat with the Support Team.