

RENO-SPARKS INDIAN COLONY

HUMAN SERVICES DEPARTMENT

CRISIS RELIEF POLICY AND PROCEDURE UNDER THE CARES ACT

Crisis Relief under the CARES ACT – Crisis Relief under the CARES ACT funding provides monetary assistance to adult enrolled members of the Reno-Sparks Indian Colony, referred to herein as “Applicant”, who have been impacted by COVID-19 in meeting their basic needs such as food, utility bills, housing and basic household essentials. The applicant must illustrate hardship as a direct result of COVID-19. The Application for Crisis Relief under the CARES ACT is attached and is made part of this policy.

1. **Eligibility** – Due to multi-generational households, each enrolled member of Reno-Sparks Indian Colony may apply for Crisis Relief under the CARES ACT who can demonstrate a **relationship between COVID-19 and their financial hardship**.
  - a. Applicants over the age of 18 must provide proof of Tribal Enrollment with Reno-Sparks Indian Colony to receive a Crisis Relief under the CARES ACT Application. Burden of proof of tribal enrollment falls on the Applicant in the form of a tribal ID or official letter from the Enrollment Department.
    - i. If the applicant is under 18, the parent or legal guardian may apply on the child’s behalf. The parent or guardian must provide the following in addition to sections 1.b.; 1.c.; and 2.d.
      1. Child’s proof of enrollment with RSIC.
      2. Parent/guardian photo ID.
      3. Birth certificate bearing the parent’s name OR custody order OR proof of guardianship arrangement authenticated by a court.
      4. Any utility, rent, or mortgage accounts must reflect parent/guardian name for payment, and if applicable, legal spouse of parent/guardian.
  - b. Applicant must fully complete a Crisis Relief Application, sign a Release of Information and complete an intake with Human Services staff.
  - c. Applicant **must provide documented proof of financial hardship due to the effects of COVID-19**. Applicant must effectively demonstrate the relationship between COVID-19 and their financial hardship; more than one proof of documentation may be requested and is determined on a case by case basis. Acceptable proof of hardship as a direct result of COVID-19 pandemic are include, but are not limited to:
    - i. Documentation of lay-off, furlough, or other job related loss;
    - ii. Reduction in work hours due to COVID-19.
    - iii. Documentation of diagnosis of COVID-19 **no older than 45 days from the date of receipt of application;**
    - iv. Order/recommendation to self-isolate from a medical provider that resulted in a salary **reduction no more than 45 days from the date of application;**
    - v. Be a household member of someone ordered to self-isolate by a medical provider **no older than 45 days from the date of application evidenced by:**
      1. Proof of residency, i.e. utility bill; or
      2. Household composition/lease listing the Applicant as an occupant;

- vi. Placement letter for children placed in temporary, out of home placement after March 19<sup>th</sup>, 2020;
  - vii. A completed Verification of Employment Status signed by a bona fide representative of the employer;
  - viii. Proof of non-essential business ownership in the state of Nevada and/or Reno-Sparks Indian Colony;
  - ix. Other types of documentation illustrating financial hardship caused by COVID-19;
  - x. Denial of unemployment benefits no older than 45 days from the date of application;
  - xi. Denial of TANF benefits than no older than 45 days from the date of application;
  - xii. Documentation NOT accepted are hand written notes, verbal reports of job loss, self-diagnosis of COVID-19, etc.; job loss due to any other reason directly related to COVID-19.
- d. For purposes of this policy, “Crisis” is defined as event surrounding death, illness, recent loss of income in the last 90 days from date of application due to effects of global pandemic, COVID-19. Unemployment prior to March 19<sup>th</sup>, 2020 is not considered a “Crisis” under this policy.
- e. The amount of assistance to an individual adult Applicant shall be equivalent to \$1,000, until December 30<sup>th</sup>, 2021, or until funding has been exhausted. The amount is a one-time payment made payable directly to the applicant. If the Applicant is a minor, the amount of assistance will be equivalent to \$500 made payable to the parent or legal guardian to the minor.
- f. Duplication of services is NOT allowable. Clients who are receiving other cash benefits that meet their household needs are not eligible (i.e. paid administrative leave, TANF, unemployment, per-capita, etc.) Clients who willfully and intentionally collect Crisis Relief under CARES ACT funds fraudulently will not be eligible for further assistance under the CARES ACT or other Human Services monetary assistance programming for the duration of one year at a minimum, or longer as determined by the Human Services Manager.
- g. If an adult Applicant has previously received an award that meets or exceeds \$1000 from the Crisis Relief Under the CARES Act, they are ineligible to re-apply.
- h. If a minor Applicant has previously received an award that meets or exceeds \$500 from the Crisis Relief Under the CARES Act, they are ineligible to re-apply.
2. Application and Approval Process – Applications shall be available to enrolled RSIC Tribal Members and/or parents or legal guardians of enrolled RSIC Tribal Members under the age of 18.
- a. To be eligible for Crisis Relief under the CARES ACT, a completed application, a signed Release of Information and a signed Crisis Relief Information and Disclosure Check Receipt must be submitted to Human Services. Applications shall be available to all enrolled RSIC Tribal Members upon request after proof of tribal enrollment has been provided.
  - b. In compliance to social distancing, verification of tribal enrollment can be sent in via text or email in the form of a photo or fax. If the Applicant cannot provide tribal enrollment via text, email or fax, he or she may bring their photo to the department for a copy to be made. A Human Services staff will meet the Applicant at the door to retrieve proof of tribal enrollment, make a copy, and immediately return proof of enrollment with an

application to the Applicant. The Applicant is not permitted to enter the building until social distancing has been lifted and/or at the manager's discretion.

- c. Due to social distancing, application intakes will be completed over the phone, video-conferencing, FaceTime or a similar personal technology.
  - d. Applications shall be fully completed prior to submission and have all required documentation attached based upon the nature of the request. No payments will be authorized without all required documentation (i.e. doctor's orders, check stubs, employee order to self-isolate, etc.).
  - e. Applicant must submit a completed application for any monetary assistance. A parent or legal guardian must submit a separate application for monetary assistance applied for on behalf of a minor. Listing minors on an application as part of a household composition will not be honored or calculated into the Applicant's award.
  - f. Applicant must provide proof of all income, all documentation required in Section 1, and any and all other necessary documentation requested to be submitted with the application by the COVID-19 Case Management Coordinator, Human Services Manager or designee.
  - g. All Applicants shall be scheduled for an intake interview as soon as possible. Intakes will NOT be completed at the time of submission, but will be **scheduled** within 3 working days of application submission. It is the Applicant's responsibility to provide Human Services with a current means to contact them. **Intakes will be scheduled in the order they are received.**
  - h. If an Applicant is applying for multiple minor children within the same household, each application will be processed one at a time until all the funds in each case are expended. Meaning, a home with a tribal member parent and 2 tribal children will be provided assistance for one application at a time. The parent must exhaust all their assistance before they can begin an application under the membership of their child.
  - i. All completed applications shall be submitted to the COVID-19 Case Management Coordinator, or designee, for approval and signature. Human Services shall document the date and time each application is received, and the date it is approved.
  - j. After approval, Human Services staff shall proceed with processing payment(s) through the RSIC Finance Department. Check must be collected from Human Services. If an applicant is unable to pick up a check due to an extenuating circumstance, Human Services will make other arrangements with the Applicant.
  - k. Applicant will be contacted via telephone to communicate approval or denial. Denial of an application shall be documented in writing by the Human Services program and shall state the reason for the denial; written documentation will be sent to the Applicant via USPS or hand delivery. Please note that a pending application for lack of documentation is not a denial.
  - l. At no time will an Applicant or become verbally or physically violent or aggressive with Human Services staff. Should an Applicant use profanity, threats (via phone, text, email, voicemail, etc.) or willfully hang up on Human Services staff, their application will be put on hold up to 48 hours and will be reviewed by the Human Services Manager and/or the Tribal Administrator. Based on the severity of the incident, a police report may also be filed.
3. Payments
- a. An adult Applicant is eligible for a payment of \$1,000. A minor (under 18) is eligible for a payment of \$500.
  - b. This program is not responsible for past due accounts incurred prior to March 19<sup>th</sup>, 2020.

- c. A signed Crisis Relief Information and Disclosure Check Receipt is required at the time of check release. No check will be distributed until it is signed.
- d. Upon application approval, a payment will be generated through the RSIC Finance Department. Check must be collected from Human Services. If an applicant is unable to pick up a check due to an extenuating circumstance, Human Services will make other arrangements with the Applicant.

4. Appeals

- a. An Applicant who has been denied Crisis Relief under CARES ACT funds may submit an appeal to the Human Services Manager. Appeals must be made within 5 working days of date of denial. Appeals shall be presented in writing, and can be made by email, USPS, or hand delivered. Appeals will be considered by the Human Services Manager within 3 business days, taking into consideration the urgent nature of the request for assistance. The Human Services Manager will attempt to make contact by telephone and follow up in writing via USPS. All communication regarding appeal will be documented in Applicant's file.
- b. If an applicant is not satisfied with the decision of the Human Services Manager, he or she may file a further appeal to the Tribal Administrator for consideration. Appeals must be made to the Tribal Administrator within 5 working days of date of denial.
- c. The Tribal Administrator or his designee shall consider the appeal via written request of the Applicant, which can be made by email, USPS or other expedient means. The final decision shall be provided verbally to the Applicant within 2 working days of reaching a decision by the Tribal Administrator, and in writing to the Applicant and Human Services Manger within 5 working days of reaching a decision.
- d. The decision communicated by the Tribal Administrator, or designee, shall be binding, with no further right to appeal.