

## Summary

In July 2022 a lawsuit was filed in the Alameda County Superior Court against the CA COVID-19 Rent Relief Program (Program), and as a result, a court-ordered injunction was placed on the Program, prohibiting the Program from issuing full or partial denials. In May 2023, a settlement of the lawsuit was reached. Per the terms of the settlement agreement, the Program is working through the pending applicant pool. The following describes what pending applicants can expect.

Notifications will be sent to all applicants who have not received a final determination on their application for program benefits. Each notification provides for a 30-day appeal process.

## What to Expect

### Status Changes

Applicants may notice several status changes as their applications are being processed.

Status changes are a normal part of application processing.

### Partial Payment Award Notification

- Applicants approved for partial payment will receive an award determination by email and USPS mail describing the amount approved. The notification will be sent in the applicant's preferred language, as indicated in their application, as well as English. A check, in the amount approved, will go out to the applicant at this time. The applicant will have an appeal automatically established by the Program. A notice of said appeal will be emailed to the applicant with instructions on how to complete the appeal process. If the applicant does not agree with the amount of benefits approved, they can respond to the email or access the task in the Neighborly portal. Applicant Program status will change from: Approved: Pending Payment to Partial Payment Paid - Appeal Pending.
- Once applicants receive their award determination, allow 14 calendar days for payment to be received.
- The Partial Payment award notification will be emailed to the applicant, their authorized representative, and/or registered participant users as identified in the applicant's application.

### Denial Notification

- Applicants who have been deemed ineligible for the program will receive a denial notification, by email and by USPS mail, that states they have been denied. The notification will be in the applicant's preferred language, as indicated in their application, as well as in English. The notification will state the reason their application was deemed ineligible and will state the specific documentation that led to the denial determination.
- The applicant will have 30 days to appeal the denial notification. Instructions on how to file an appeal will be included in the denial notification.
- A copy of the denial notification will be available in the Neighborly portal.
- The denial notification will be emailed to the applicant, their authorized representative, and/or registered participant users as identified in the applicant's application.
- The denial notification will be mailed via USPS to the applicant. The notification will be in the applicant's preferred language as indicated in their application as well as in English.
- Applicant Program Status may change to "Program Notification in Progress".
- Once the denial notification has been sent, the applicant's Program Status will change to "Program Notification Issued".
- A copy of the denial notification will be available in the applicant's Neighborly portal.

## How to Submit an Appeal

### Partial Payment Award

- An appeal request will be started by the program for applicants who receive partial payment notifications.
- A separate appeal task will be emailed to the applicant so they can upload any relevant documents and submit messages to Case Managers.
- If an applicant chooses to appeal, they must submit new supporting documentation and/or narrative for appeal review within 30 days from notification date.
- In addition, applicants may request copies of documents utilized to make eligibility determinations by emailing [ApplicationInquiry@ca-rentrelief.com](mailto:ApplicationInquiry@ca-rentrelief.com), or by contacting one of the resources listed in the “Applicant Assistance” section below. Once requested documents are provided by the Program, applicants will have an additional 30 days to submit their appeal request.

### Denial Notification

- Appeal instructions will be included in the denial notice. Appeals must be submitted to the Program Appeal Portal within 30 days of notification:  
[https://horne2.outsystemsenterprise.com/RAP\\_California/AppealRegistrationEntry.aspx](https://horne2.outsystemsenterprise.com/RAP_California/AppealRegistrationEntry.aspx). Applicants can also call the call center to file an appeal.
- To support the appeal request, applicants must submit supporting documentation and/or narrative for the appeal review. Said documentation can be uploaded to their Neighborly document file.
- In addition, applicants may request copies of documents utilized to make application eligibility determinations by emailing [ApplicationInquiry@ca-rentrelief.com](mailto:ApplicationInquiry@ca-rentrelief.com), or by contacting one of the resources listed in the “Applicant Assistance” section below. Once documents are provided by the Program, applicants will have an additional 30 dates to submit the appeal request.

### Applicant Assistance

Applicants can seek guidance and assistance for any questions about these notifications and processes, including help filing an appeal by contacting one of the following resources:

- Contact Program Call Center 833-430-2122
- Email [Appeal@ca-rentrelief.com](mailto:Appeal@ca-rentrelief.com)
- Contact the Local Partner Network (LISC) 833-687-0967

If you or anyone in your household is a person with disabilities and needs additional assistance, you can request disability accommodation. To do that, you can:

1. Contact the program Call Center by phone at 1-833-430-2122,
2. Send an email to [Support@ca-rentrelief.com](mailto:Support@ca-rentrelief.com),
3. Dial through the 711 access, OR
4. Call 833-687-0967 to set up an appointment with an organization in our local partner network to help you.