



Pueblo of Zuni

2022 COVID-19 Direct Financial Assistance Program

Frequently Asked Questions - FAQs

❖ *What is 2022 COVID-19 Direct Financial Assistance?*

The 2022 COVID-19 Direct Financial Support Assistance Program is designed to provide **non-taxable** economic relief to Zuni Tribal enrolled members with additional resources to maintain adequate housing, transportation, food, water, medication, medical care, utilities, and basic life necessities to help alleviate the financial hardships endured from loss of income and/or increased costs due to the COVID-19 pandemic. Funding for the program is supported by the American Rescue Plan Act (ARPA) received by the Zuni Tribe. This Direct Financial Assistance Program is designed to comply with the ARPA requirements and guidance issued by the US Department of Treasury.

❖ *Do I have to re-apply if I received the 2021 COVID-19 DIRECT Financial Assistance?*

No, if you received assistance in 2021 **you will NOT be required** to apply. Your information in our current database will be used to process your assistance check. **NO FURTHER ACTION IS NECESSARY ON RECIPIENT'S PART.**

❖ *I received the 2021 COVID-19 DIRECT Financial Assistance, do I need to resubmit my census enrollment information and state-issued ID/DL?*

NO, unless you legally changed your name.

❖ *I did not apply last year because I missed the deadline, can I apply?*

YES, you are **considered** a **NEW APPLICANT** and must complete/sign and submit application with required documents (Zuni Tribal Census Card or Zuni Enrollment letter **and** state issued ID/DL).

❖ *I just turned 18 years old and I am an enrolled member of Zuni, can I apply?*

Yes, you are considered a **NEW APPLICANT** and must complete/sign and submit application with required documents (Zuni Tribal Census Card or Zuni Enrollment letter **and** state issued ID/DL). Note: An enrolled tribal member can apply as long as they turn 18 by September 1, 2022.

❖ *If I did not apply last year and apply for 2022 Direct Financial Assistance, will I receive the prior payments that were issued in 2020 and 2021?*

NO, you will only be eligible to receive the 2022 COVID-19 Direct Financial Assistance.

❖ *Who is eligible to apply?*

- Zuni Enrolled Tribal Member (residing on or off the reservation) who will be 18 years old as of September 1, 2022. Once you turn 18 years old, you can apply.
 - (Scenario Example: My son turns 18 years old on August 31, 2022, can he apply in July 2022? No, he has to wait until August 31, 2022 to apply)
- Applicant must be enrolled with the Zuni Tribe as of September 1, 2022 and;
- Has experienced a financial hardship due COVID-19 pandemic.

❖ *If I live out of state, can I submit an application if I did not apply in 2021?*

Yes, as long as you are an enrolled Zuni tribal member and 18 or older.

❖ *How do I apply for this service IF I am considered a NEW APPLICANT?*

REMINDER: If you received the 2021 Direct Financial Assistance, PLEASE DO NOT APPLY. This FAQ only applies to those who did not receive the 2021 Direct Financial Assistance.

- ✓ **Option 1: STRONGLY ENCOURAGED** -Complete and submit the on-line application at the following link: [POZ COVID-19 Direct Financial Assistance](#) via cell phone, tablet, laptop or desktop (must have a valid email address to receive confirmation that application was submitted); online link will also be available at www.ashiwi.org or;
- ✓ **Option 2:** Complete PDF Fillable application and email with supporting documents (as applicable for NEW APPLICANTS) to: Covid.Assistance@ashiwi.org
 - Download application at www.ashiwi.org or;
 - Email Covid.Assistance@ashiwi.org to request for an application
- ✓ **Option 3:** Paper applications will be available at local stores and ZECDC office. Completed paper applications will be accepted at the ZECDC office located at 01 Twin Buttes Rd during regular business hours: Monday - Friday between 930 am- 4 pm; closed for lunch from 12pm - 1pm.
****Masks are required when dropping off application.**

❖ *I am a NEW APPLICANT; will I get my check faster if I submit online vs. paper application?*

To increase efficiency with review, online applications are STRONGLY encouraged. Staff will have immediate access to online applications resulting in a faster review process and will be processed based on date of receipt.

❖ ***Will I receive financial assistance IF I do not apply?***

If you received 2021 Direct Financial Assistance, you will receive assistance. If you are a **new applicant** and did not receive the 2021 Direct Financial Assistance, you must apply; otherwise we will not be able to process payment if you are eligible.

❖ ***When is the deadline to apply?***

September 1, 2022 at 11:59 pm

❖ ***As a NEW APPLICANT, can I apply more than once?***

No, to avoid duplication, **only one application** is required for 2022 COVID-19 Direct Financial Assistance. This only pertains to individuals that did not receive the 2021 COVID-19 Direct Financial Assistance.

❖ ***What happens if I am a NEW APPLICANT and did not receive a confirmation email if I applied on-line?***

Staff will contact you to verify your mailing address and request for lacking documents, if applicable.

❖ ***If I received assistance in 2021, will I receive a phone call to verify my information?***

No, you **will NOT** receive a phone call. The information on file in our database will be used to process payment.

❖ ***What if I can't upload my documents on the online application portal if I am a NEW APPLICANT?***

You can email your census card, census enrollment verification or CIB with state issued ID to Covid.Assistance@ashiwi.org or you can drop off your documents at the ZECDC office.

❖ ***I am a NEW APPLICANT and I do not have a state issued ID or Driver's License, what is acceptable as a form of picture ID?***

If you absolutely do not have any sort of picture ID; then **we strongly encourage** you to obtain a state issued ID or Driver's License OR schedule an appointment with Zuni Tribal Census to purchase a Census Picture ID. The maximum cost for Tribal Census picture ID is under \$10.

It is better to obtain a state issued ID or Driver's License so you will not have a difficult time cashing your check if you do not have a bank account.

❖ ***I am NEW APPLICANT and I do not have my census card or do not remember my census number, what can I do to obtain my census card?***

You will need to contact the Zuni Tribal census office at (505) 782-7072 and obtain an enrollment letter, or picture census card. You will be required to submit enrollment verification.

❖ ***Can I apply if I have been working throughout the pandemic?***

Yes. If you are NEW and meet any of the justifications listed on the application, you can apply.

❖ ***NEW APPLICANTS: What happens if I miss a call from the staff that are verifying applications?***

If you miss a call and still have outstanding documents, your application will be in pending status.

If you submitted all verification documents and your application is fully complete; staff will verify your mailing address with your census card/enrollment letter and move forward with processing payment authorization.

❖ ***NEW APPLICANTS: What if I entered my information inaccurately on my online application?***

You will need to answer the call from staff to verify your information. Staff will call to verify your information from a (505) 782-7000 phone number.

❖ ***NEW APPLICANTS: Do I need to resubmit my online application if I did not receive a confirmation email?***

No – you **do not** need to resubmit another online application. If you do not receive a check four (4) weeks after submitting your on-line application – We strongly encourage you to call the ZECDC office at 505-782-5998. Do not wait until after the September 1, 2022 deadline.

❖ ***NEW APPLICANTS: What happens after I receive a phone call for verification?***

If your application is fully completed, the staff will approve and process a payment authorization. It will take up to 3 weeks for you to receive your check via mail. Based on the applications received, it might take staff longer to complete the entire verification and payment process. Please be patient.

❖ ***Why is there a denial option on the OFFICE Use section of the application?***

If an applicant does not meet the eligibility criteria of 1) enrolled Zuni tribal member by September 1, 2022; 2) did not meet the age requirement by September 1, 2022 3) or are incarcerated or does not meet any of the justification statements, the applicant will not be eligible for the financial assistance.

❖ ***Can I get direct deposit?***

No. As an effort to meet the demand, ONLY checks will be processed and disbursed by POZ Finance department. We STRONGLY encourage you to cash your check immediately upon receipt.

❖ ***What can I do to help those that do not have access to the internet?***

You should make every effort to assist those individuals (NEW APPLICANTS) in applying online. The online application requires the applicant's signature. They must sign for themselves. Remember to practice social distancing and wear your mask.

❖ *I can only access Facebook, I do not have access to the internet; how do I apply online?*

You can only access Facebook if you have internet services. Click on link posted on Pueblo of Zuni Facebook page and apply. 😊 OR go to www.ashiwi.org to click on online link.

❖ *Can I apply on behalf of a relative who is incarcerated?*

No, the individual will need to apply on their own when they are released. If you apply on their behalf, you can be charged with forgery. The deadline to submit application is September 1, 2022.

❖ *Is the financial assistance check taxable?*

No, the financial assistance is non-taxable. If it was taxable you would have been required to complete a W-9 Form. It is NOT taxable.

❖ *When will I receive my assistance check?*

With the enormous amount of payments to be processed (8000+), we kindly request for your patience. Please allow 4-6 weeks for your check to be processed and mailed. Your check will be mailed to the address provided on your previous application and/or for NEW APPLICANTS, your check will be mailed to address you provided on your application. We appreciate your patience. 😊 Please understand that POZ program staff also have their regular job responsibilities to tend to. We appreciate your patience. 😊

❖ *What happens if my check is lost, stolen or destroyed?*

You must contact the ZECDC program immediately. Please do not wait 3-6 months after it has been lost, stolen or destroyed. Staff will submit a stop payment form and will wait to see if check cleared. If check was not cleared, the check will be re-issued. This process can take up to 3-4 weeks.

❖ *How long is my check good for?*

Your check **EXPIRES IN 60 DAYS** from the date of check. PLEASE deposit or cash your check **immediately** upon receipt. It does take extra time when checks expire and individuals request for re-issuance. Please **be responsible** and cash your check before it expires.

❖ *Can I do a mobile deposit?*

If your financial institution provides mobile banking, then you can deposit your check via mobile deposit. **PLEASE** ensure you indicate "MOBILE DEPOSIT" on the back of your signed check.

❖ *What can I use these funds for?*

Limitations: The following is a non-exhaustive list of items that financial relief under this program may be used for:

- i. Groceries, food, meals, and nutrition assistance costs necessary to sustain health and well-being;
- ii. Materials associated with Zuni Tribal preservation activities to include but not limited to ceremonial and prayer activities, jewelry making, pottery making, painting, weaving, the making of regalia and fetish carving;
- iii. Personal care items such as face masks, sanitizer, hand cleaner, hygiene products, and special clothing necessary to maintain personal health and safety of oneself and others;
- iv. Utility costs for the added expenses incurred to stay at home, isolate or adhere to public health and Tribal government mandates and recommendations, including electricity, gas, propane, firewood, water, sewer, waste disposal, internet, and phone.
- v. Dependent care, including childcare services and added costs for care and feeding of children not able to attend school;
- vi. Unreimbursed medical and health-related expenses, in addition to costs of in-home care, prescriptions, supplements, wellness, and counseling;
- vii. All expenses related to online learning and expenses to maintain and support the education needs of school-age children, including post-secondary school
- viii. Costs incurred to improve or create teleworking capabilities.
- ix. Housing assistance to avoid foreclosure or eviction;
- x. Housing maintenance including cleaning supplies and cleaning services necessary to maintain sanitary and safe living conditions.