1. **How do I apply for the program?**

No application is required to be considered for the Household Assistance Request program. King County contact tracers will call individuals if they receive a positive COVID-19 test result or if they are a close contact of a positive case. A contact tracer will call or text individuals within five days after receiving a positive test result.

2. **I got a COVID-19 test and I am quarantining at home. When will I get a call from a contact tracer?**

Individuals should receive either a phone call or a text message from a contact tracer within five days after receiving a positive test result. The contact tracing team is prioritizing calls to individuals in areas that face the highest financial risk such as many of the communities in south King county.

3. **I don't have a computer or internet connection at home, how can I submit my bills and documents so they can be processed?**

There are other ways to submit your documents. Once you are approved for the program, a King County Community Health Worker will be able to assist you with submitting your documents.

4. **I am moving into a new apartment. Can I apply Household Assistance Request funds to my move-in costs?**

Funds from this program can be used to help pay your first month's rent but cannot cover damage deposits or other move-in costs.

5. **Can I apply Household Assistance Request funds to my medical bills?**

No, medical bills, credit card bills, car loans, insurance, tax payments and past due bills or payments that exceed one month are not covered.

6. **Can I use Household Assistance Request funds for my rent even if I am not on the lease?**

Yes. Those who pay rent but who are not on the lease can still receive assistance. Additional documentation may be needed, such as proof of residence, which can be a piece of mail sent to that address in their name or photo ID and a written document stating that they contribute to rent or mortgage.

7. **Can I receive assistance for a time period when I tested positive for COVID last year?**

No, funding for this program can only be applied to current bills including rent/mortgage, utility, phone and internet. Credit cards, medical bills, car loans, insurance or tax payments are not covered. Past due bills or payments that exceed one month are not covered.

8. **How do I answer the call from the contact tracer if I do not speak English?**

For people who do not speak English or Spanish, interpreters are available. Simply say the language you speak when the contact tracer calls.

9. **I was identified as a close contact by a family member, but I have not received a call or text from a contact tracer.**

If you were identified by a close contact but have not received a call from a contact tracer, you may call the contact tracer phone line at 206-263-8480.

10. **How do I reach the contact tracer if I lost their number?**

A contact tracer will call three times before stopping their efforts by phone and then text people daily until the end of their isolation and quarantine period, so you will have an opportunity to connect with a contact tracer daily. If you have lost their number, you may call the contact tracer phone line at 206-263-8480.

11. **What if a bill I need help paying is in another person's name?**

Yes, if a bill is in another person's name, it will not be a barrier to receiving assistance. When you submit the bill, explain the circumstances to the King County Community Health Worker you are working with and let them know what portion of the bill you need to have paid.

12. **Are motel and hotel stays covered in the Household Assistance Request program?**

Yes, motel and hotel stays are covered if it is a person's primary residence and if the bill is current within one month. Related motel fees, such as parking, Wi-Fi or room charges will not be covered.

13. **Can I use Household Assistance Request funds to repay a friend who paid a bill for me?**

No, funds from this program can only be used to pay a vendor directly. It cannot go to people who you owe money to.

14. **If I split a bill with other household members, can I use funds from the program to pay just my portion of the bill?**

Yes, you can specify what amount of the $1500 allotment you want to apply toward the shared bill.

15. **How and when will people be notified if they do not qualify for the Household Assistance Request program?**

If an individual does not qualify for the program, they will be informed during their conversation with a King County Community Health Worker or they will receive a voicemail. The community health worker will try to reach individuals by phone three times before leaving a voicemail.

16. **Can someone re-apply for the Household Assistance Request program if they miss the 7-day deadline to submit copies of their bills?**

If the deadline is missed, they should talk to a King County Community Health Worker about the possibility of still receiving help.