

The following documentation is an electronicallysubmitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

WOASIS	Jump to: FORMS 🚯 💿 kome 🌮 Personalize 🚳 Accessibility 😨 App Help 🐔 About
Welcome, Lu Anne Cottrill Procurement	Budgeting Accounts Receivable Accounts Payable
Solicitation Response(SR) Dept: 0402 ID: ESR1212200000004227 Ver.: 1 Function: New Phase: Final	Modified by batch , 12/15/2020
Line days (0.7	
Header (9 7	
	🗮 List View
General Information Contact Default Values Discount Document Information Clarification Request	
Procurement Folder: 807919	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0402
Vendor ID: VS0000036905	SO Doc ID: EDD210000003
Legal Name: McGhee and Associates LLC	Published Date: 12/10/20
Alias/DBA:	Close Date: 12/15/20
Total Bid: \$173,200.00	Close Time: 13:30
Response Date: 12/14/2020	Status: Closed
Response Time: 21:00	Solicitation Description: P-EBT Remote Call Center Services
Responded By User ID: kimberlyy1983	Total of Header Attachments: 7
First Name: Kimberly	Total of All Attachments: 7
Last Name: McGhee	~



Department of Administration **Purchasing Division** 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

#### State of West Virginia **Solicitation Response**

Proc Folder:	807919			
Solicitation Description:	P-EBT Remote Call Center Services			
Proc Type:	Central Master Agreement			
Solicitation Closes	Solicitation Response		Version	
2020-12-15 13:30		SR 0402 ESR1212200000004227	1	

VENDOR						
VS000036905 McGhee and Associates LLC						
Solicitation Number:	CRFQ 0402 EDD210000003					
Total Bid:	173200	Response Date:	2020-12-14	Response Time:	21:00:53	
Comments:						

FOR INFORMATION CONTACT THE BUYER Joseph E Hager III (304) 558-2306 joseph.e.hageriii@wv.gov

Vendor

Signature X

FEIN#

DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc		Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Price Per Call By Month		1.00000	EA	173200.000000	173200.00
Comm	Code	Manufacturer		Specifica	ition	Model #
811118	311					

#### **Commodity Line Comments:**

#### **Extended Description:**

\*\*If Vendor is submitting bid online, Vendor must upload and attach the Exhibit A-Pricing Page. Vendor should enter total bid amount as the amount bid in wvOASIS commodity line when submitting online.

#### STATE OF WEST VIRGINIA Purchasing Division PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

#### DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

#### WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: MCGhee and ASSOCIAtes LLC	
Authorized Signature: Minday Markey Date: 12/14/2020	
State of Ne Vada	-
County of <u>Clark</u> , to-wit:	
Taken, subscribed, and sworn to before me this $\underline{14^{ru}}_{day of} \underline{December}_{december}$ , 2070	
My Commission expires 08 August 29, 2021.	
AFFIX SEAL HERE WILLIAM VAUGHN NOTARY PUBLIC STATE OF NEVADA Appt. No. 17-3476-1 My Appt. Expires August 29, 2021	8)

EXHIBIT "A"	
Pricing Page	
Ricoh Pro C7100 Series or Equal	
WV Department of Education	
Contraction of Education	

	Cui	Center Serv	ices			
	Exhibi	t A - Pricing	g Page			
Description	Monthly Call Volume	Unit of Measure	Monthly Estimated Quantity	Unit Cost	Extended Cost	
Price Per Call By Month	0-2500	Per Call	2500	\$1.75	4375.00	
Price Per Call By Month	2501 - 5000	Per Call	5000	\$1.75	8750.00	
Price Per Call By Month	5001 - 7500	Per Call	7500	\$1.75	13125.00	
Price Per Call By Month	7501 - 10000	Per Call	10000	\$1.75	17500.00	
Price Per Call By Month	10001 - 12500	Per Call	12500	\$1.53	19125.00	
Price Per Call By Month	12501 - 15000	Per Call	15000	\$1.53	22950.00	
Price Per Call By Month	15001 - 17500	Per Call	17500	\$1.53	26775.00	
Price Per Call By Month	17,500 - 20000	Per Call	20000	\$1.53	30600.00	
Price Per Call By Month	20000+	Per Call	20000	\$1.50	30000,00	
			TOTAL	L BID AMOUNT		
		1			\$ 173,200.00	
Note: The estimated quantity is to	or evaluation purposes only. Actual cal guarant	I volume is und teed or implied		lo future use of the c	contract or any individual item is	
Note: The estimated quantity is to				lo future use of the c	contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
		leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	
	guarant	leed or implied			contract or any individual item is	

#### ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO .: CRFQ EDD21\*03

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

#### Addendum Numbers Received:

(Check the box next to each addendum received)

ľ)	XI	Addendum No. 1	]	]	Addendum No. 6
D	$\langle \rangle$	Addendum No. 2	[	]	Addendum No. 7
[	]	Addendum No. 3	[	]	Addendum No. 8
[	]	Addendum No. 4	]	]	Addendum No. 9
]	]	Addendum No. 5	[	]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

McGhee and Associates LLC Company Kinty Miller Authorized Signature

12-12-2020 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Kimphan Maallin DES
(Name, Title) 11 Meller CED
KIMBERLY MCGhee CED
(Printed Name and Title)
2791 Culloden AVE Henderson NV Proven
(Address)
785-3170-1257 (Phone N 1) 197
(Phone Number) / (Fax Number)
Kimberlyomcoheenndassociates can
(Phone Number) / (Fax Number) KIMberly OMcgheean dassociates, Com (email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

(Company) (Company) Multiple and Associates LLC (Company) (Authorized Signature) (Representative Name, Title)

Kimberly McGhee CEO ed Name and Title of Authorized Representative)

12-12-2020

(Date)

785-370-1257

(Phone Number) (Fax Number)

#### **11. MISCELLANEOUS:**

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Kimberly Telephone Number:

Revised 12/12/2017

# Sample Scripts and FAQs

The following pages depict scripts and information statistics for government municipalities and other agencies in which services are provided.

# Sarasota County Cares Relief Act Program

Business and Individual Application Script & FAQs Script

### **Business APPLICATION SCRIPT**

#### "Thank you for calling Sarasota County Cares Relief Act Program, my name is\_\_\_\_\_, may I please have your name and zip code for calling purposes?"

Welcome to the Sarasota County CARES Small Business Relief Grant Application program!

Sarasota County government is grateful for your business and wishes you every success in your economic recovery. Your business is an integral part of the local economy and your continued recovery is an important step in the future of our community.

Your first step will be creating your account. Select a username and appropriately secure password. You will use this each time you log into the Neighborly program which is the program being used for processing the review of your application.

Please carefully read the Eligibility for CARES Act funds. The federal CARES Act provides that payments from the Fund may only be used to cover costs that:

-are necessary expenses incurred due to public health emergency with respect to COVID-19

-were not accounted for in the budget most recently approved as of March 27, 2020

-were incurred during the period that begins on March 1, 2020 and ends on December 30, 2020

There are specific criteria that you as an applicant must meet. Please carefully review – applicants must meet ALL the criteria.

For example - Applicants must have had 100 or fewer full-time equivalent employees, including the owner, at the time of your application. Note this number could be different that your total number of actual people – it's the total full-time equivalents (FTE).

STOP! Please also review carefully what constitutes being ineligible. We want your application to move along successfully!

There are a number of eligible business expenses:

Rent payments

Mortgage payments – except for real estate taxes!

Utilities - such as water, sewer, electric, phone, or internet

Anything needed to protect employees or customers

Personal Protective Equipment (PPE) and COVID-19 testing costs

Supplies and equipment for social distancing or other items needed for adapting your business to COVID-19

Payroll expenses; and

Inventory for reopening or marketing related to reopening your business

PLEASE NOTE! .... ALL INDIVIDUALS OWNING EQUITY IN A BUSINESS MUST BE UNITED STATES CITIZENS OR LEGAL RESIDENTS.

#### You are almost ready to begin to enter your information!

Note – we are using several local and regional resources to review and process your application in an effort to ensure prompt attention to all funding requests. Please be aware and agree to receive or have your application and related information processed by professional members of these organizations. Each organization and its members will take reasonable steps to keep your information confidential to the extent allowed by law.

Also, Florida has broad public record laws – your application and any related documents are subject to being available to a request for such public records.

Time to enter your information! Take your time and insure you fill out each required field – this will help in processing your application as fast as possible.

The first section will be where you enter your personal information and if applicable, the co-applicant information. This will include items such as your name, social security number, home address, contact phone numbers, and email addresses.

The next section will be where you provide your business information. Again, please insure you accurately complete each field! Note that you WILL be required to provide supporting documentation – we will get to that later in this video. Now comes the very important sections where you will enter the description of how COVID-19 has impacted your business.

Please carefully and accurately enter your mortgage and rent information next. This will include:

your mortgage company

account number

Mortgage holder information

And amount requested

Now it's time to enter your utilities request – again please insure you enter accurate information and complete all fields.

This will include:

Utility company name and account numbers

Utility company address and phone number; and

the amount you are requesting

You are making progress and almost done with this section!

In this section you will enter any other additional expenses – again take your time and enter carefully and accurately. This will include; anything needed to protect employees or customers; Personal Protective Equipment (PPE) and COVID-19 testing costs; Supplies and equipment for social distancing or other items needed for adapting your business to COVID-19; and Inventory for reopening or marketing related to reopening your business. You will be asked to provide documentation later in this application so keep your documents handy and ready. They must match the information you will be entering here.

Great work – now it's time to enter your total request ! in this section you will enter the totals from your previous entries for mortgage or rent; utilities; additional expenses; and total request – NOTE THE SUM OF ALL SECTIONS HERE CANNOT EXCEED \$20,000 !

Sarasota County has updated documents that may be of use to you as you complete your business assistance application through the Sarasota County CARES Application Portal.

The following documents have been updated online at scgov.net/CARESBiz:

# Business FAQ SCRIPT

Overview for businesses and the focus of the Sarasota County CARES Small Business Relief Grant

#### What can I use these funds to pay for?

The program will assist businesses that have suffered economic damages from business interruption caused by COVID-19 since March 1, 2020, that were not covered by insurance or reimbursed from any federal program.

Funds can only be used to reimburse the costs of COVID-related impacts.

How do I know if my business suffered economic damages from business interruption caused by COVID-19 exceeding \$20,000 since March 1, 2020, excluding those covered by insurance or reimbursement from any federal program?

Your business must attest and document that it suffered at least \$20,000 in lost revenue and/or additional business expenses since March 1, 2020 due to COVID-19.

For example, you can consider how much revenue you expected to earn this year since March 1, 2020 and compare that amount to how much you have actually earned. You can also consider whether your business had new or increased expenses due to COVID-19. If you received insurance and/or reimbursement from any federal program will cover revenue losses or additional expenses, that must be deducted when calculating your "economic damages". You cannot receive duplication of benefits.

#### How much funding is available for small businesses?

The Board of County Commissioners approved \$10 million in one-time grants of \$20,000 to eligible small businesses forced to close due to state or local orders.

#### If approved, how quickly will I receive assistance?

c) 2020McGhee&Associates AHAS

Complete applications with all required documentation will be reviewed as quickly as possible. It may take a few weeks from the date of application submission until an approved applicant receives the approved funding. Sarasota County is committed to helping our small businesses in need of aid as quickly as possible. Due to the widespread impact of the pandemic to our local community, we anticipate a high volume of requests.

#### What is the application deadline?

Sarasota County CARES Small Business Relief Grant program will begin accepting applications on September 15, 2020. The application period will remain open while funds remain available. Per federal guidelines, all funds must be expended by December 30, 2020, per federal guidelines.

#### Where did this funding come from?

These funds come from the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act. Congress designated a portion of funds to go to local governments to meet urgent financial needs within communities

What types of businesses qualify?

A complete list of eligible business types with NAICS codes can be found here.

Food Service Establishments" as defined in Chapter 500, Florida Statutes, and "Public Food Service Establishments" as defined in Chapter 509, Florida Statutes.

Governor's Executive Order 20-68.

Hotels and Motels regulated by the Florida Department of Business and Professional Regulation.

"State of Florida & Pinellas County 'Safer-at-Home' Guidance" document.

"State of Florida & Pinellas County 'Safer-at-Home' Guidance" document and not listed above.

Target industry businesses may qualify for the Health & Safety Matching grants program.

#### Which businesses qualify?

C 2020McGhee&Associates AHAS

✓ Applicants must have had 100 or fewer full-time equivalent employees, including the owner(s), at the time of application.

✓ Applicants must have been negatively impacted by the COVID-19 emergency; and have the proper, required documentation to demonstrate the negative impact.

✓ Applicants must be businesses with a principal location in Sarasota County that is legally operating and licensed within Sarasota County and the State of Florida as of March 1, 2019.

✓ Applicant is a for-profit non-publicly traded company, or not-for-profit 501(c)(3) or 501(c)(6) organization. Additional information for specific reimbursements may be required

✓ All for-profit Business Owners or all not-for-profit Board members, as applicable, of the Applicant are United States citizens or Lawful Permanent Residents.

✓ Business is current on all Payroll taxes, Sales and Unemployment taxes, Property taxes, and Federal Income taxes.

✓ Business has no current unpaid code enforcement liens or violation of any state, federal, or local laws.

✓ Business commits to following all recommended CDC guidelines for COVID-19 safety.

✓ No for-profit Business Owners or not-for-profit Board members have been convicted of, pleaded guilty, or pleaded nolo contendere to any felony involving fraud, dishonesty, bribery, embezzlement, or a false statement in a loan application or an application for federal financial assistance within the past five years.

✓ No for-profit Business Owners or not-for-profit Board members who have filed or are planning to file for bankruptcy.

#### Am I eligible if I meet some, but not all, of the eligibility requirements?

*No, a business must meet ALL eligibility requirements to be eligible.* 

Do home-based businesses qualify?

Yes, there is no requirement for a separate physical storefront.

#### What about hair salons?

Those with proof of a professional license indicating that you are a licensed stylist or barber with the State of Florida AND a business tax return showing that you file taxes as an independent business and not as any employee will qualify.

# Are hotels, motels and short-term lodging eligible for this round of grant funding?

Only hotels and motels as defined by Florida Statutes and regulated by the Florida Department of Business & Professional Regulation (DBPR) are eligible for the grant. Professional property management organizations, B&Bs, condominium units and single-family homes are not eligible.

#### Do Airbnb and other short-term rentals qualify?

No. Only "Hotels" and "Motels" licensed by the Florida Department of Business and Professional Regulation qualify under this round of funding.

# I own a condo unit in a complex at the beach and use a management company to rent it to vacationers. Do I qualify?

No, you do not qualify. Only "Hotels" and "Motels" licensed by the Florida Department of Business and Professional Regulation qualify under this round of funding.

#### Do contractors, plumbers and carpenters qualify?

No, because they are an essential service and have been allowed to continue to operate. This is true whether they have a physical commercial location or just operate out of their vehicles. Flooring, tile, door and window contractors also do not qualify. However, retail stores that exclusively sell flooring, tile, doors and windows, or kitchen and bath cabinetry would qualify.

#### Do Wholesalers qualify?

Maybe. Businesses that primarily sell goods or services to non-essential retailers or businesses in the accommodations and food services sectors generally qualify.

Do commercial kitchens, bakeries and caterers qualify?

Yes. Businesses in these categories qualify in this current round of funding.

#### Do photographers qualify?

Yes. Even freelance photographers operating out of their homes or out of office or warehouse space would qualify in this current round.

#### What types of healthcare related services would qualify?

Only those that exclusively offer cosmetic or elective procedures. Typically, these would only include med spa services such as therapeutic massage and acupuncture not under the care of a licensed MD or DO. Clinics and practices of doctors, dentists, optometrists, chiropractors, psychiatrists, and mental health or addiction counselors would not qualify.

Are businesses located in a shared workspace or co-workspace address eligible?

Yes. A retail storefront location is not required in this round of funding.

Are realtors registered as S-Corps with their home address as a business location eligible?

Realtors do not qualify. Realtors were specifically listed under Essential Businesses and were not required to close.

#### Are churches eligible for this grant?

Churches are not eligible.

# Are only non-essential businesses required to close under the Governor's Order eligible?

No, restaurants, bars, hotels and motels also will qualify. Businesses that sell primarily to these industry sectors or to the non-essential sectors listed in the governmental closure orders may also be eligible to receive funding.

#### How do I apply?

Sarasota County CARES Small Business Relief Grant applicants may apply at the \_\_\_\_\_with proper financial documentation.

# I own more than one business in Sarasota County. Can I apply for more than one grant?

Yes, you can qualify for a grant for each legal business entity. Each entity must have a unique business name. You must provide separate financial statements for each location. If you are a private franchisee of a chain of food or retail establishments, you will qualify. However, corporate-owned locations of franchised chains do not qualify.

# I have a Parent Holding Company that owns several businesses. How should I complete the application process?

You will file a separate application for each of the "Child" companies. Use the tax form filed by the Parent to report income to the IRS (Schedule C, 1065, 1120 or 1120S) as the "Business Financials" documentation in Section E of the application for each of the child companies. You will also need to file a Profit & Loss Statement (P&L) for each child. Each child business must have a unique business name. All grant checks should be sent to the mailing address of the Parent Company, and the Parent's Taxpayer Identification Number (TIN) should be used for the W-9 information on all of the applications.

#### How does the application and approval process work?

Those involved in reviewing the Grant applications will communicate directly with the applicants via email correspondence generated by the Neighborly Software system. This communication will include notices for eligibility, denial or if application revisions are needed.

Applicants are encouraged to use the online portal to check the status of their application. Once an application is approved and processed for payment, the business owner will receive a check via U.S. mail to the mailing address provided in the application.

#### How quickly will I receive my grant once approved?

Once an application is preliminarily approved by Staff, businesses can expect to receive their grant funds only after due diligence has been completed by the Clerk of the Circuit Court. Depending on the number of applicants, it may take several weeks from the start of application review until eligible business applicants will receive the approved funding.

# When I check for my application's status through the portal using my case number, what do the various "Status" indicators mean?

Application in Progress: You are working on your application and have not yet submitted it.

**Application Submitted**: You have successfully submitted your application in the software.

**Application Review in Progress:** A reviewer is currently examining your application for accuracy, completeness and eligibility.

**Returned for Corrections:** A reviewer or auditor has identified some portion of your application or documentation that is missing, inaccurate, improperly completed or inconsistent with the grant guidelines. They are working to correct this issue and will get in touch with you by email if necessary.

Secondary Review in Progress: The first audit team is actively reviewing your application.

**Payment Pending Final Audit:** Your application passed the first audit review and will undergo one final audit check by the Clerk of the Circuit Court and Comptroller and the Inspector General. If it passes this final step, a check will be sent to the mailing address on your W-9 form.

*Application Not Approved:* Your business is not eligible for the current grant program, or you were unable to provide the required documentation.

**Application Returned Due to Audit:** The auditors have returned your application for further documentation, corrections or eligibility requirements and a reviewer or auditor will get in touch with you by email if necessary, to correct the issue(s).

#### I have not filed my 2019 tax return yet. What do I do?

You may apply immediately for the microgrant program and receive assistance to complete your required documentation. Alternatively, you can wait until you complete and file your 2019 return. The end of the extension period for business returns is September 15, 2020. For personal returns the extension period ends October 15, 2020. Based on the estimated number of businesses that will qualify for these grants, we expect to have sufficient funds to award grants to qualified businesses beyond those dates.

### Individual APPLICATION SCRIPT

"Thank you for calling Sarasota County Cares Relief Act Program, my name is\_\_\_\_\_, may I please have your name and zip code for calling purposes?"

Welcome to the Sarasota County CARES Individual Assistance Program Application!

Sarasota County government wants to support you in your effort to recover if your household has been economically impacted by the COVID-19 pandemic. Emergency financial support is available to qualified households as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act federal stimulus package for Sarasota County households.

This program will offer assistance to eligible households in need of housing (rent or mortgage), utilities, telecommunications, childcare, vehicle, and/or workforce assistance.

Your household financial recovery is important to the future of our community!

Let's get started!

Please carefully read the Eligibility for CARES Act funds. The federal CARES Act provides that payments from the Fund may only be used for households meeting ALL of the following criteria:

Your household was negatively impacted financially by COVID-19.

The household applicant must be a Sarasota County resident and at least 18 years of age.

The applicant must be a U.S. citizen or qualified alien.

Total income for all adult household members, at the time of application, cannot exceed 120% Area Median Income.

You and/or your household has proof of loss of employment income or reduction of employment income due to COVID-19 impacts.

There is a NEED in your household for assistance to pay:

Rent or mortgage

Utilities, such as water, sewer, gas, and electric

Vehicle payment and repair

Childcare

Telecommunications payments

Workforce Assistance costs to gain new employment

STOP! If you do not meet ALL of these criteria, you are not currently eligible for Sarasota County CARES assistance.

#### Please NOTE:

Total assistance per household will not exceed \$5,000.

Payments will only be made for costs during the period that begins on March 1, 2020 and ends on December 30, 2020.

We want your application to move along successfully!

In order to proceed, you will see a list of documents that are required and that you should have ready to upload into Neighborly. Note – we are using several local and regional resources to review and process your application in an effort to ensure prompt attention to all funding requests. Please be aware and agree to receive or have your application and related information processed by professional members of these organizations. Each organization and its members will take reasonable steps to keep your information confidential to the extent allowed by law.

Also, Florida has broad public record laws – your application and any related documents are subject to being available to a request for such public records.

We will review documents needed in detail later. You WILL be able to save your application as it is completed or if you need time to secure your documentation for upload.

Time to enter your information!

Take your time and insure you fill out each required field – this will help in processing your application as fast as possible. It is a good idea to click "Save" on each page. The "Complete and Continue" button will take you to each next page of the application.

The first section will be where you enter your personal information. This will include items such as your name, social security number, home address, contact phone number, and email address.

Now come the very important sections where you will enter the description of how COVID-19 has impacted your household. Please check the boxes that apply and describe in your own words how you had a loss of income due to COVID-19.

Please check the boxes to identify which household expenses have been impacted for which you now need help to pay.

Next, information for all Household Members will need to be completed, including name, employer, birth date, social security number, and relationship to the applicant. Click to add all household members, including those under the age of 18.

Next, you will need to enter Income for all Household Members over the age of 18. Your income will automatically calculate to combine all household income. Total income for eligibility must total no more than 120% of Area Median Income, or about \$92,000 for a family of four, for example.

The next sections will be your opportunity to request assistance in the various categories. Please carefully and accurately enter your information next. This includes:

#### Company/Landlord/Vendor

Account number

Past Due amount

Current Bill amount

For each area of requested assistance, IF you have applied for or received other COVID-19 assistance, you will check YES. Please provide a brief explanation of this assistance and provide documentation.

Again, take your time and enter carefully and accurately. For each area of assistance, documentation uploaded before application submission must match the information you are entering in each section.

#### You are making progress!

It's time to begin to upload all required documents. Some, such as the IRS Form W-9 will require you to print, sign, and scan before uploading. You will need to upload the documents marked required, such as ID and check stubs. For each area that you are requesting funding, the required documents are listed. Please click on the "Upload file" icon. You will be able to upload a document that has been saved on your computer's files.

You will need to provide the following:

A Government-Issued Photo ID

Proof of earned income for all household members over the age of18. Documents must include 30 days of pay stubs, if employed.

Applicants will also need to **report if there is unearned income** from sources such as welfare, social security payments, pension, annuity or retirement funds, unemployment or workers compensation or contributions from other income.

Self-employed applicants will need to provide proof that income has been reduced due to COVID-19, with Profit & Loss statements.

#### A completed IRS Form W-9

Documentation from any other local, state, federal, or private funding related to COVID-19 must be provided and can include such items as email correspondence or check stubs.

# Proof of Loss of Income is necessary to document negative financial impact.

**Current and prior check stubs** (pay stubs from February 2020 and the previous 30 days from the application date) AND a letter from employer documenting loss or reduction of income on company letterhead.

If the applicant received **unemployment**, **approval for unemployment benefits** is sufficient.

If the applicant is self-employed, **proof that income has been reduced** with a Profit & Loss statement for the time period specified is needed.

There are several areas of assistance that you may request funding if needed and if the request can be documented:

For Rental Assistance:

The current lease that includes household member's name(s), amount of rent, beginning and ending date of lease, if applicable.

A statement and/or past due notice from landlord of amount owed in total and by month must be submitted.

#### Mortgage Assistance

A mortgage statement from your lender of amount owed, in total and by month, detailing any escrow amounts will be needed. Real estate taxes cannot be covered.

Utilities Assistance:

the most recent utilities statement, past due notice or upcoming invoice, is required. Government owned utilities must be in the applicant's name.

#### Vehicle Payment Assistance

Vehicle registration in the name of a household member and statement from the lender of the amount owed, in total and by month, is required.

#### Vehicle Repair Assistance,

Vehicle registration in the name of a household member, written repair estimate from a licensed auto repair shop, confirmation by auto repair company that they will accept up to the stated amount and restore the car to operating order, AND final invoice of repair is required.

#### Child Care Assistance

The most recent statement from childcare provider stating time period and amount owed for each child, and a copy of child care provider's license is required.

#### For Telecommunications Assistance

A complete detailed telecommunications bill for past due and/or current is required.

#### For Workforce Assistance,

documentation required is confirmation of an offer of employment and the following, if applicable:

Invoice/purchase requisition for tools, uniforms, etc. necessary to begin employment.

For training and certification, confirmation that training or certification is necessary for employment.

A completed IRS Form W-9 may be requested for certain vendors for which you are requesting payment.

Payments will be made directly to vendors. No payments will be made to the individual applicant with the exception of government-owned utilities.

Total assistance per household will not to exceed \$5,000.

Payments will only be made for costs during the period that begins on March 1, 2020 and ends on December 30, 2020.

You are just about done! It's time to affirm the certifications and declare that all of the information supplied in the application is true!

Please carefully read and type in authorized signature. This is required of all applicants!

And now it's time to click on Complete and Submit!

You can track your application by logging back in through the username and password you created to complete your application.

If you determine you need assistance filling out the application or if you have any questions, please contact the Sarasota County CARES Call Center at 941-861-CARE (2273).

### Individual FAQ Script

The Food, Water, Shelter category, receiving an initial allocation of \$6 million, includes two programs:

1. Individual Assistance Program (\$4.5 million)

2. Non-profit Service Delivery Program (\$1.5 million)

TOTAL: \$6 million

#### Individual Assistance Program

The Individual Assistance Program will provide funding, up to \$5,000 per household, for

eligible expenditures. Applications will become available in September 2020.

These individual assistance funds will be made directly to vendors. No payments will be made to the individual applicant with the exception of government-owned utilities.

#### **Eligibility Overview**

Household income must have been negatively impacted by COVID-19

The applicant must be a Sarasota County resident and at least 18 years of age.

The applicant must be a U.S. citizen or qualified alien

Total income for all household members, at the time of application, cannot exceed 120% Area Median Income.

120% AMI - Sarasota County # in Household Annual Income

Annual Income

1 Adult \$64,320

2 Adults \$73,440

3 Adults \$82,680

4 Adults \$91,800

5 Adults \$99,240

6 Adults \$106,560

7 Adults \$113,880

8 Adults \$121,200

Eligible types of expenditures incurred due to COVID-19 (if not covered by another federal/state funding source) include:

Rent and Mortgage Assistance, excluding real estate taxes

#### **Childcare Expenses**

Assistance to cover care when school or care centers are not available, and legal guardians needed to hire childcare to maintain their jobs at an increased cost to them from pre-COVID.

When a legal guardian lost their job due to COVID-19 and has regained employment but have not received a paycheck. Assistance is limit to the first four (4) weeks from employment date.

#### Workforce Assistance

To assist an individual re-entering the workforce after lay-off when expenditure is completed between March 27, 2020 and November 30, 2020 (date subject to change based on funding and guidance from the US Treasury)

#### Vehicle Assistance

Vehicle payments and necessary car repairs

#### Telecommunications for School, Work or Healthcare tele visits

Phone, Cell, Internet Service (Excludes Cable)

#### Utilities

© 2020McGhee&Associates AHAS

Water, Sewer, Electric, Gas, Solid Waste Collection

# Cook County Housing Voucher Program

FAQ Script for Application assistance

Before, During and After Waitlist Selection

## HCV Waitlist Call Center Before, During and After Scripts

#### **Before/During Opening:**

<u>General opening greeting</u> (BEFORE): Hello, thank you for calling the Housing Authority of Cook County's HCV Waitlist Hotline. HACC's HCV waitlist will officially open on October 19<sup>th</sup> at 8:30am. How may I assist you?

<u>General opening greeting</u> (DURING): Hello, thank you for calling the Housing Authority of Cook County's HCV Waitlist Hotline. HACC's HCV waitlist is officially open. How may I assist you?

#### **Question 1: What is the Housing Choice Voucher (HCV) Program?**

Answer: The HCV Program, commonly referred to as Section 8, is a federally funded tenantbased rental assistance program designed to assist low-income families, the elderly, and people with disabilities afford decent, safe, and sanitary housing in the private rental market. The HACC subsidizes a portion of the rent directly to the property owner.

# Question 2: When will the Housing Choice Voucher (HCV) Program Waiting List open and close?

Answer: The HCV Program Wait List will open on October 19<sup>th</sup> at 8:30am and close on November 2<sup>nd</sup> at 4:30pm.

#### **Question 3: Where can I access the online application?**

Answer: You can access the online application by going to myportal.thehacc.org and clicking the "Applicant Login" button in the top right-hand corner of the screen.

#### Question 4: Are there instructions available to help me with the application process?

Answer: Yes, there will be downloadable instructions in the form of a .pdf on the home screen of the Applicant Portal.

#### Question 5: Is there a cost to submit an application for the HCV Program?

Answer: There is no cost to submit an application for any of HACC's housing programs. The HACC will never ask for any payment information from you. Additionally, do not provide any personal information to anyone claiming he or she can guarantee you a place on the wait list or improve your position on the wait list.

#### Question 6: How many applications will the HACC accept?

Answer: The HACC will accept all completed applications submitted between October 19<sup>th</sup> – November 2<sup>nd</sup>. However, only 10,000 applicants will be added to the HCV Wait List.

#### Question 7: In what order will applicants be placed on the HCV Wait List?

Answer: Applicants will be selected by a random computerized -lottery process and placed accordingly on the HCV Wait List.

#### Question 8: Are there any preferences for placement on the HCV Wait List?

Answer: No. There are no preferences for placement on the HCV wait list. A randomized lottery process is used to place applicants on the wait list.

#### Question 9: Can more than one person in my household submit an application?

Answer: Yes, but each applicant must be 18 years of age or older or an emancipated minor in accordance with Illinois law.

# Question 10: What are the eligibility requirements to be admitted into the HACC's HCV Program?

Answer: In order to be eligible for the HCV Program, applicants must meet the following requirements:

- Must be 18 years of age or older or an emancipated minor
- Must meet all eligibility requirements as outlined in the HACC's Administrative Plan – you can find a copy of HACC's Administrative Plan on the home page of the HACC's website at www.thehacc.org
- Must meet income guidelines set by Department of Housing and Urban Development for the HACC's metropolitan area. Maximum income may not exceed the very-low income level of 50% area median income (AMI)

Persons in Family: Income Limit:

2130113 III I allilly.	meonic Lini
1	31,850
2	36,400
3	40,950
4	45,500
5	49,150
6	52,800
7	56,450
8	60,100

# Question 11: Can I apply for the HCV waiting list if I was previously terminated from the program?

Answer: Anyone can apply for the HCV wait list. However, when selected from the wait list, your application will be processed in accordance with federal regulations and the HACC's Administrative Plan. You can find a copy of HACC's Administrative Plan on the home page of the HACC website at <u>www.thehacc.org</u>.

## **Question 12: Can I be selected for the HCV Waiting List if I am on another waiting list?** Answer: Yes. Placement on any one wait list does not affect your ability to be selected from any other wait list.

# Question 13: If I am currently on a HACC Waiting List, does placement on the HCV Wait List affect my status on any other wait list?

Answer: No. Your placement on any other wait list does not change.

#### Question 14: What happens after I submit the application for the HCV Waiting List?

c) 2020McGhee&Associates AHAS Answer: Once you submit the application, you will get a notification that your application was submitted successfully via email. The initial email indicates your application was successfully completed, not that you are on the HCV wait list. The notification will explain the next step in the process for selection to the HCV Wait List.

#### Question 15: Do I have to have an email address to submit an application?

Answer: The HACC is communicating more and more with families using email. It is faster and more secure than regular mail and typically will not change as much as a physical address. If an email address is not submitted with the application, the HACC will communicate by regular mail, but cannot be responsible if mail is not received by an applicant. Families with email addresses receive information faster. The HACC encourages all applicants to create a free email address using gmail, yahoo, or some other free source. It is not necessary to own a computer to have an email address.

## Question 16: Will I be notified either way if I am selected or not for the HCV Wait List?

Answer: Yes. You will be notified either way.

#### Question 17: What should I do if I did not receive notification?

Answer: Please log on to our application portal (rent café) to confirm status.

#### **Question 18: When will I be notified whether I made the HCV Waiting List?**

Answer: You will be notified within 30 days of the closing of the waitlist application period.

#### **Question 19: If selected for a waiting list, do I automatically qualify for housing?**

Answer: No. Anyone selected for the wait list must be processed for eligibility. All applicants selected for the wait list may not qualify for housing and must still meet eligibility requirements once the household is pulled off of the waitlist. Placement on the HCV wait list does not guarantee you will receive assistance.

#### Question 20: If selected for a waiting list, how do I check my application status?

Answer: You will receive an email letting you know you've made the wait list. You can also check your status online by logging onto the Rent Café portal.

#### **Question 21: If I make the HCV Waiting List will I lose my spot on another waiting list?** Answer: No. You may be on more than one wait list at the same time. Placement on the HCV wait list does not affect your position on any other wait list.

#### Question 22: If selected for a waiting list, when will I receive housing assistance?

Answer: Selection for the HCV Waiting List does not guarantee housing. Once placed on the Wait List, applicants are selected for eligibility determination based on the order in which they were placed on the Wait List and the availability of HACC funding. Only eligible applicants will receive housing assistance. The HACC expects to process all applicants within 4 years of placement on the Wait List.

#### Question 23: Can I submit more than one application to increase my chances of being selected for the lottery?

Answer: No. Applications with duplicate Social Security numbers will not be accepted.

#### After Closing:

<u>General opening greeting</u>: Hello, thank you for calling the Housing Authority of Cook County's HCV Waitlist Hotline. The waitlist application period officially closed on November  $2^{nd}$ . How may I assist you?

**Question 1: When did the Housing Choice Voucher (HCV) Program Waiting List close?** Answer: The HCV Program Waitlist officially closed on November 2<sup>nd</sup>.

**Question 2: In what order will applicants be placed on the HCV Wait List?** Answer: Applicants will be selected by a random computerized - lottery process and placed accordingly on the HCV Wait List. This process will take place within 30 days after the closing of the waitlist application period.

**Question 3: Can I be selected for the HCV Waiting List if I am on another waiting list?** Answer: Yes. It is possible to be selected for more than one waiting list, but assistance may be provided in one program only.

**Question 4: Are there any preferences for placement on the HCV Wait List?** Answer: No. There are no preferences for placement on the wait list.

**Question 5: Will I be notified either way if I am selected or not for the HCV Wait List?** Answer: Yes. You will be notified either way.

Question 6: What should I do if I did not receive notification?

Answer: Please log on to our application portal (rent café) to confirm status.

#### Question 7: When will I be notified whether I made the HCV Waiting List?

Answer: You will be notified within 30 days after the closing of the waitlist application period.

#### Question 8: If selected for a waiting list, do I automatically qualify for housing?

Answer: No. Anyone selected for the wait list must be processed for eligibility. All applicants selected for the wait list may not qualify for housing and must still meet eligibility requirements once the household is pulled off of the waitlist. Placement on the wait list will not guarantee that you are eligible for the HCV Program.

#### Question 9: If selected for a waiting list, how do I check my application status?

Answer: You will receive a registration code where you can log in and create an account in the Rent Café portal. You will use that account to check your status or update any information on your application.

#### Question 10: If I make the HCV Waiting List will I lose my spot on another waiting list?

© 2020McGhee&Associates AHAS

Answer: No. You may be on more than one wait list at the same time. Placement on the HCV wait list does not affect your position on any other wait list.

#### Question 11: If selected for a waiting list, when will I receive housing assistance?

Answer: Selection for the HCV Waiting List does not guarantee housing. Once placed on the Wait List, applicants are selected for eligibility determination based on the order in which they were placed on the Wait List and the availability of HACC funding. Only eligible applicants will receive housing assistance. The HACC expects to process all applicants within 4 years of placement on the Wait List.

# Question 12: I missed the waitlist application period, when will you open the HCV waitlist again?

Answer: The timelines for waitlist openings are dependent on federal funding allocated on an annual basis, therefore HACC cannot provide specific dates for when another waitlist opening will occur. We encourage you to regularly check our website at <u>www.thehacc.org</u> and subscribe to our social media channels (facebook and twitter) for notifications regarding waitlist openings.

#### **Technology-related questions:**

#### Question 1: Do I need a computer to fill out the application?

No. You can use any device that has a modern web browser.

#### **Question 2: Can I apply with my phone?**

As long as your phone has a working mobile data and/or wi-fi connection and a working internet browser such as Chrome, Firefox, Samsung Internet, etc. you will be able to fill out the application.

#### Question 3: Can I use a tablet to fill out the application?

Your tablet will need to have either a mobile data connection or access to wi-fi in order to access the application and a working internet browser such as Chrome, Firefox, Samsung Internet, etc. for you to be able to fill out the application.

#### Question 4: Do I need a specific browser to fill out the application?

As long as you have an up to date web browser such as Internet Explorer, Microsoft Edge, Firefox, Chrome, Opera, etc. you can fill out the application.

#### **General HCV Program Questions:**

#### What is the Housing Choice Voucher (HCV) Program?

Formerly known as Section 8 – provides housing assistance to low income individuals and families using a voucher in the private rental market with the HACC subsidizing a portion of the rent to the owner.

#### How is my rent portion determined?

Income for all household members is considered when determining rent portion. The participant's share of the rent is generally 30-40% of their monthly Adjusted Gross Income (AGI).

#### Is there a minimum rent requirement?

Yes. The HACC has a minimum rent requirement of \$50.00. The minimum rent will be taken into consideration when calculating the participant's Total Tenant Payment (TTP) based on the household income.

#### What is Portability?

The portability feature allows an eligible family that has been issued a Housing Choice Voucher to use the voucher and lease a unit anywhere in the United States providing that the unit is located within the jurisdiction of a Public Housing Authority that administers an HCV Program.

#### If I am eligible for a HACC voucher can I port right away to another jurisdiction?

If a participant lived in HACC's jurisdiction at the time the participant submitted an application for the HACC's HCV waiting list, then the participant can port to another jurisdiction immediately. If not, the participant must remain in HACC's jurisdiction for one year with the voucher. After one year of being assisted, the participant can port out.

#### How long does the move process take?

The time it takes to complete the process depends on how soon the complete move documentation is submitted, how long it takes the unit to pass an HQS inspection, and how long it takes the prospective landlord to approve the rent offer. Note: if the participant moves into the unit before the HACC approves the unit and rent, the tenant will be 100% responsible for any rent due to the owner before approval date.

#### How does HACC determine the voucher size for the participant?

Voucher issuance is based solely on the number of people residing in the household. The HACC will issue one bedroom per two people in the household. HACC does not determine who shares a bedroom/sleeping room.

*For example*: Five people in a household = 3 bedroom voucher.

Four people in a household = 2 bedroom voucher.

Three people in a household = 2 bedroom voucher.

Two people in a household = 1 bedroom voucher.

#### How long is an HCV move voucher valid?

A voucher is issued with 120 days of search time. The participant must find a new unit and return a completed move package by the end of the 120 day period. However, participants that are actively searching for a unit, but are unable to find one in the 120 day period due to good cause, can request an additional 60 days of search time on the voucher.

#### Can a participant rent from a relative?

Participants may not lease a unit from immediate family (such as parents, child, grandparents, grandchild, sister, brother, spouse or domestic partner) or any family member of the participant's extended family, unless HACC provides a written approval based on a reasonable accommodation.

#### <u>Once a participant receives a voucher, can the participant rent from their current landlord</u> <u>in their current unit?</u>

If the unit is in HACC's jurisdiction, once the unit passes inspection and the rent offer is accepted, the HACC can approve a tenant to live in his/her current unit.

#### How does someone become a landlord on the HACC's HCV program?

Email landlord@thehacc.org for more information on being a HACC HCV landlord.

#### Who is responsible for paying the security deposit?

The participant is responsible for paying the security deposit. However, the HACC does offer a security deposit grant for eligible participants enrolled in the HACC's Community Choice Program. For more information about the HACC's Community Choice Program, visit the website at www.thehacc.org.

#### Will the participant have to pay for utilities?

The participant and the landlord decide who will be responsible for each utility. If the participant is responsible for paying utilities, the HACC provides a utility allowance that can reduce their share of rent.

#### How long does the participant have to remain in the subsidized unit?

The HACC requires a participant to remain in the unit for one year, which typically corresponds with the term of the initial lease. If the participant remains in the unit after the first year, the length of the lease term is between the landlord and tenant. Any time a participant moves, the participant must remain in the new unit for at least one year.

#### **Registration Issue Scenario Scripts:**

#### Scenario 1

Caller: I am getting an invalid account error when I try to log in.

Agent: HACC has different portals for some of their properties. Some properties require you to

register for a new account in order to access the property's online application. Did you try to register for an account using the URL for this waiting list opening?

Caller: No or unsure.

Agent: Please try to register.

#### OR Alternate scenario if applicant has registered:

Caller: Yes.

Agent: Please try to register again to see if the registration was completed correctly.

#### Scenario 2

**Caller:** I am getting an alert that I must register with a code. When I use the code, I received an error message "The social security number you entered does not match our records"

**Agent:** You received this error because you have a record in their system. Please email HCVWaitlist2020@thehacc.org with the subject "Registration – SSN Mismatch" and provide your full name, DOB, email, full SSN and phone number.

#### Scenario 3

**Caller:** I am trying to register for an account, but it says I need to register with a registration code.

**Agent:** If you are receiving this message, the alert on the top page of the website will let you know your code. The code is included in the error message and starts with 2673. You may select "Click Here" and the registration code will auto populate in the registration code field or you can return to the registration page and enter the code in the registration code field.

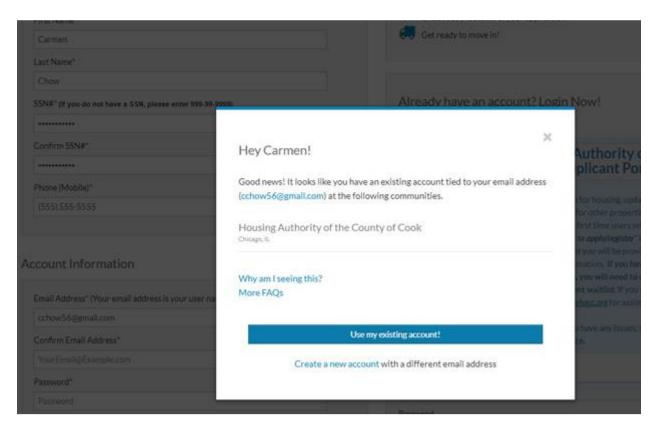
#### Preview of screen:



#### <u>Scenario 4</u>

**Caller:** I received an alert stating I have an existing account. I don't remember creating an existing account.

**Agent:** Other companies and agencies use Rent Café. This alert will come up if the email you are trying to register with is already registered with Rent Café. The alert lets you know which company you have an account with. You may proceed with by selecting the option to 'Use My Existing Account' or create a new account with a different email address. Which option do you want to use?



Preview of screen:

Caller: I want to use my existing account.

**Agent:** Click the button 'Use My Existing Account.' This will bring you to a log in screen that says "Glad to have you back." Complete the required fields and select login. If you do not know your password, you will need to reset your password, and go through the registration process again until you come back to the log in screen that says "Glad to have you back." HACC's Log In page has instructions with screen shots on how to complete your registration on page 9.

#### Preview of screen:

-	Account Access
(	Glad to have you back Carmen!
E	EMAIL ADDRESS* (YOUR EMAIL ADDRESS IS YOUR USER NAME)
	cchow56@gmail.com
F	PASSWORD"
F	FIRST NAME*
	Carmen
1	LAST NAME*
	Chow
0.	SSN#* (IF YOU DO NOT HAVE A SSN, PLEASE ENTER 999-99-9999)
	••••••
F	PHONE (MOBILE)*
	555555555
	Login I forgot my password
	By connecting your existing account, you are agreeing to the Terms and Conditions and Privacy Policy.

Location of PDF with instructions:

If you have previously registered for Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to access our Project Based Voucher and Housing Choice Voucher wait list application. You will only be able to apply if the waiting list is open. For issues with registration, CLICK HERE for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration@thehacc.org. Please include your full name and describe the issue you are experiencing.				
User Name          hacctest123@gmail.com       Register for a Fast, Easy Application         Password       With a free account, you can:         • Save your application and log in at any time to continue.       • Check the status of your applications.         Forgot password?       Use your account with multiple applications.         Click here to register       • Register Now				

Alternate scenario if applicant wants to use a different email.

**Caller:** I want to use a different email account.

**Agent:** Select the option "Create a new account using a different email address." This will bring you back to the registration screen. Complete the required fields and register.

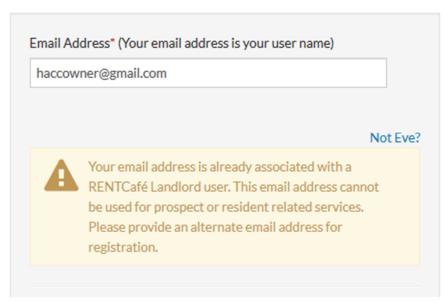
#### <u>Scenario 5</u>

**Caller:** After I enter my email address to register, I receive an error that says my email address is associated with a Rent Café Landlord User.

**Agent:** You cannot use this email address. You must use a different email address. If you do not have another email address, you can create one through a free email provider such as Gmail, Yahoo, or any other email provider you wish to use.

#### Preview of screen:

#### Account Information



#### Scenario 6

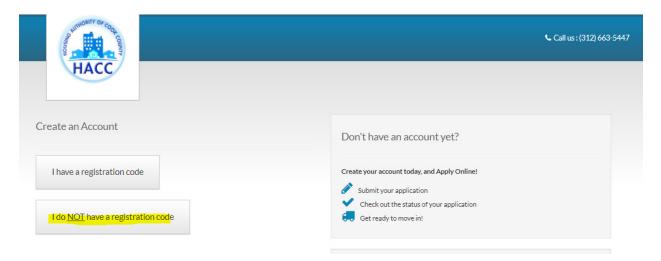
Caller: I don't have a Rent Café account. I need a registration code.

**Agent:** You may register for a Rent Café account without a registration code. Go to the Rent Café Applicant and Resident Portal Home Page. Select 'Click Here to Register'

#### Preview of screen:

myportal-thehacc.securecafe.com/onlineleasing/cook-county-live/guestlogin.aspx					
ookmarks 📙 Rent Cafe	okmarks 🧧 Rent Cafe 🙋 Outlook Webmail 🛞 KACE				
	a de la construcción de la constru				
	Select Language   Powered by Google Translate				
	Welcome to the Housing Authority of Cook County's Resident and Applicant Portal				
	ATTENTION: The Cook County COVID-19 Recovery: Rental Assistance Program wait list is now closed. We are reviewing applications for preliminary eligibility in preparation of generating the wait list. Application status in the Applicant Portal for the COVID-19 wait list is not accurate. You will get an email with your application status once the wait list is generated. Please allow up to 3 weeks for this email.				
	HACC's Housing Choice Voucher wait list is currently clos	ed.			
	Due to concerns surrounding COVID-19, HACC is cancelling all public meetings and events at our sites and downtown office until further notice. This includes briefings and special program workshops. If you are scheduled to come into the office for a briefing or appointment, please do not come in as we are not seeing visitors. HACC staff members will continue to work remotely via email and telephone - please contact your housing specialist or program coordinator for more information. We appreciate your patience as we adjust to the new work environment - delays in processing are expected.				
	If you have previously registered for Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to access our Project Based Voucher and Housing Choice Voucher wait list application. You will only be able to apply if the waiting list is open.				
	For issues with registration, CLICK HERE for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration@thehacc.org. Please include your full name and describe the issue you are experiencing.				
	User Name	Register for a Fast, Easy Application			
	hacctest123@gmail.com	With a free account, you can:			
	Password	<ul> <li>Save your application and log in at any time to continue.</li> </ul>			
	Check the status of your applications.     Use your account with multiple applications.				
	Forgot password? Click here to register Login	► Register Now			

Agent: Select 'I do NOT have a registration code' to move forward with the registration process.

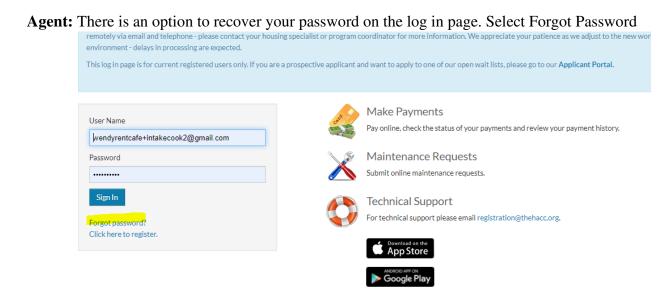


Create an Account	Don't have an account yet?
* Denotes a required field	Create your account today, and Apply Online!
Personal Details First Name* First Name	<ul> <li>Submit your application</li> <li>Check out the status of your application</li> <li>Get ready to move in!</li> </ul>
Last Name* Last Name SSN#* (If you do not have a SSN, please enter 999-99-3999)	Already have an account? Login Now!
Confirm SSN#*  Phone (Mobile)*	Select Language   Powered by Google Translate  Welcome to the Housing Authority of Cook County's Resident and Applicant Portal
(555) 555-5555 Account Information	ATTENTION: The Cook County COVID-19 Recovery: Rental Assistance Program wait list is now closed. We are reviewing applications for preliminary eligibility in preparation of generating the wait list. Application status in the Applicant Portal fo the COVID-19 wait list is not accurate. You will get an email with your application status once the wait list is generated. Please allow up to 3 weeks for this email.
Email Address* (Your email address is your user name) YourEmail@Example.com Confirm Email Address*	From this site you can submit a new application for housing, update your current application contact information, apply for other properties with open wait lists, and access your resident profile. For first time users select " <i>Click here to register</i> ". Once the page loads, select " <i>I want to apply/register</i> ."

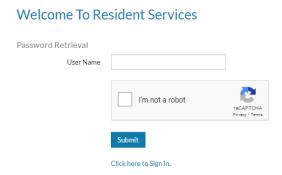
Caller: I can't remember my username.

**Agent:** Your username is your email address. If you cannot remember your username, please email HCVWaitlist2020@thehacc.org with subject – Forgot Username with your full name, date of birth and last four digits of your SSN. Please allow 48 hours for a response from the agency.

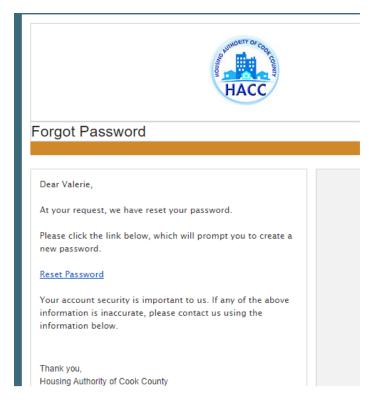
#### Caller: I can't remember my password.



Enter your Username. Your username is your email address. You will receive an automated email with a link to reset your password. Please check your spam and junk folders if you do not see the email in your inbox.



Preview of email sent to user:



Click the *reset password* link. Enter your new password. All passwords must be a minimum of 10 characters and contain all the following: one lowercase letter, one uppercase letter, one number and one symbol

User Login	
New Password:	
Confirm Password:	
Change Password	

Click here to login.

**Caller:** I'm trying to log in, but I am receiving an alert indicating 'You have exceeded the maximum login failures. You may use the Forgot Password Link to reset your password.

his email.	You have exceeded the maximum login failures. You may use the Forgot Password link to reset your password. 🛛 🗙
	lication for housing, update your current application contact information, apply for other properties with open wait lists, and access your reside ". Once the page loads, select " <i>I want to apply/register.</i> "
HACC's Housing Choice Voucher wa	list is currently closed.
workshops. If you are scheduled to com	HACC is cancelling all public meetings and events at our sites and downtown office until further notice. This includes briefings and special pr e into the office for a briefing or appointment, please do not come in as we are not seeing visitors. HACC staff members will continue to work r sing specialist or program coordinator for more information. We appreciate your patience as we adjust to the new work environment - delays i
If you have previously registered for	Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to a
	Rent Café to apply for our Affordable Multi-Family Housing sites, you will need to complete a new Rent Café registration in order to a Choice Voucher wait list application. You will only be able to apply if the waiting list is open.
Project Based Voucher and Housing	Choice Voucher wait list application. You will only be able to apply if the waiting list is open.
Project Based Voucher and Housing For issues with registration, CLICK HERI	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration
Project Based Voucher and Housing	for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration
Project Based Voucher and Housing For issues with registration, CLICK HERI	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration( e the issue you are experiencing.
Project Based Voucher and Housing For issues with registration, CLICK HERI	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration(
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and descril	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration( e the issue you are experiencing.
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and descril User Name	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration ( e the issue you are experiencing. Register for a Fast, Easy Application
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and descril User Name hacctest123+5@gmail.com	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration ( e the issue you are experiencing. Register for a Fast, Easy Application With a free account, you can: ✓ Save your application and log in at any time to continue. ✓ Check the status of your applications.
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and descril User Name hacctest123+5@gmail.com Password	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration ( e the issue you are experiencing. Register for a Fast, Easy Application With a free account, you can: ✓ Save your application and log in at any time to continue.
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and descrit User Name hacctest123+5@gmail.com Password •••• Forgot password?	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration ( e the issue you are experiencing. Register for a Fast, Easy Application With a free account, you can: ✓ Save your application and log in at any time to continue. ✓ Check the status of your applications.
Project Based Voucher and Housing For issues with registration, CLICK HERI Please include your full name and describ User Name hacctest123+5@gmail.com Password •••	Choice Voucher wait list application. You will only be able to apply if the waiting list is open. for step by step instructions. If you are still having issues after reviewing and following the instructions, send an email by contacting registration ( e the issue you are experiencing.

**Agent:** Your account is currently locked. To unlock your account, follow the instructions on the prompt and Select Forgot Password. See Question 8 for password reset instructions and screenshots.

ins log in page is for current registered users only. If you ar	e a prospective applicant a	and want to apply to one of our open wait lists, please go to our Applicant Portal.
		Make Payments
Jser Name wendyrentcafe+intakecook2@gmail.com	Se al	Pay online, check the status of your payments and review your payment history.
Password	Ten /	Maintenance Requests
		Submit online maintenance requests.
Sign In		Technical Support
orgot password?		For technical support please email registration@thehacc.org.
Click here to register.		Download on the

Caller: What are the password requirements for a Rent Café

**Agent:** All passwords must be a minimum of 10 characters and contain all the following: one lowercase letter, one uppercase letter, one number and one symbol.

#### Scenario 11

Caller: I am getting an invalid log in error.

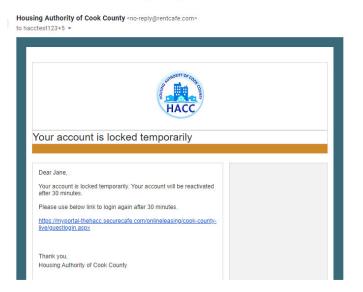
**Agent:** This means your password or username is incorrect. Select Forgot Password on the log in page to reset your password (refer to question 8 for screenshots). All passwords must be a minimum of 10 characters and contain all the following: one lowercase letter, one uppercase letter, one number and one symbol.

#### Scenario 12

Caller: My account is locked.

**Agent:** You may have received an email indicating your account is temporarily locked. Your account was locked because you exceed the number of times you can enter incorrect log in credentials. Your account will automatically unlock after 30 minutes. If you know your password, you may try to log in again after 30 minutes. If you don't know your password or would like to try and log in now, go back to the log in page and reset your password. Resetting your password will unlock your account immediately. Refer to Question 8 for reset password.

Your account is locked temporarily Inbox ×



**Caller:** I don't know how to complete the online application.

Agent: HACC has applications instructions on their Rent Café Log In Page. Click 'CLICK HERE' to access the instructions. Application instructions begin on page 11. This URL is the link to the instructions. https://thehacc.org/wp-content/uploads/2020/03/How-to-Register-and-Submit-an-Application-Online-2020.03.09.pdf

# Wisconsin DCF

Script and Intake Form

# <u>Script</u>

## **Daytime and Second Shift**

Thank you for calling the Division of Milwaukee Child Protective Services. Are you calling to report an incident of child abuse or neglect?

If yes: all access specialists are currently unavailable. I will take some basic information from you and a Division of Milwaukee Child Protective Services access specialist will return your call. What is the best number and alternate to reach you?

If no: All access specialists are currently unavailable. I will take some basic information from you and forward it to Division of Milwaukee Child Protective Services; someone will return your call within 24 hours. What is the best time and number to reach you?

## After Hours, Weekends, and Holidays

Thank you for calling the Division of Milwaukee Child Protective Services. Are you calling to report an incident of child abuse or neglect?

If yes: all access specialists are currently unavailable. I will take some basic information from you and a Division of Milwaukee Child Protective Services access specialist will return your call. What is the best number and alternate to reach you?

If no: All access specialists are currently unavailable. I will take some basic information from you and forward it to Division of Milwaukee Child Protective

Services; someone will return your call on the next business day. What is the best time and alternate number to reach you?

## <u>Division of Milwaukee Child Protection Services Intake</u> Form

DIVISION OF MILWAUKEE CHILD PROTECTIVE SERVICES \*\*\*PLEASE VERIFY SPELLING OF ALL NAMES \*\*\* Most "TEXT BOXES" will allow unlimited input, so, if necessary, add other information that would add to the clarity of the report.

Date: Time: Agent Initials:

CALLER INFORMATION Name: Phone Number: Extension: Alt Number: Relationship to child: How does the caller know the information: Facility:

CHILD INFORMATION (Use age field if the DOB is unknown) Name: Date of Birth: Age: Gender: Race/Ethnicity: City in which the child resides: Where(Address)is the child In whose care is the child in:

Does the child have any special needs/medications:

PARENT INFORMATION Primary language for family: BIOLOGICAL MOTHER: Name: Date of Birth: Address: Phone Number: Alleged Perpetrator: If this person is the alleged perpetrator, what access do they have to the victim or other children:

Other adults in the mother's home:

BIOLOGICAL FATHER: Name: Date of Birth: Address: Phone Number: Alleged Perpetrator: If this person is the alleged perpetrator, what access do they have to the victim or other children:

Other adults in the father's home:

GUARDIAN:
Name:
Date of Birth:
Address:
Phone Number:
Alleged Perpetrator:

ALLEGED PERPETRATOR (If different from parent) Relationship to child: Name: Date of Birth: Address: Phone Number: What access do they have to the victim or other children: Age: Gender:

### COVID-19 INFO

© 2020McGhee&Associates AHAS

1. Are you aware whether the child or anyone in the family home has been diagnosed and/or exposed to corona virus 19?

2. Are you aware whether the child or anyone in the family home has displayed any symptoms of corona virus 19, e.g., lower respiratory illness, cough, fever?

3. Are you aware whether the child or anyone in the family home is selfquarantining because of corona virus 19?

**REPORT SUMMARY** 

When and where did the incident occur and explain what happened:

Has this been previously reported:

LAW ENFORCEMENT AGENCY (LEA-if known and reported) LEA Involved: Which Department/Jurisdiction: Officer's Name: LEA Case #

Type of Report: PRIORITY Delivered To:



Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

#### State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder:	807919		Reason for Modification:
Doc Description Proc Type:	n: P-EBT Remote Call Cent Central Master Agreemen		To publish Addendum #2 agency responses to vendor questions
Date Issued	Solicitation Closes	Solicitation No	Version
2020-12-10	2020-12-15 13:30	CRFQ 0402 EDD210000003	3

BID RECEIVING LO	CATION
BID CLERK	
DEPARTMENT OF	DMINISTRATION
PURCHASING DIV	NON
2019 WASHINGTO	STE
CHARLESTON	WV 25305
US	

VENDOR		
Vendor Customer Code: $VSDC$	100036905	
Vendor Name : MCGhee a	nd Associates LLC	
Address: 2791 Cullode	en Ave	
Street :		
City: Henderson		
State : ŊV	Country: USA	Zip: 89044
Principal Contact : Kimberly	MCGhee	
Vendor Contact Phone: 785-3	370-1257 Extension:	
FOR INFORMATION CONTACT THE	BUYER	
Joseph E Hager III (304) 558-2306		
joseph.e.hageriii@wv.gov		

FEIN# 410-4180806

All offers subject to all terms and conditions contained in this solicitation

When

inty 7

Vendor

Signature

DATE

12-12-2020