

## COVID-19 Pandemic Relief Fund Assistance- Frequently Asked Questions

1. How do I get the funds?  
**Be 18 or older, Fill out application, proof of address and sign attestation statement. Proof of address can be any mail to the home. 1 application per adult member in the home, 5 adults living in the home, 5 applications per home.**
2. Why was there an application posted on line if the system wasn't ready?  
**We have been made aware that a "test" application was being circulated via Facebook and handed out by individuals. Applications received by Economic Support prior to August 1, 2020 will not be accepted, as the application was not complete. You will be required to resubmit the correct application.**
3. Can we use an old Tribal ID, or just our number, what if my ID is expired or outdated or I don't have one?  
**We only need the Tribal enrollment number to verify with enrollments. Please be sure to include your social security number and birthdate.**
4. What if I don't have access to internet or online, can I get an application mailed to me?  
**A letter with the application will be mailed and should be received beginning August 3<sup>rd</sup>.  
In person assistance:**
  - **Economic Support (2640 West Point Rd Green Bay, WI) will have drive-by events August 5 and 6 at the office on Wed 3-5 and Thursday 10-12.**
  - **CEC by appointment only 920-496-5260 or [kwurst@oneidanation.org](mailto:kwurst@oneidanation.org).**
5. Where can I pick up an application after hours, if I can't get there during the day?  
**Applications will be at the following locations starting Monday, August 3, 2020: One Stops – E/EE, Larson Rd/Oneida Market, Four Path, Westwind, Hwy 54, and Waube/Packerland. SEOTS office Milwaukee, and Wise Women Gathering Place- Green Bay**
6. I lost my tribal ID, how to I get my number if Enrollments is closed?  
**You don't need your id but if you still need one please contact Enrollments they will see members by appointment only 920-869-6200**
7. I am confused by the application, where can I get help to fill this out?  
**Economic Support 920-490-3939 and CEC 920-496-5260**
8. When should I expect payment?  
**2-3 after receipt of processed application, you will receive a receipt by mail or email.**
9. Will child support Intercept?  
**No**
10. What happens to my information that I submitted before August 1?  
**It will be deleted and shredded.'**
11. Is my banking and personal information I submitted secured?  
**Yes, the Nation's security level is reliable and safe. Internally, all staff sign confidentially agreements in the department and at initial hire. Our area is locked by multiple entry points, including entry doors, office doors and cabinet locks the office is not open to the public at this time.**
12. Why do I have to submit it on August 1, if I already submitted it, don't you have all the information already?

**The application that was shared did not have the correct information needed for auditing purposes, as a draft/ test application was requesting information not needed for the application.**

13. If I don't submit an application will I get the funds,  
**NO, it is not an automatic payment.**
14. What is the cut-off date?  
**9/30/2020**
15. Does it have to be received or post marked by cut-off date?  
**Yes, received in office by mail or email by 9/30/2020**
16. Why proof of address?  
**To ensure the agency doesn't enter wrong information that may not be legible on the application and seamless processing.**
17. Why is there a cut-off date?  
**The funds are only available through December 30, 2020. We have a cut-off date of 9/30/20 to allow enough time for members to apply and spend the money.**
18. Why is it going to take 2-3 weeks to get my payment?  
**We are expecting around 14,000 applications. Economic Support needs time to process the applications and Accounting has a check run once per week.**
19. What if my birthday isn't until the day after the cut off?  
**Unfortunately, the funds will not be available to you per the COVID 19 Pandemic Relief Assistance Program Work Standard.**
20. Who can I call or email if I have questions afterward?  
**If you have access to Facebook please like and follow the Economic Support Page for updates and additional information. We will post these questions and other FAQ's to avoid members calling into the office. The less calls and interruptions we receive the more time we have to focus on processing the payments. Please remember that with the current staffing at all levels involved with this project, delays can be expected. The fastest and easiest way is to apply via smartphones or computers.**
21. Will it affect Unemployment, taxes, public benefits, Social Security Benefits?  
**This payment may also impact need based benefit programs and unemployment benefits. Please consult your case worker or the appropriate agency if you have questions or concerns.  
For unemployment related questions, please contact the WI Unemployment office or Oneida Human Resources at (920) 490-3680.**
22. Why do I have to keep the documents and reason for my impact to Covid-19?  
**The CARES Act funds are federal monies. Both the Nation and applicant are responsible for any audit.**