



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

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To: All Staff, Code 2A

Date: June 11, 2021

From: Tish Gallegos, Community Relations/Media

Subject: CA Rent Relief Program – Improved Application Process, More Languages

The CA Rent Relief Program offers assistance to those who may need help paying rent and utilities, due to financial constraints related to COVID-19.

Feedback from Contra Costa County and other community-based organizations across the state has been instrumental for streamlining the rent relief program. This week, the California Business, Consumer Services and Housing Agency (BCSH), and Department of Housing and Community Development (HCD) announced* two significant improvements to the program:

- 1) **Redesign and simplification of the application itself.** The application now provides a better user experience, decreasing completion time to less than one hour (instead of 3-4 hours). There are fewer documents to upload – only 3-4, down from 7-9 previously. The application also includes screening elements, helping reduce the number of questions applicants must answer, and offers tips to help them answer the rest.
- 2) The application portal, HousingIsKey.com, is now **accessible in multiple languages** (Spanish, Simplified Chinese, Vietnamese, Korean and Tagalog). Anyone who needs help applying for rent relief can contact the CA COVID-19 Rent Relief **call center at (833) 430-2122**. Assistance is available in more than 200 languages.

EHSD.org has CA Rent Relief Program links and resources available on the [Housing and Homeless Services](#) page, including a recently updated flyer. The flyer lists local organizations that can help community members navigate the application process.

You can help get information into the hands of those who may be eligible for the CA Rent Relief Program by sharing or printing our flyer from EHSD.org in [English](#), [Spanish](#), [Tagalog](#), [Farsi](#), [Korean](#), [Vietnamese](#), [Chinese \(traditional\)](#) and [Chinese \(simplified\)](#). *Thank you to all the EHSD staff members who assisted in translating our COVID-19 Rent Relief flyer!*

I hope these tools are helpful as you serve our clients and all Contra Costa community members.

*BCSH and CC County [press release](#) (June 10, 2021)