

**Seattle Disaster Relief Fund for Immigrants  
&  
Seattle Relief Fund  
EXECUTIVE SUMMARY**

**OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS  
HUMAN SERVICES DEPARTMENT**

**March 14, 2022**

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**Appendices can be found in the Final Report.**

## I. BACKGROUND

In June 2021, Mayor Jenny A. Durkan and the Seattle City Council enacted [Ordinance 126372](#) allocating \$25 million to the Office of Immigrant and Refugee Affairs for a direct cash assistance program to “Seattle’s low-income households who have experienced the economic impacts caused by the COVID-19 crisis and those disproportionately impacted by the COVID-19 public health crisis.”

The Mayor’s Office charged the Office of Immigrant and Refugee Affairs (OIRA) and the Human Services Department (HSD) with setting up this program to equitably distribute these funds. To achieve the intent of Ordinance 126372, they designed a two-phased program, described below.

Of the \$25 million appropriated for the Seattle Relief Fund, the program disbursed \$21,875,000 in cash assistance. The remainder of the balance went towards the costs of administering the program as directed by Ordinance 126372: “the Executive will partner with Community-Based Organizations (CBOs) who have a history of trust and success in reaching historically underserved communities, including immigrant and refugee communities, Black, Latinx, and Indigenous communities, and other communities of color, to provide such assistance, and CBOs who have experience and success in reaching artists and other people who work in the creative industry.” This included contracts with community-based organizations that administered the application and fund disbursement process, provided outreach and engagement services, and offered in-language application assistance. The remaining funds also paid for translation and interpretation costs, an in-language ethnic media campaign, and other activities to reach potential applicants.

## II. POLICY GOALS

Guided by the ordinance, intended recipients for cash assistance included low-income households in Seattle, including Black, Latinx, Indigenous, other communities of color, and immigrant/refugee communities, as well as artists, Seattle Promise Scholars, and Seattle Public Schools students whose residence was not within Seattle city limits. According to the City demographer, an estimated 80,000 households in Seattle are low-income (defined as 200 percent of the Federal Poverty Level or below 50 percent of Area Median Income).

OIRA and HSD set out to distribute funds utilizing a low-barrier process as quickly as possible while fulfilling the program’s policy goal as defined by the community members we engaged with: **to ensure that funds reached the most vulnerable residents, rather than on a first-come, first-served basis.**

### 1. Prioritize the most vulnerable.

The Mayor’s Office and OIRA determined that recipients of the 2020 Seattle Disaster Relief Fund for Immigrants were already identified as a highly vulnerable population and should be considered a priority for Ordinance 126372 funds. They also determined that a portion of funds should be disbursed using a separate simple recertification process.

In addition, OIRA and HSD assembled an Interdepartmental Team (IDT) comprised of City departments that provide services to and/or interface with individuals with low incomes. They provided input on which Seattle communities were most vulnerable and/or disproportionately impacted by COVID-19. The IDT also informed OIRA and HSD’s priority areas for the Seattle

Relief Fund. OIRA and HSD then invited community partners that work closely with and have deep ties to communities that were hardest hit by the COVID-19 crisis to provide feedback on the City-generated priority areas at four, 90-minute sessions.

The final list of eligibility criteria and priority areas that emerged through these feedback processes were used to develop a list of user-tested application questions to determine the most vulnerable low-income individuals and households.

<b>Table 1: Eligibility Criteria</b>	
<b>Age</b>	18 or older
<b>Low-income Status</b>	Household income from 2021 is at or below 50 percent of 2021 area median income (AMI)
<b>Seattle Nexus</b>	Household has Seattle address, or Household includes Seattle Public Schools student(s), or Household includes Seattle Promise Scholar, or Household includes artist/cultural worker with workspace in Seattle

<b>Table 2: Priority Areas</b>
Households who experienced harm from violence since March 2020, including hate/bias crime and survivors of domestic violence.
Families with children or adult dependents, single parents, or single pregnant person and households with at least one member who has a disability.
Households that experienced job/income loss as a result of the COVID-19 crisis AND were unable to access state unemployment benefits.
Households that did not qualify for federal stimulus payments.
Households where any member was uninsured for health care in 2020 or 2021.
Household where any member experienced death, hospitalization, or long-term health impacts (as described by the Centers for Disease Control here: <a href="http://www.cdc.gov/coronavirus/2019-ncov/long-term-effects/index.html">www.cdc.gov/coronavirus/2019-ncov/long-term-effects/index.html</a> ) due to COVID-19.
Households where any member experienced a mental health or substance use crisis and sought medication or counseling due to the COVID-19 crisis.
Households that experienced any of the following types of housing instability since March 2020 as a result of the COVID-19 crisis: <ul style="list-style-type: none"> <li>• Are one or more months behind on rent</li> <li>• Are one or more months behind on mortgage, property taxes, homeowner association dues, etc.</li> <li>• Had to seek emergency rental assistance</li> <li>• Had to file for forbearance on home mortgage or seek other emergency homeownership assistance</li> <li>• Had to leave home and live or stay with friends/family</li> <li>• Had to spend one or more nights in emergency shelter, sleeping in car, or sleeping unsheltered</li> </ul>

**2. Customize award amounts based on household size.**

Because City data showed that there is correlation between number of children in a household and rate of poverty, children and household size were an important consideration in determining award amounts for households. Based on guidance from the Mayor’s Office, awards for eligible individuals without children was set at \$1,000 while households with three or more adults or one or more children automatically would receive the maximum of \$3,000 per household.

**3. Ensure safety and privacy for community members.**

With community safety a priority, OIRA and HSD designed the process to minimize the risk of public disclosure of the personally identifiable information of the applicants and to ensure that the City would not have access to any individual-level data collected by nonprofit partners. OIRA sought feedback from the City Attorney’s Office throughout the program design process. OIRA and HSD also considered important immigration legal and policy, such as whether receiving cash assistance would impact the ability of immigrants to become legal permanent residents or U.S. citizens under the federal public charge rule.

### **III. IMPLEMENTATION**

**1. Phased Approach**

OIRA and HSD designed the fund program roll-out in two phases:

**Phase 1: Recertification of Seattle Disaster Relief Fund (SDRF) for Immigrants Recipients**

The recertification process expedited transferring funds to people who had previously been identified as part of the Seattle Disaster Relief Fund (SDRF) for Immigrants and whom we already know continued to be deeply impacted by the pandemic. This was a similar fund launched by OIRA in October 2020 that disbursed money to Seattle’s most vulnerable low-income immigrant community members, especially those denied federal aid and state unemployment insurance based on their immigration status. In this Phase 1, the City needed to determine if the 3,705 2020 SDRF recipients continued to be eligible in 2021. If they remained eligible, they would automatically receive a payment.

**Phase 2: Seattle Relief Fund (SRF)**

In this phase, HSD and OIRA developed a separate award program, a broad community-informed and accessible application process to disburse approximately \$16 million in cash assistance for low-income-applicants (both U.S.-born citizens and immigrants) who had a defined Seattle nexus and demonstrated the highest vulnerability to the COVID-19 crisis. Phase 1 SDRF recipients were not eligible for Phase 2 SRF funds.

**2. Roles and Responsibilities**

To achieve the goal of disbursing funds in December 2021, OIRA and HSD moved quickly to delineate roles and responsibilities. While OIRA managed the recertification process or Phase 1, both OIRA and HSD were responsible for the planning and implementation of the new SRF application process or Phase 2. OIRA and HSD collaborated on project management, planning, contracting, language access, communications, and technical assistance for partners, while also

consulting and engaging other City departments as appropriate via an interdepartmental team. The Mayor's Office provided oversight and guidance.

The nonprofit tech organization [Scholar Fund](#) (formerly Scholarship Junkies) was the contracted operational partner for both Phase 1 and Phase 2. Scholar Fund managed the recertification process for Phase 1 and for Phase 2, the entire application process, which included designing the online form, implementation, and then fund disbursement. Scholar Fund was also the operational partner for the 2020 SDRF process, in addition to similar community- and State-funded programs.

Lastly, 46 outreach partners conducted targeted outreach to low-income communities and/or provided in-language assistance to applicants.

There was consistent communication with partners, so everyone received updates throughout the entire process. OIRA and HSD were available for problem-solving as needed.

### 3. Implementation Overview

The below list captures a high-level overview of program implementation. These are in no particular order, and many of these occurred in parallel.

- **Expanded staff capacity.**  
OIRA contracted with a project-manager, increased the hours of part-time staff (both permanent and temporary), and prioritized the program within the workloads of existing OIRA and HSD staff in all aspects of planning and implementation.
- **Analyzed available data.**  
OIRA and HSD worked with the City demographer to gather data on Seattle's low-income residents (see Appendix E: Phase 2 Seattle Relief Fund (SRF) Planning Data References) and later reviewed the data gathered from applicants against the initial expectations to identify any irregularities.
- **Gathered City and community feedback.**  
To identify the most vulnerable community members among those who were identified as low-income, OIRA and HSD convened an interdepartmental team (IDT) of City departments and facilitated four stakeholder feedback sessions with over 54 community partners.
- **Identified an operational partner.**  
The nonprofit mission-driven tech organization Scholar Fund already had extensive experience implementing both community and State funding programs. As such, they had an existing infrastructure, back-end systems, and operational capacity that could be scaled up very quickly to administer both the Phase 1 SDRF and Phase 2 SRF funds for the City of Seattle. They were in close alignment with program priorities: data protection, low-barrier processes, and language access among others. Scholar Funds' in-house technology expertise meant that they could quickly customize systems to meet program needs and issue awards quickly and efficiently.
- **Identified outreach partners.**  
Convened a table of community outreach partners who were ready and willing to prioritize

this program and work with SRF's timeline. Partner organizations represented geographic diversity, deep relationships to BIPOC communities (including artists and cultural workers), and expertise working with priority low-income populations (including unhoused and undocumented people). OIRA and HSD contracted with 46 organizations to act as outreach partners. Of these, 38 organizations chose to do both outreach and in-language assistance, seven organizations chose to focus solely on outreach, and one solely on application assistance.

- **Worked collaboratively across City departments.**  
OIRA and HSD worked closely with the Mayor's Office regarding policy direction and priorities, sought advice from the City Attorney's Office on various legal and policy questions, and harnessed the expertise of City departments to expedite processes while maintaining a focus on due diligence.
- **Expedited contracting processes.**  
To meet the goal of disbursing funds by the end of 2021, OIRA invoked an emergency clause allowed through City contracting policy and used this option to contract with partners directly rather than administering a competitive funding process, which can typically take about three to six months. The Finance and Administrative Services (FAS) Department supported contracting processes, especially the contract with SF.
- **Designed low-barrier processes that prioritized vulnerable communities for Phase 1 and Phase 2.**  
The recertification process (Phase 1) asked for minimal amounts of information from SDRF recipients, as the 2020 SDRF process had already ascertained their need and captured their information. SF simply needed to screen for current 2021 eligibility (Seattle residency and low-income). SRF (Phase 2) was open to all low-income residents of Seattle as well as a limited number of households that did not live in Seattle but included students enrolled in Seattle Public Schools, Seattle Promise Scholars, or artists/cultural workers with workspaces in Seattle (aka the "Seattle nexus"). The review process was based on prioritization of all eligible applications submitted (see Table 2: Priority Areas, page 3), not on a first-come, first-served basis. Application forms were designed to be easy to understand and were available in eight languages other than English.
- **Embedded language access into all aspects of the program.**  
Interpretation and translation processes were embedded into planning and implementation, from strategy discussions to application form design to creation of communications and outreach materials to application assistance and customer service. OIRA translated materials into Seattle's top tier languages: Amharic, Chinese (simplified and traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese. To ensure that the program was accessible to vulnerable individuals speaking languages other than those in the top tier, the SRF team drew on the capacity of community partners who were partly identified for their language capacity, as described below.
- **Provided in-language application assistance in over 28 languages through community partnerships.**  
Community partners helped callers determine their eligibility and assisted eligible applicants with completing the application form in their preferred language. Partners provided

telephone numbers for interested applicants to call for assistance and ensured availability of staff to respond to calls. The list of partners, contact information, and languages were available on the SRF website ([www.seattlerelief.com/](http://www.seattlerelief.com/)) and on OIRA's blog ([welcoming.seattle.gov/srf-phone-assistance/](http://welcoming.seattle.gov/srf-phone-assistance/)).

- **Utilized multiple outreach strategies.**

Community partners conducted a variety of broad-based and deep outreach strategies to reach potential applicants for SRF and directed them to in-language assistance as needed. They leveraged their existing relationships with community groups, advocates, local businesses, educational institutions, and other partners. Outreach strategies included:

- Social media campaigns, such as Facebook Live events
- Email and text campaigns to lists and networks
- In-house media channels/news outlets including radio stations
- Flyer distribution campaigns
- One-on-one contacts (including phone calls) with credible messengers
- Trusted community members, especially for those who do not access social media, emails, or other media
- Meetings or contacts with clients who access services and programming

- **Tailored communications to the pandemic environment.**

With limited ability to conduct in-person outreach and engagement, it was important to create materials that could be disseminated electronically and through social and ethnic media. Detailed information was available on the SRF website in eight languages. OIRA shared a social media toolkit with outreach partners, City departments, and media outlets to ensure that messaging in multiple languages could be easily shared with communities across Facebook, Instagram, and Twitter and even international social media platforms like KaKaoTalk and WeiBo.

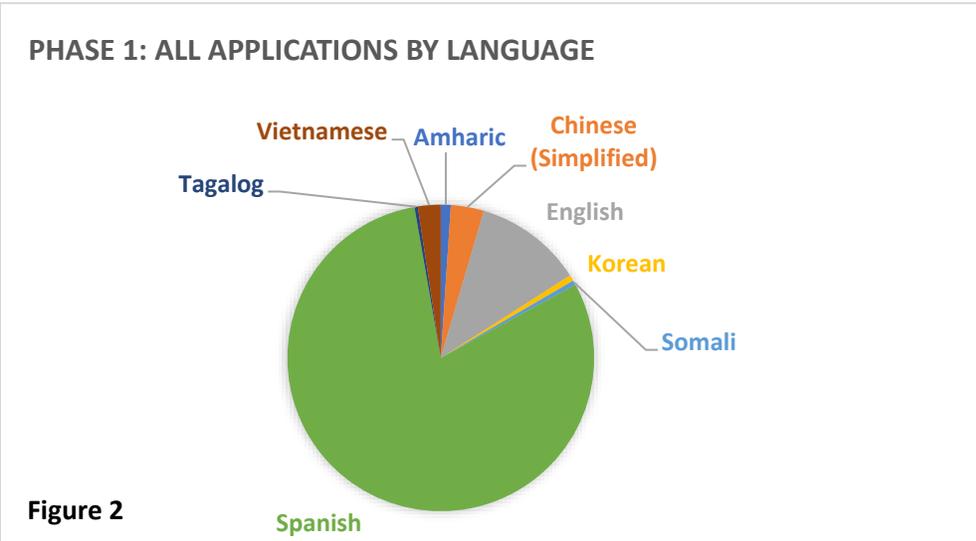
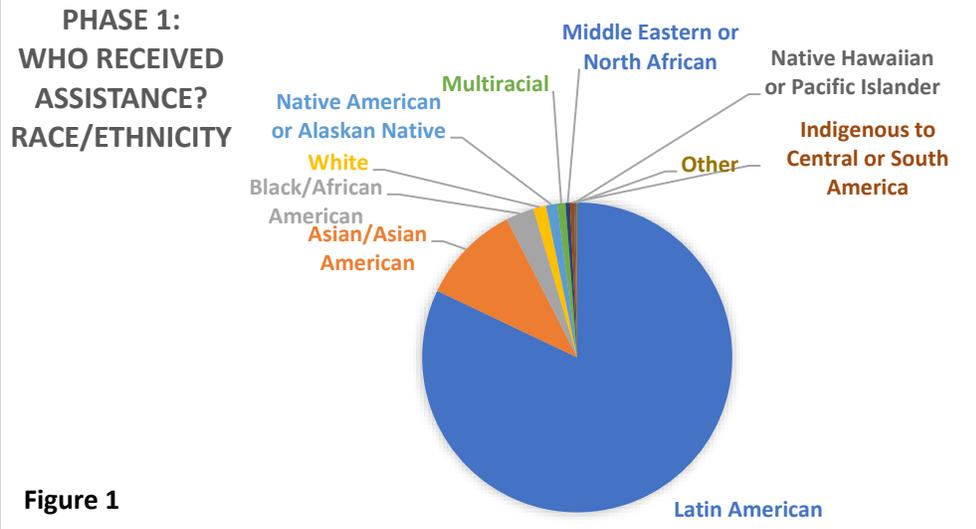
- **Conducted a comprehensive community and ethnic media campaign.**

OIRA invested approximately \$70,000 in ad buys in 28 ethnic media outlets, which includes websites, online video channels, print newspapers, radio programs, and television programs serving Chinese, Ethiopian, Korean, Latinx, Somali, and Vietnamese communities.

## **IV. AWARD PROCESS**

### **Phase 1: Seattle Disaster Relief Fund (SDRF) for Immigrants Recertification Awards**

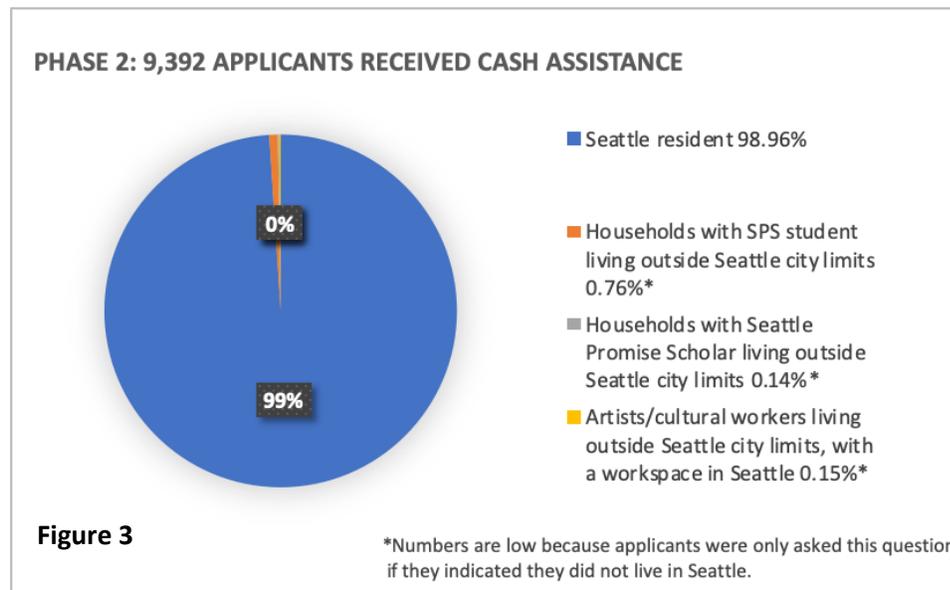
The recertification process resulted in awards to 2,320 applicants (70 percent of those who completed the recertification process). Of the immigrant recipients, the vast majority reported that they identified as “Latin American” (see Figure 1, page 8) and the majority of applicants completed the recertification process in Spanish (see Figure 2, page 8). A total of \$5,807,000 was disbursed via check, direct deposit, or gift cards to 744 individuals and 1,676 households. These funds benefited 6,698 people, including 3,379 children. A total of 3,298 or 89 percent of SDRF recipients completed the recertification process, of whom 978 were no longer eligible because they no longer met the Seattle residency requirements or low-income criteria. This left a balance of \$2,153,000 that was rolled over to SRF Phase 2, bringing the SRF award amount to be disbursed up from \$14 million to more than \$16 million.



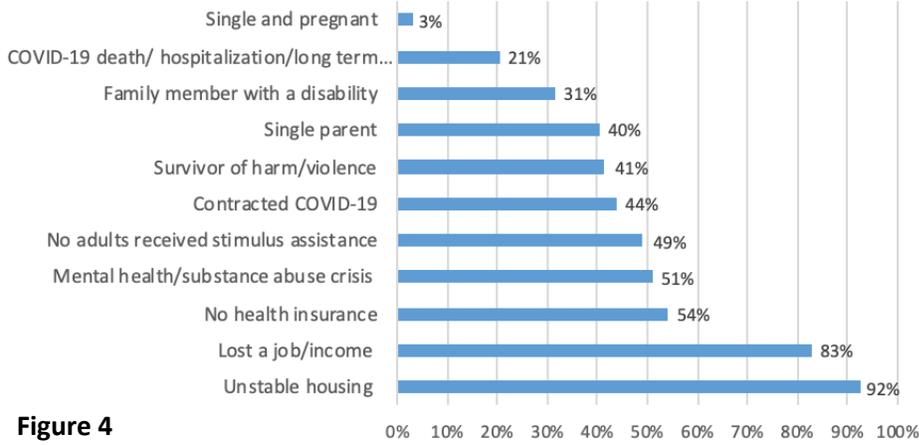
### Phase 2: Seattle Relief Fund (SRF) Awards

A total of \$16,179,000 was disbursed to 9,392 low-income applicants who met the Seattle nexus and demonstrated the highest vulnerability to the COVID-19 crisis (see Figure 3). Payments were made via check, direct deposit, or gift cards. These funds directly benefited 19,482 people, including 6,511 children.

In total, 62,997 applications (after deduplication) were submitted over a three-week open application period. Of these, 38,806 applications (61 percent) were deemed eligible after screening, and 9,392 applicants (24 percent of eligible applicants) were funded through SRF. The need was great, as the majority of Phase 2 applicants reported having recently lost a job and/or experiencing some form of housing instability (see Appendix C: Phase 2 Seattle Relief Fund (SRF) Recipient Data). Regarding the racial identities and ethnicities of recipients, the spread was very different than Phase 1 because this program was also open to non-immigrants (see Figure 5, page 10). Another significant difference between the Phase 1 and Phase 2 applicants is seen in how they utilized the translated applications (see Figure 6, page 11). While many applicants accessed the Spanish-language application in high numbers, the numbers were far less than in Phase 1 and English was the predominant language for application completion.

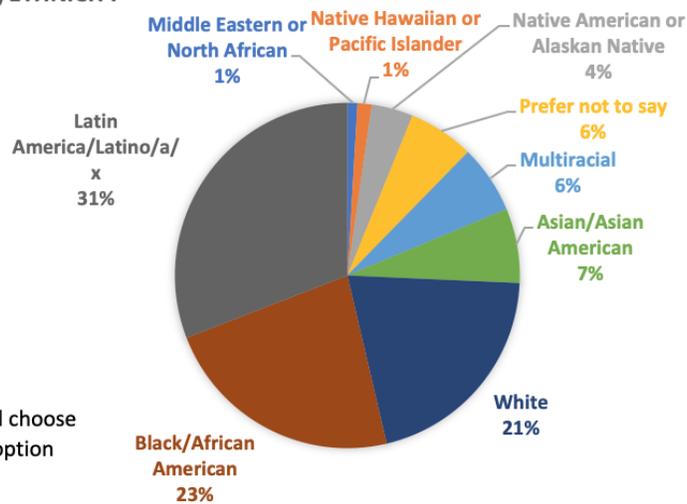


**PHASE 2: WHO RECEIVED ASSISTANCE?**



**Figure 4**

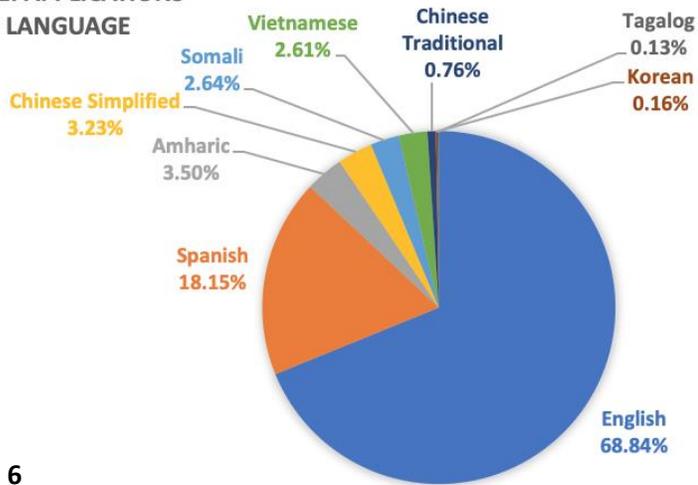
**PHASE 2: WHO RECEIVED ASSISTANCE?  
RACE/ETHNICITY\***



\*Applicants could choose more than one option

**Figure 5**

**PHASE 2: APPLICATIONS  
BY LANGUAGE**



**Figure 6**

## V. LEARNINGS

**1. The City of Seattle put its values into action.**

The City of Seattle demonstrated its commitment to low-income communities by using public funds to provide cash assistance and prioritized distribution of funds in the shortest amount of time possible to the most vulnerable Seattle community members.

**2. The need was great – 62,997 submissions far surpassed expectations.**

These numbers highlight that Seattle area residents continue to struggle financially, with the need far surpassing the availability of relief funds. They also reflect that the SRF outreach model was effective, as outreach partners were able to successfully reach their communities, and the media campaign (including ethnic and social media) was successful in reaching specific communities as well as broad swathes of people. The applicant pool included residents from 53 out of 55 Seattle ZIP codes. As expected, the largest number of applicants were from South Seattle, with 6,453 applicants from 98118 and 4,202 from 98144 (see Appendix D: Phase 2 Seattle Relief Fund (SRF) Submissions by ZIP Code). However, Scholar Fund received applications from residents living across Seattle, including 562 applications from Magnolia, further demonstrating that residents across the City were experiencing hardship.

**3. While priority areas were utilized to identify the most vulnerable, the data showed that even those with the lowest scores were vulnerable.**

In the application process, an applicant's high score indicated a high vulnerability status, which then made them more eligible for financial aid. However, even an applicant with a score of 3 (with the highest being 9 and the lowest 0) could have theoretically checked the boxes that identified them as a person with a disability and who had contracted COVID-19 and who was experienced housing instability. And 6,818 applications both received a score of 3 and did not receive an award, reinforcing that the need far outpaced the supply of funds. This also indicated the difficult task outreach partners had managing applicant expectations. Applicants who were significantly impacted by health and/or economic consequences of COVID-19 were understandably frustrated if they were not awarded funds.

**4. It is important to utilize both data and community input to inform policy and program design.**

For the relief funds to be most effective, we needed to reach people who already face many barriers in accessing social safety net programs. Analyzing available data (see Appendix E: Phase 2 Seattle Relief Fund (SRF) Planning Data References) was an important first step, but we know that data often does accurately reflect the most marginalized groups, since data collection pathways are often tied to those same safety net programs and other services to which the most vulnerable individuals struggle to access. For this reason, after reviewing data, OIRA and HSD utilized community feedback to test assumptions about who is most vulnerable. Reconciling the quantitative and qualitative information gave the team confidence that our program design would successfully reach Seattle's most vulnerable communities. Post-implementation review of applicant data confirmed that even with a low-barrier process that relied on self-certification of certain factors, eligible applicants accurately reflected the demographic makeup of low-income residents in Seattle.

**5. Creating a low-barrier process was critical to reaching the most vulnerable applicants.**

Keeping in mind that the most vulnerable individuals often face the greatest barriers to accessing assistance, we designed a process that was user-friendly and flexible. Applicants could choose from a broad list of documents to demonstrate Seattle residency, and partners reported that this flexibility was critically important for the many people they worked with who were unsheltered or did not have a permanent address. We kept required document uploads to a minimum, and applicants were asked to self-certify income rather than to provide pay stubs and tax documents, a hardship for people who have no income and/or do not file taxes.

Post-implementation comparison of the demographics of eligible applicants with demographics of low-income residents of Seattle validated the use of the low-barrier process supplemented with community feedback. The alignment of these two data sets suggests that the SRF low-barrier design was effective in reaching the intended recipients and was not generally misused by applicants who would not otherwise have qualified for awards.

**6. Applicant privacy, community safety, and barriers need to be addressed through program design.**

The process was designed to minimize the risk of public disclosure and exposure of personally identifiable information and ensure that the City would not be in possession of any individual-level records created and kept by contracted partners. OIRA worked closely with the City Attorney's Office to ensure compliance with the City's "Don't Ask" ordinance with respect to immigration status and to ensure processes provided the necessary protections. OIRA and HSD addressed immigration legal and policy issues, such as whether receiving cash assistance would impact immigrants' ability to apply for legal permanent residency or citizenship under the U.S. Citizenship and Immigration Services public charge rule. Fortunately, disaster relief benefits are generally considered exempt from public charge determinations. Community education efforts were still needed to address specific questions so that public charge fears would not create a barrier.

**7. Community partnerships were key, and the relationships that OIRA and HSD have built over time with community partners proved to be a tremendous asset.**

Partners mobilized quickly because there were trusted relationships in place. Operating in a pandemic environment was challenging as much of the outreach and assistance needed to be conducted virtually or on the phone. Partners were creative and resourceful, and the numbers and demographic data indicated the success of their work under difficult circumstances. All 46 outreach partners have extensive experience organizing in and/or providing critical services to diverse low-income communities in Seattle. Of these, six organizations were community partners recommended by the Office of Arts and Culture. These groups focused their outreach on artists and cultural workers in Seattle. In a period of three weeks, they collectively received over 13,129 calls, texts, and emails, and provided in-language assistance to over 5,775 applicants. Operations partner Scholar Fund, founded to administer DACA fee scholarships to undocumented youth, received and reviewed over 63,000 applications and made award determinations in a period of six weeks.

**8. The need for application assistance and customer service and the unexpected volume of application submissions stretched partner capacity.**

Partners had to adapt to meet high demand, and a third of the outreach partners needed to increase staffing capacity. Sixteen agencies reported adding a grand total of 53.5 staff and 13 volunteers to their original staffing plans. Scholar Fund's customer service team was overwhelmed with the sheer volume of calls. Scholar Fund received an average of 1,000 calls per day from when the application launched until January when call volumes went down to 250 per day. Applicants used all channels available to them to get the help they needed and contacted OIRA, HSD, and the City's Customer Service Bureau (CSB) when SF's customer service line was overwhelmed.

**9. Investing in language access is essential.**

Almost a third of applicants (31 percent) submitted their applications in languages other than English. Over 87 percent of application assistance provided by our partners was in a language other than English. OIRA was easily able to embed language access in every step of planning and implementation because the infrastructure for language access was already in place. OIRA prioritized including ethnic media and in-language assistance costs in the SRF budget. OIRA's Language Access Team was able to leverage established working relationships with community translators to respond to SRF translation needs within a very short turnaround time. This was important as text revisions based on partner feedback were occurring in parallel with the translation process, which meant OIRA was simultaneously providing updated content to translators.

**10. Efforts should be made to address the digital divide.**

While large-scale relief programs such as SRF necessitate the use of online platforms, increasing and diversifying the types of assistance available to community members would help to mitigate the impact of the digital divide. In prior relief funds, SF offered paper forms. However, due to extremely low utilization rates by applicants, that option was not offered for the SRF. Elderly applicants in particular had significant difficulty in using technology and some did not know how to access email. The lack of access to the internet and to devices that access the internet for applicants of all ages was an ongoing concern. Partners tried to address this "digital divide" by gathering information by phone and filling out applications on behalf of clients and providing access to agency computers on site. However, SRF partners tended to be community-based organizations. Further mitigation could have been achieved by including other partners with specific expertise in connecting those who are furthest from digital equity such as organizations working on digital equity and/or tech literacy or public libraries.

**11. Designing, validating, and implementing a new program model to transfer cash into the hands of recipients within just a few months was a huge lift for OIRA and HSD as well as for community partners.**

Many had to step away from their regular programming to respond quickly to SRF needs. Expediting authorizations on the front end, as soon as the City appropriated the funds, would have meant more time for OIRA and HSD to gather stakeholder input and engage community partners in co-design, and more time for partners to add capacity (volunteers or staff) and mobilize their communities.

**12. Contracting processes for small contracts should be simplified.**

As the City works towards equity in contracting, this is an area that needs significant attention, as current contracting practices present a barrier to newer, smaller organizations entering into partnerships with the City, including those led by community members who primarily speak languages other than English. The boilerplate language used in contract templates is dense and difficult to understand, and some of the clauses are neither appropriate nor applicable for small contracts. Contracts should be written in language that is easy to understand and minimize use of technical jargon that often is only understood by legal professionals. OIRA recommends that FAS reevaluate templates for small contracts for requirements that may not be appropriate for the size of contract and the scope of the project. For some SRF partners, this was their first experience in contracting with the City of Seattle and needed technical assistance on contract requirements and invoicing.

**13. Compensation for community partners should be consistent with the level of effort.**

Outreach partners were asked to accomplish a great deal in a very short amount of time. This is an ongoing challenge for partners who are repeatedly asked to respond quickly to the City's programming needs as they arise, often with the assumption that they can put aside other work to make themselves available on demand. The City relies on the expertise of community partners and taps into the ecosystem of communities developed and nurtured by them. To that end, the City needs to sufficiently support and compensate the organizations within this ecosystem so that their collective capacity continues to be a resource for the future.

**14. Providing more time for outreach prior to launch would allow partners more time to prepare and reach deeper into their communities.**

While SRF outcome data showed that the program did reach highly vulnerable populations, it was a challenge to overcome the digital divide with the expedited outreach timeline. Partners reported that one-on-one, in-person, or telephonic assistance were most effective in reaching those with limited or no access to technology. This type of outreach is quite time-intensive, and partners felt the time allocated for outreach was not sufficient to accomplish due diligence on outreach to the most vulnerable.

**15. The City's demographic data collection needs to be improved.**

OIRA and HSD utilized the City of Seattle Demographic Data Task Force Report client-level recommended race/ethnicity/primary language categories as the basis for collecting demographic information on the application form. In an effort to be responsive to community concerns by partners, OIRA made modifications to the categories. In retrospect, OIRA should not have modified the existing system in response to these individual requests. Instead, OIRA should have brought these concerns to the City's data team so that they could be addressed on a systemic level. The concerns surfaced by partners highlight the importance of consistently evaluating and updating race/ethnicity categories so as to be current and relevant. Several partners offered to play an advisory role on improving the City's disaggregated data collection efforts.

*End of Executive Summary.*

**Seattle Disaster Relief Fund for  
Immigrants  
&  
Seattle Relief Fund  
FINAL REPORT**



**City of Seattle**

**OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS  
HUMAN SERVICES DEPARTMENT**

**March 14, 2022**

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## I. BACKGROUND

In June 2021, Mayor Jenny A. Durkan and the Seattle City Council enacted [Ordinance 126372](#) allocating \$25 million to the Office of Immigrant and Refugee Affairs for a direct cash assistance program to “Seattle’s low-income households who have experienced the economic impacts caused by the COVID-19 crisis and those disproportionately impacted by the COVID-19 public health crisis.”

The Mayor’s Office charged the Office of Immigrant and Refugee Affairs (OIRA) and the Human Services Department (HSD) with setting up this program to equitably distribute these funds. To achieve the intent of Ordinance 126372, they designed a two-phased program, described below.

Of the \$25 million appropriated for the Seattle Relief Fund, the program disbursed \$21,875,000 in cash assistance. The balance went towards the costs of administering the program as directed by Ordinance 126372: “the Executive will partner with Community-Based Organizations (CBOs) who have a history of trust and success in reaching historically underserved communities, including immigrant and refugee communities, Black, Latinx, and Indigenous communities, and other communities of color, to provide such assistance, and CBOs who have experience and success in reaching artists and other people who work in the creative industry.” This included contracts with community-based organizations that administered the application and fund disbursement process, provided outreach and engagement services, and offered application assistance in applicants’ preferred languages. The remaining funds also paid for translation and interpretation costs, an ethnic media campaign, and other activities to reach potential applicants.

The \$25 million appropriated from the City of Seattle's General Fund was used or distributed as follows:

- \$21,875,000 in cash assistance
- \$2,174,000 to compensate Scholar Fund (formerly Scholarship Junkies) for administering the program
- \$150,476 to increase HSD and OIRA’s staff capacity to manage the program
- \$689,500 for community outreach and in-language assistance contracts
- \$69,714 for in-language ethnic media and marketing
- \$26,540 for interpretation and translation

## II. POLICY GOALS

### 1. Overview

Guided by the ordinance, intended recipients for cash assistance included low-income households in Seattle, including Black, Latinx, Indigenous, other communities of color, and immigrant/refugee communities, as well as artists, Seattle Promise Scholars, and Seattle Public Schools students whose residence was not within Seattle city limits. According to the City demographer, an estimated 80,000 households in Seattle are low-income (defined as 200 percent of the Federal Poverty Level or below 50 percent of Area Median Income).

OIRA and HSD set out to distribute funds utilizing a low-barrier process as quickly as possible while fulfilling the program’s policy goal as defined by the community members we engaged with: **to ensure that funds reached the most vulnerable residents, rather than on a first-come, first-served basis.**

### 2. Prioritize the most vulnerable.

The Mayor’s Office and OIRA determined that recipients of the 2020 Seattle Disaster Relief Fund for Immigrants were already identified as a highly vulnerable population and should be considered a priority for Ordinance 126372 funds. They also determined that a portion of funds should be disbursed using a separate simple recertification process.

In addition, OIRA and HSD assembled an Interdepartmental Team (IDT) comprised of City departments that provide services to and/or interface with individuals with low incomes. They provided input on which Seattle communities were most vulnerable and/or disproportionately impacted by COVID-19. The IDT also informed OIRA and HSD’s priority areas for the Seattle Relief Fund. OIRA and HSD then invited community partners that work closely with and have deep ties to communities that were hardest hit by the COVID-19 crisis to provide feedback on the City-generated priority areas at four, 90-minute sessions.

The final list of eligibility criteria and priority areas that emerged through these feedback processes is included below.

<b>Table 1: Eligibility Criteria</b>	
<b>Age</b>	18 or older
<b>Low-income Status</b>	Household income from 2021 is at or below 50 percent of 2021 area median income (AMI)
<b>Seattle Nexus</b>	Household has Seattle address, or Household includes Seattle Public Schools student(s), or Household includes Seattle Promise Scholar, or Household includes artist/cultural worker with workspace in Seattle

<b>Table 2: Priority Areas</b>	
Households who experienced harm from violence since March 2020, including hate/bias crime and survivors of domestic violence.	
Families with children or adult dependents, single parents, or single pregnant person and households with at least one member who has a disability.	

Households that experienced job/income loss as a result of the COVID-19 crisis AND were unable to access state unemployment benefits.
Households that did not qualify for federal stimulus payments.
Households where any member was uninsured for health care in 2020 or 2021.
Household where any member experienced death, hospitalization, or long-term health impacts (as described by the Centers for Disease Control here: <a href="http://www.cdc.gov/coronavirus/2019-ncov/long-term-effects/index.html">www.cdc.gov/coronavirus/2019-ncov/long-term-effects/index.html</a> ) due to COVID-19.
Households where any member experienced a mental health or substance use crisis and sought medication or counseling due to the COVID-19 crisis.
Households that experienced any of the following types of housing instability since March 2020 as a result of the COVID-19 crisis: <ul style="list-style-type: none"> <li>• Are one or more months behind on rent</li> <li>• Are one or more months behind on mortgage, property taxes, homeowner association dues, etc.</li> <li>• Had to seek emergency rental assistance</li> <li>• Had to file for forbearance on home mortgage or seek other emergency homeownership assistance</li> <li>• Had to leave home and live or stay with friends/family</li> <li>• Had to spend one or more nights in emergency shelter, sleeping in car, or sleeping unsheltered</li> </ul>

**3. Customize award amounts based on household size.**

Because City data showed that there is correlation between number of children in a household and rate of poverty, children and household size were an important consideration in determining award amounts for households. Based on guidance from the Mayor’s Office, awards for eligible individuals without children was set at \$1,000 while households with three or more adults or one or more children automatically would receive the maximum of \$3,000 per household.

**4. Ensure safety and privacy for community members.**

With community safety a priority, OIRA and HSD designed the process to minimize the risk of public disclosure of the personally identifiable information of the applicants and to ensure that the City would not be in possession of any individual-level data collected by nonprofit partners. OIRA sought feedback from the City Attorney’s Office throughout the program design process. OIRA and HSD also considered important immigration legal and policy considerations, such as whether receiving cash assistance would impact the ability of immigrants to become legal permanent residents or U.S. citizens under the federal public charge rule.

### III. IMPLEMENTATION

#### 1. Phased Approach

OIRA and HSD designed the fund program roll out in two phases:

**Phase 1: Recertification of Seattle Disaster Relief Fund for Immigrants (SDRF) Recipients**

The recertification process expedited transferring funds to people who had previously been identified as part of the Seattle COVID-19 Disaster Relief Fund for Immigrants (SDRF) and whom we already knew continued to be deeply impacted by the pandemic. The SDRF was a similar fund implemented by OIRA in October 2020 that disbursed \$1,000 to \$3,000 awards to Seattle’s most vulnerable low-income immigrant community members, especially those denied federal aid and state unemployment insurance based on their immigration status. In this Phase 1, the City needed to determine if the 2020 SDRF recipients continued to be eligible in 2021. And if so, they would automatically receive a payment.

**Phase 2: Seattle Relief Fund (SRF)**

In this phase, HSD and OIRA developed a separate award program, a broad community-informed and accessible application process to disburse approximately \$16 million in cash assistance for low-income applicants (both U.S.-born citizens and immigrants) who had a defined Seattle nexus and demonstrated the highest vulnerability to the COVID-19 crisis. Phase 1 SDRF recipients were not eligible for Phase 2 SRF funds.

*[recipient] had worked for 14 years ... [but] the COVID pandemic left her without work. Although she had gotten housing assistance, her energy and utility bills were stacking up - we were happy to not only help her with her application for the Seattle Relief Fund, but also help her with our own energy bill assistance program. This story is not unique; many of the individuals who we had the chance to talk to because of this opportunity were thankfully able to enroll in our variety of our support programs.*

West African Community Council

#### 2. Roles and Responsibilities

To achieve the goal of disbursing funds in December 2021, OIRA and HSD moved quickly to delineate roles and responsibilities. While OIRA managed the recertification process or Phase 1, both OIRA and HSD were responsible for the planning and implementation of the new SRF application process or Phase 2. OIRA and HSD collaborated on project management, planning, contracting, language access, communications, and technical assistance for partners, while also consulting and engaging other City departments as appropriate via an interdepartmental team. The Mayor’s Office provided oversight and guidance.

The nonprofit tech organization [Scholar Fund](#) (formerly Scholarship Junkies) was the contracted operational partner for both Phase 1 and Phase 2. Scholar Fund managed the recertification process for Phase 1 and for Phase 2, the entire application process, which included designing the online form, implementation, and then fund disbursement. Scholar Fund was also the operational partner for the 2020 SDRF process, in addition to similar community- and State-funded programs.

Lastly, 46 outreach partners conducted targeted outreach to low-income communities and/or provided in-language (i.e., in the preferred languages of recipients/participants, other than English) assistance to applicants.

There was consistent communication with partners, so everyone received updates throughout the entire process. And OIRA and HSD were available for problem-solving as needed.

### 3. Implementation Overview

The below list captures a high-level overview of program implementation. These are in no particular order, and many of these occurred in parallel.

- **Expanded staff capacity.** OIRA contracted with a project-manager, increased the hours of part-time staff (both permanent and temporary), and prioritized the program within the workloads of existing OIRA and HSD staff in all aspects of planning and implementation.
- **Analyzed available data.** OIRA and HSD worked with the City demographer to gather data on Seattle's low-income residents (see Appendix E: Phase 2 Seattle Relief Fund (SRF) Planning Data References) and later reviewed the data gathered from applicants against the initial expectations to identify any irregularities.
- **Gathered City and community feedback.** To identify the most vulnerable community members among those who were identified as low-income, OIRA and HSD convened an interdepartmental team (IDT) of City departments and facilitated four stakeholder feedback sessions with over 54 community partners.
- **Identified an operational partner.** The nonprofit mission-driven tech organization Scholar Fund already had extensive experience implementing both community and State funding programs. As such, they had an existing infrastructure, back-end systems, and operational capacity that could be scaled up very quickly to administer both the Phase 1 and Phase 2 funds for the City of Seattle. They were in close alignment with program priorities: data protection, low-barrier processes, and language access among others. Scholar Funds' in-house technology expertise meant that they could quickly customize systems to meet program needs and issue awards quickly and efficiently.
- **Identified outreach partners.** Convened a table of community outreach partners who were ready and willing to prioritize this program and work with SRF's timeline. Partner organizations represented geographic diversity, deep relationships to BIPOC communities, and expertise working with priority low-income populations. OIRA and HSD contracted with 46 organizations to act as outreach partners. Of these, 38 organizations chose to do both outreach and in-language assistance, seven organizations chose to focus solely on outreach, and one solely on application assistance.
- **Worked collaboratively across City departments.** OIRA and HSD worked closely with the Mayor's Office regarding policy direction and priorities, sought advice from the City Attorney's Office on various legal and policy questions, and harnessed the expertise of City departments to expedite processes while maintaining a focus on due diligence.

- **Expedited contracting processes.** To meet the goal of disbursing funds by the end of 2021, OIRA invoked an emergency clause allowed through City contracting policy and used this option to contract with partners directly rather than administering a competitive funding process, which can typically take about three to six months. The Finance and Administrative Services (FAS) Department supported contracting processes, especially the contract with SF.
- **Designed low-barrier processes that prioritized vulnerable communities for Phase 1 and Phase 2.** The recertification process (Phase 1) asked for minimal amounts of information from SDRF recipients, as the 2020 SDRF process had already ascertained their need and captured their information. SF simply needed to screen for current 2021 eligibility (Seattle residency and low-income). SRF (Phase 2) was open to all low-income residents of Seattle as well as a limited number of households that did not live in Seattle but included students enrolled in Seattle Public Schools, Seattle Promise Scholars, or artists/cultural workers with workspaces in Seattle (aka the “Seattle nexus”). The review process was based on prioritization of all eligible applications submitted (see Table 2: Priority Areas, page 5), not on a first-come, first-served basis. Application forms were designed to be easy to understand and were available in eight languages other than English.
- **Embedded language access into all aspects of the program.** Interpretation and translation processes were embedded into planning and implementation, from strategy discussions to application form design to creation of communications and outreach materials to application assistance and customer service. OIRA translated materials into Seattle’s top tier languages: Amharic, Chinese (simplified and traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese. To ensure that the program was accessible to vulnerable individuals speaking languages other than those in the top tier, the SRF team drew on the capacity of community partners (who were partly identified for their language capacity), as described below.
- **Provided in-language application assistance in over 28 languages through community partnerships.** Community partners helped callers determine their eligibility and assisted eligible applicants with completing the application form in their preferred language. Partners provided telephone numbers for interested applicants to call for assistance and ensured availability of staff to respond to calls. The list of partners, contact information, and languages were available on the SRF website ([www.seattlerelief.com/](http://www.seattlerelief.com/)) and on OIRA’s blog ([welcoming.seattle.gov/srf-phone-assistance/](http://welcoming.seattle.gov/srf-phone-assistance/)).
- **Utilized multiple outreach strategies.** Community partners conducted a variety of broad-based and deep outreach strategies to reach potential applicants for SRF and directed them to in-language assistance as needed. They leveraged their existing relationships with community groups, advocates, local businesses, educational institutions, and other partners. Outreach strategies included:
  - Social media campaigns, such as Facebook Live events
  - Email and text campaigns to lists and networks
  - In-house media channels/news outlets including radio stations
  - Flyer distribution campaigns

- One-on-one contacts (including phone calls) with credible messengers and trusted community members, especially for those who do not access social media, emails, or other media
  - Meetings or contacts with clients who access services and programming
- **Tailored communications to the pandemic environment.** With limited ability to conduct in-person outreach and engagement, it was important to create materials that could be disseminated electronically and through social and ethnic media. Detailed information was available on the SRF website in eight languages. OIRA shared a social media toolkit with outreach partners, City departments, and media outlets to ensure that messaging in multiple languages could be easily shared with communities across Facebook, Instagram, and Twitter and even international social media platforms like KaKaoTalk and WeiBo.
- **Conducted a comprehensive community and ethnic media campaign.** OIRA invested approximately \$70,000 in ad buys in 28 ethnic media outlets including newspapers, radio and TV serving Chinese, Ethiopian, Korean, Latinx, Somali, and Vietnamese communities.

## IV. PHASED APPROACH DETAILS

### Phase 1: Recertification of Seattle Disaster Relief Fund for Immigrants (SDRF) Recipients

#### 1. Overview

The recertification process expedited transferring funds to those whom we already knew continued to be deeply impacted by the pandemic: the 3,705 recipients of the 2020 Seattle Disaster Relief Fund for Immigrants (SDRF) who were still eligible. The 2020 SDRF was funded with \$8 million out of a \$45 million joint package ([Ordinance 12611](#)) to support a number of COVID-19 relief programs.

OIRA contracted with Scholar Fund (SF) to confirm that recipients of the 2020 Seattle Disaster Relief Fund were still eligible to receive funding in 2021 and then to disburse up to \$8M to these recertified households. SF had access to the SDRF recipient data, as they administered this cash assistance program in 2020. Pass-through funds for recertification awards were transferred to SF in two batches: the first transfer of \$4M (approximately 50 percent of the cash relief pass-through funds) initiated shortly after the contract was in place and the second transfer of \$3,960,000 initiated upon completion of deliverables including the successful completion of at least one recertification award by transfer and by check.

Upon completion of recertification, SF was required to provide high-level data that excluded personally identifying information including:

- Amount of funding disbursed through recertification process
- Number of recertification applications submitted
- Number of recertification applications found to be eligible for recertification
- Number of unresponsive awardees
- Percent of former awardees who were recertified
- Percent of applicants using translated applications
- Number of callers to the customer service line
- Percent of recertifications that need troubleshooting
- Types of problems that require troubleshooting; percentages for type of disbursement (check vs. gift card vs. online direct deposit)
- Number of households/individuals that were awarded payments
- Average number of people in household, number of children in household
- Demographic breakdown of applicants and recipients (excluding personally identifying information): race/ethnicity, gender, and preferred language

## 2. Timeline

- **August 15:** Executed contract with SF for Phase 1.
- **August 16:** Launched recertification process.
- **August 23:** Began disbursement of funds for eligible recertified applicants.
- **October 20:** Recertification process closed.

## 3. Program Design

OIRA worked closely with Scholar Fund to design a low-barrier recertification process. The recertification application asked for minimal amounts of information, as the 2020 SDRF process had already captured their information. Thus, SF only needed to verify current 2021 eligibility. The recertification application and notifications were available in Seattle's top tier languages: Amharic, Chinese (simplified and traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese. Translators utilized a translation matrix provided by OIRA to make the process of editing and formatting easier.

In addition, OIRA and HSD provided continual updates to outreach partners about the recertification process. If community members reached out to them, partners were able to verify that the recertification was legitimate, and not a scam. OIRA and HSD also provided partners with a phone number and email address to share with community members so that they could reach out to Scholar Fund directly. In addition, OIRA offered to host a conference call for partners to learn more about the recertification process but there was no interest from partners.

## 4. Recertification Process

The recertification process launched August 16, 2021. Scholar Fund sent text and email messages to the 3,705 fund recipients of the 2020 SDRF cash assistance program informing them of this new fund opportunity and asking them to verify their current residence and low-income status.

Recipients received a unique Secure ID and link to the recertification application portal via text or email. This unique Secure ID allowed recipients to view information drawn from their 2020 SDRF application:

- name
- birthdate
- address
- household size
- number of children under 18 in the household
- household monthly income
- preferred payment method

All they needed to do was verify and/or update this information. Once the recertification application was submitted, applicants received a confirmation email and/or text message. Applicants were able to edit and resubmit their application using the same Secure ID. Scholar Fund offered customer service assistance via phone, text, and email.

OIRA posted the following message on its website ([www.seattle.gov/iandraffairs/programs-and-services/seattle-relief-fund](http://www.seattle.gov/iandraffairs/programs-and-services/seattle-relief-fund)) to ensure that applicants knew that the SDRF recertification notification was a legitimate City of Seattle program:

*You may have received a text message or email from the Seattle Disaster Relief Fund Team. Please follow the instructions in the message.*

*The City of Seattle has provided additional funding for individuals who applied to and were approved for the initial Seattle Disaster Relief Fund AND who continue to be eligible.*

*The organization Scholar Fund is contacting applicants who qualified for the October 2020 Seattle Disaster Relief Fund. They are confirming eligibility for this additional round of funding because applicant circumstances may have changed.*

*If you have questions, please call or text (xxx-xxx-xxxx) or email (xxxxxxx).*

Scholar Fund conducted eligibility analyses on a rolling basis, as recertification applications were received. Once SF confirmed continued eligibility, they sent an approval notification and disbursed funds by bank transfer and check. These awards were between \$1,000 and \$3,000 depending on household size.

The first approval notification read:

*Hi!*

*This is the Seattle Disaster Relief Fund Team.*

*Congratulations! Your recertification application for the Seattle Disaster Relief Fund has been reviewed and it has now been approved for a payment of \$1,000! You will receive another text once your payment has been processed letting you know it is on the way.*

*If you have not received a confirmation by this date (xxxx), or if you need to change your mailing address, please call or text (xxx-xxx-xxxx) or email (xxxx).*

*Your Application Number is: (xxxxxxx). Please have this ready when you contact us.*

Scholar Fund followed up with unresponsive SDRF recipients using text, email, and/or phone. Unfortunately, despite their best efforts over a period of two months, SF was unable to reach some SDRF recipients because their numbers were disconnected, or they no longer had access to email and were no longer connected to a community organization. Ultimately, 11 percent of SDRF recipients were unreachable.

The recertification process was closed on October 20, 2021, with 3,298 (89 percent) of prior recipients having sought recertification. Of those who completed the process, 2,320 applicants received awards.

The drop-off in eligibility was due to two factors:

1. Many applicants had moved out of Seattle; and
2. A smaller percentage no longer met the income requirements.

## 5. Awards

The recertification process resulted in awards to 2,320 applicants (70 percent of those who completed the recertification process). A total of \$5,807,000 was disbursed via check, direct deposit, or gift cards to 744 individuals and 1,676 households. These funds benefited 6,698 people, including 3,379 children. The remaining balance of \$2,153,000 transferred over to Phase 2 SRF bringing the SRF total amount to be disbursed up from \$14 million to \$16 million.

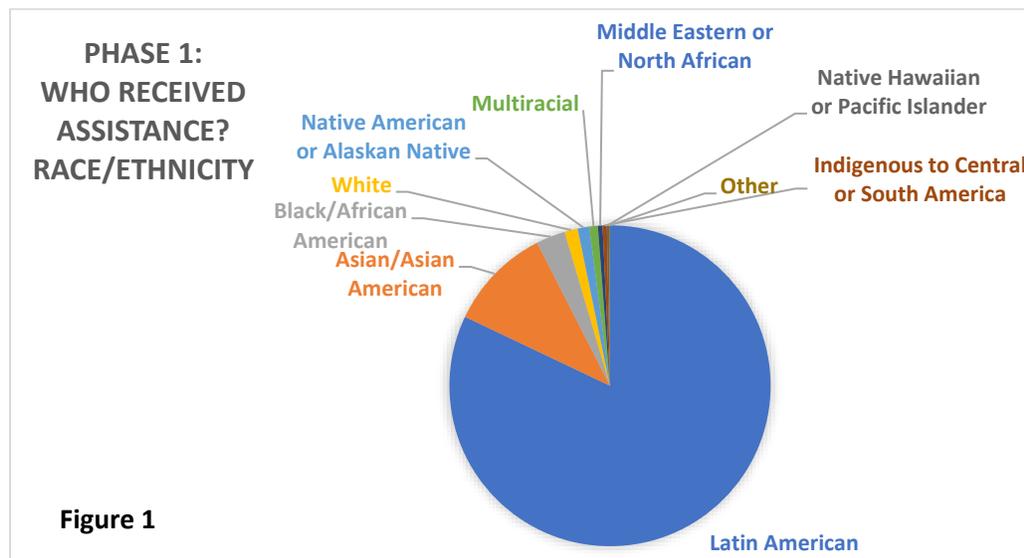
SDRF 2020 award recipient pool: 3,705

- Applicants completed recertification process: 3,298 (89 percent)
- Did not recertify: 407 (11 percent)

Total approved: 2,320 applicants (70 percent of those completing recertification)

- 540 individuals received \$1,000
- 73 households of 2 received \$2,000
- 1,707 households of 3+ received \$3,000

Race and ethnicity data of recertification award recipients reflects that the majority identified as “Latin American” (see Figure 1) followed by “Asian American.” More data are available in Appendix A: Phase 1 Recertification of SDRF For Immigrants Recipient Data.



Total denied (of those who recertified): 978 applicants

- Seattle residency ineligibility: 628 (64 percent of denials)
- Income ineligibility: 350 (36 percent of denials)

Payment types:

- Check: 63.96 percent
- Direct Deposit: 32.54 percent

- PayPal\*: 1.59 percent
- Physical prepaid gift card: 1.03 percent
- Digital prepaid gift card: 0.94 percent

\*alternate process for receiving payment in the event of checks that did not arrive or unsuccessful direct deposits transactions.

## 6. Observations

- **Nineteen percent of those who recertified were not eligible for funding because they no longer lived in Seattle.** This data point illustrates the hard reality that significant numbers of people are leaving Seattle because the city is no longer affordable for them.
- **Many people continue to experience economic instability as this pandemic continues, as 11 percent of SDRF recipients could not be reached because their phone number was disconnected, or they no longer had access to email.** This data corroborates what we have learned anecdotally: people are likely canceling their cell phone and/or internet plans because they can no longer afford to pay for these utilities.
- **Scholar Fund was diligent in their efforts to reach people.** They used all available avenues to contact SDRF recipients who were unresponsive to recertification emails and texts and extended the recertification process as long as possible, until just prior to the launch of SRF.

## Phase 2: Seattle Relief Fund (SRF)

### 1. Overview

HSD and OIRA developed a broad community-informed application process to disburse approximately \$16 million in cash assistance for low-income applicants who met the Seattle nexus and demonstrated the highest vulnerability to the COVID-19 crisis.

### 2. Timeline

- **June-July:** Established SRF team, developed policy goals, program model, and workplan.
- **Mid-July to mid-August:** Convened an interdepartmental team with Human Services Department, Office of Immigrant and Refugee Affairs, Office of Arts and Culture (OAC), Office of Housing (OH), Department of Education and Early Learning (DEEL), Office of Labor Standards (OLS), and Department of Neighborhoods (DON) to develop a list of possible eligibility requirements, prioritization criteria, and community outreach partners.
- **August 19-25:** Convened four 90-minute sessions with community stakeholders to provide feedback on the potential eligibility and prioritization criteria.
- **September-October:** Developed application, planned outreach, and media campaigns.
- **September 9:** Finalized eligibility and prioritization criteria and outreach partner list.
- **September 15-October 25:** Contracted with organizations to perform outreach to target populations and to assist with application processes, with OIRA acting as the lead department for contracting with immigrant and refugee CBOs and HSD the lead department for other CBOs.

- **September 20-30:** Amended SF contract, added a second scope of work to implement Phase 2 process.
- **September 30- October 24:** Prepared to launch, conducted outreach partner weekly planning and training meetings, finalized translated materials, conducted community review for translated materials, and launched the SRF websites.
- **October 25:** Launched Phase 2 open application period, media campaign, and advertisement.
- **November 15:** Open application period closed.
- **November 16-29:** Completed application review.
- **November 29-December 6:** Completed award decisions based on agreed-upon criteria.
- **December 9-15:** Notified applicants and disbursed awards.
- **December 16-February 2022:** SF customer service responded to questions and assisted with outstanding disbursement issues.

### 3. Program Design

HSD and OIRA began engaging in strategy and planning sessions in June 2021, and identified staffing and resources needed to successfully implement this cash assistance program. Informed by data and community feedback, HSD and OIRA prioritized creating a low-barrier, accessible, and equitable program. The team generally modeled the SRF design and processes after OIRA’s implementation of the SDRF in 2020. The City team applied SDRF learnings and made significant adaptations to reflect the larger scale, broader audience, and different conditions of the SRF.

Convening an interdepartmental team (IDT) allowed HSD and OIRA to garner the expertise and experience of City departments to design a program to reach the most vulnerable low-income individuals and households and to address key strategy questions and identify outreach partners that are rooted in the communities they serve. IDT members included departments that provided services to or interfaced with low-income Seattle residents: HSD, OIRA, OAC, OH, DEEL, OLS, and DON.

IDT members were tasked with providing input on:

- Which Seattle communities are most vulnerable and disproportionately impacted by COVID-19 and should be prioritized?
- What additional priority areas should be added to the list developed by OIRA and HSD?
- Who should be invited to community feedback sessions, keeping in mind that feedback from a diverse array of organizations including underrepresented communities and geographies was a priority?
- Which organizations should be considered for outreach and application assistance contracts?

To further inform program design, OIRA and HSD facilitated four 90-minute feedback sessions with community partners on proposed priority areas for SRF. Each session had a specific population focus: immigrant and refugee, African American/Black, Asian Pacific Islander/Native American/Indigenous, and general low-income, including artists and cultural workers.

The application process below incorporates feedback from the IDT and community organizations that work closely with and have deep ties to communities that were hardest hit by the COVID-19 crisis.

## 4. Application Process

### a. Eligibility Criteria and Priority Areas

The eligibility criteria and priority areas developed through City and community feedback processes (see Table 1: Eligibility Criteria and Table 2: Priority Areas, page 5) were used to develop a list of user-tested application questions to determine the most vulnerable low-income individuals and households.

Children and household size were also an important consideration in determining award amounts for households. Eligible individuals without children received \$1,000 while households with three adults or with one or more children automatically received the maximum of \$3,000 per household.

### b. Applicant Privacy

With community safety a priority, the process was designed to minimize the risk of public disclosure and maximize the security of personally identifiable information. OIRA sought feedback from the City Attorney's Office throughout the program design process and pursued a contracting structure that ensured that the City would not be in possession of any individual-level data collected by nonprofit partners. Immigration law and policy considerations needed to be addressed as well, such as whether receiving cash assistance would impact the ability of immigrants to become legal permanent residents or U.S. citizens under the federal public charge rule. While disaster relief benefits are generally considered exempt from taxes and public charge determinations, community education efforts were needed to address questions like these so that public charge fears would not create a barrier.

### c. Contracting

SRF needed an operational partner with the experience and infrastructure to take on this body of work. The City's past experience with Scholar Fund in the implementation of the Seattle Disaster Relief Fund in 2020, their technology expertise, operational infrastructure, and breadth of experience in administering relief funds statewide positioned them as the ideal partner to administer SRF.

Working with Financial and Administrative Services (FAS), OIRA was able to bypass the City's standard practice of using a reimbursement model, which would not have been practical, equitable, or possible, given that an operational partner would need to have available \$21M to implement this program. Instead, OIRA was able to utilize an alternative model that allowed transfer of funds in advance of cash assistance awards being disbursed. This allowed for a community-based organization to be able to undertake this body of work.

The compensation model for outreach partner contracts was informed by the desire to foster collaboration. Rather than base payment on numbers of registrations or units of assistance, the focus was on creating a space where partners worked together to achieve a successful outcome and trusted that they would deliver results. OIRA and HSD set compensation at a flat rate, so newer grassroots organizations were compensated at the same rate as more established organizations. OIRA and HSD analyzed available data and worked with community partners to help define the scope of SRF outreach to reach the breadth of vulnerable low-income communities in Seattle, in particular those who faced high barriers and/or were harder to reach.

d. Community-driven Collaboration

With the need to move quickly, OIRA and HSD were not able to engage in a longer co-design process with community members. Instead, they gathered feedback from community partners through four stakeholder meetings held on August 19, 23, 24, and 25. OIRA and HSD invited 111 organizations (identified by the IDT) to share feedback on policy direction and to inform our approach. Of the original invitees, 54 organizations participated.

Questions discussed included:

- Are the following the right priority areas for SRF?
  - Survivors of domestic violence
  - Family composition (families with multiple children or adult dependents, and single parents)
  - Financial impacts as a result of COVID (lack of access to unemployment insurance or other cash benefits, loss of income for artists/cultural workers)
  - Lack of access to healthcare and health impact of COVID
  - Increased housing instability as a result of COVID
- Do these priority areas account for the communities you serve that have been disproportionately impacted by COVID?
- Are there any key priorities that are missing?

Community stakeholders offered the following feedback:

- Do we need to call out those who are in the criminal justice system?
- Can youth and young adults who have aged (or will be aging out) of care (foster care/other institutional care) be an additional priority? Including unaccompanied immigrant youth?
- Can we prioritize households with a family member with disabilities?
- Can we add a question whether any member of a family was denied federal stimulus payments?
- Edit the question on unemployment benefits to say: Was any member of your household unable to receive state unemployment benefits?
- How is pre-COVID job loss considered? Can it be included?
- Change wording on mental health question – “required and sought” versus “received.”
- How do we address when people pay rent to a leaseholder, so they can’t get rent assistance since they are paying someone else?
- What type of documentation is required for day workers, creatives, and workers not typically covered by unemployment?
- How transparent will the selection process be?
- How do you define creatives?
- Does the artist/creative question mean long-term live/workspace? Or does it include artist studios in Seattle, too? It should include both long-term live/workspace and artist studios.
- Will individuals under Compacts of Free Association (COFA) be eligible?
- Requiring an ID to match a name does not work for some LGBTQI individuals. Is there a way for an individual to apply if their ID doesn’t match their application name?
- Will applications be translated into other languages?
- Do neighbors from Shoreline or White Center qualify if they have students in Seattle Public Schools?

- What documentation do people need to provide to qualify?
- How will the City ensure the process to apply is equitable?
- How are we addressing homeless/houseless individuals?
- Will there be support for already strained community-based arts organizations to provide this administrative support to their constituents?
- Can outreach start before the application goes live?
- Providing more detailed messaging on why people did not get award would be helpful. General wording about priorities – people are in need and most in need get it, prioritization of applications, at a high level
- Ask for alternate phone number on application because phone numbers change

## 5. Observations

- **The City of Seattle put its values into action.** The City of Seattle demonstrated its commitment to low-income communities by using public funds to provide cash assistance and prioritized distribution of funds in the shortest amount of time possible to the most vulnerable Seattle community members.
- **The timeline was ambitious.** HSD, OIRA, and community partners worked long hours, driven in part by the desire to provide some remedy for the economic challenges being faced by large numbers of low-income Seattle residents when help was most needed. Every effort was made to center community and equity, and to reduce barriers to accessing the program.
- **Partners and applicants had questions about whether awards would impact eligibility for benefits programs.** This was a complex issue as varied government policies have differing views on whether disaster relief payments are considered reportable income or an exempt lump sum payment, and whether receiving an award would reduce benefit amounts. Applicants were also concerned about tax implications, and FAQs were repeatedly updated to include information that all payments are made as grants and classified as disaster relief and should not be considered as taxable income.
- **It is important to utilize both data and community input to inform policy and program design.** For the relief funds to be most effective, we needed to reach people who already face many barriers in accessing social safety net programs. Analyzing available data (see Appendix E: Phase 2 Seattle Relief Fund (SRF) Planning Data References) was an important first step, but we know that data often does not accurately reflect the most marginalized groups, since data collection pathways are often tied to those same safety net programs and other services to which the most vulnerable individuals struggle to connect. For this reason, after reviewing data, OIRA and HSD turned to community feedback to test assumptions about who is most vulnerable. Reconciling the quantitative and qualitative information gave the team confidence that our program design would successfully reach Seattle’s most vulnerable communities. Post-implementation review of applicant data confirmed that even with a low-barrier process that relied on self-certification of certain factors, eligible applicants accurately reflected the demographic makeup of low-income residents in Seattle.

*3 weeks was a very narrow window to promote, collect, and submit SRF apps. I would suggest an additional week at least. [...] I clocked in 95 hours for 2 weeks- it was extremely time-consuming.*

Anonymous (from partner satisfaction survey)

- **Designing, validating, and implementing a new program model to provide cash assistance to recipients within just a few months was a huge lift for OIRA and HSD as well as for community partners.** Many had to step away from their regular programming to respond quickly to SRF needs. Expediting authorizations on the front end (as soon as the City appropriated the funds) would have meant more time for OIRA and HSD to gather stakeholder input and engage community partners in co-design, and more time for partners to add capacity (volunteers or staff) and mobilize their communities.

## V. PARTNERSHIP DETAILS

### 1. Overview

With the support of the Mayor's Office, City Budget Office (CBO), and Finance and Administrative Services (FAS), OIRA and HSD implemented a purchasing contract with Scholar Fund and 46 consultant contracts with outreach partners within a short period of time.

### 2. Operational Partner (Phase 1 and Phase 2)

The SRF team was fortunate in finding the ideal operational partner in [Scholar Fund \(SF\)](#), a mission-driven nonprofit that was founded to provide scholarships to undocumented youth and has since expanded its mission to administering cash assistance. SF already had prior experience in disbursing \$8 million for the 2020 Seattle COVID-19 Disaster Relief Fund for Immigrants and \$120 million for the State's [Washington COVID-19 Immigrant Relief Fund](#). They also had an existing infrastructure, back-end systems, and operational capacity that could be scaled up very quickly to administer funds for the City of Seattle.

It was also critical for the City to find an independent community-based partner so that City departments would not be directly collecting personally identifiable information. Thus, another primary consideration was to ensure that a privacy- and security-focused agency collected applicant information, and not the City.

An additional consideration was trust. As mentioned above, Scholar Fund was responsible for administering multiple funds, and thus many communities across the state and locally viewed SF as a trusted entity. Their experience working with and in undocumented communities meant that there was close alignment with SRF priorities: data protection, low-barrier processes, and language access among others. Additionally, their in-house technology expertise meant that they could quickly adapt their existing systems to meet SRF needs. Scholar Fund proved to be an agile, flexible, and resourceful partner and was able to leverage its skills and experience to help launch SRF on time.

### 3. Outreach Partners (Phase 2)

OIRA and HSD needed to create a table of outreach partners who would be ready and willing to prioritize this program and work with SRF's expedited timeline. With help from the IDT, OIRA and HSD put together a list of trusted community-based organizations with deep connections in and experience working with diverse low-income communities in the Seattle area.

To help inform decision-making around partnerships, OIRA and HSD sent a short survey to the 111 organizations that were invited to provide program feedback. This was an information-gathering exercise to gauge interest and capacity to contract with the City for targeted SRF outreach and application assistance. OIRA and HSD were explicit in informing the invitees that this was not a guarantee that completing the survey resulted in awarded contracts. The survey included questions about:

- Organizational capacity to begin preparing for the launch starting on October 1
- Staffing capacity for outreach and/or in-language assistance

- Outreach strategies and the extent of their reach within low-income communities in Seattle
- Information on languages in which the organizations could provide assistance

Of the 111 invitees, 54 organizations responded and expressed interest. HSD, OIRA, DON, and the Office of Arts and Culture reviewed responses to ensure the organizations represented geographic diversity and had the capacity to provide services in a broad array of languages, deep ties to BIPOC communities, and expertise working with priority low-income populations including artists/cultural workers and hard-to-reach populations such as unhoused and undocumented people. All 54 organizations were invited to partner on outreach and application assistance based on their experience working with and in low-income communities. Ultimately 46 organizations (listed below) were contracted as outreach partners, with 38 organizations choosing to do both outreach and in-language assistance, seven organizations choosing to focus solely on outreach, and one solely on application assistance.

Amigos de Seattle	Kandelia
API Chaya	King County Equity Now
Asian Pacific Islander Coalition Advocating Together for Health (APICAT)	Korean Community Service Center
Boys & Girls Clubs of King County	La Sala Latinx Artists' Network
Byrd Barr Place	Lake City Collective
Children's Home Society of Washington/North Seattle Family Resource Center	LANGSTON
CHOOSE 180	Muslim Housing Services
CISC (Chinese Information and Service Center)	Neighborhood House
Colectiva Legal del Pueblo	Northwest Film Forum
Communities in Schools of Seattle	Northwest Folklife
Consejo Counseling and Referral Service	Organizacion CentroAmericano
Delridge Neighborhoods Development Association	Path with Art
Denise Louie Education Center	Rainier Valley Food Bank
Entre Hermanos	Sea Mar Community Health Center
Eritrean Association in Greater Seattle	Somali Family Safety Task Force
Ethiopian Community in Seattle	St. James Cathedral Immigrant Assistance
FamilyWorks	United Communities of Laos
Filipino Community of Seattle	Urban Family
Gay City: Seattle's LGBTQ Center	Urban League of Metropolitan Seattle
Horn of Africa Services	UTOPIA Washington
IDIC Filipino Senior & Family Services	Voices of Tomorrow
	Washington Dream Coalition
	West African Community Council
	West Seattle Food Bank

#### **4. Contracting Process (Phase 1 and Phase 2)**

To enable a short turnaround time, OIRA and HSD invoked the City emergency declaration to bypass a competitive solicitation process and utilize the direct contracting option. The City's Financial and Administrative Services (FAS) department was committed to helping set up contracts in a very short amount of time.

FAS worked closely with OIRA to set up a purchasing contract for Scholar Fund to ensure that funds could be transferred in advance of cash assistance awards being disbursed. This allowed OIRA and HSD

to partner with a mission-driven, community-based organization like Scholar Fund that that did not have the \$21 million on hand to be disbursed. OIRA worked closely with FAS and the City Attorney's Office to ensure that the SF contract included robust privacy protections and data security requirements. Additionally, as the cash assistance was tied to disaster relief, OIRA established that IRS Form 1099 would not need to be issued to each applicant. SF could invoke the City's disaster relief declaration and was ready to issue Form 1099 if requested by applicants.<sup>1</sup>

With minimal time to finalize 46 outreach partner contracts, OIRA and HSD set up scopes of work that encompassed broad-based strategies and deliverables. Funding amounts were the same across partners for outreach (\$7,500) and application assistance (\$7,500). HSD and OIRA each managed 23 outreach partner contracts and utilized their own contracting processes. We simplified reporting requirements since partners had a significant body of work to be completed in a short period of time. The requirements included:

- Numbers of inquiries received
- Numbers of requests for application assistance
- Number of applications completed
- Languages in which assistance was provided
- Number of outreach events and people reached through outreach

HSD and OIRA allowed for flexibility on invoicing and offered partners the option of submitting one or more invoices during as their work progressed.

SF had more extensive reporting requirements in place as they were directly distributing cash assistance. OIRA scheduled regular check-ins throughout their contract period. For their final report, SF was required to provide high-level data that excluded personally identifying information, including:

- Amount of funding disbursed through new application process
- Number of applications submitted
- Number of applications found to be eligible for awards
- Percent of applicants using translated applications
- Number of callers to the customer service line
- Percent of applications that need troubleshooting
- Types of applicant problems that require troubleshooting
- Percentages for type of disbursement (check or gift card or online direct deposit)
- Percentages for Seattle nexus (live in Seattle, attend Seattle Public Schools, Seattle Promise scholars, artists/creatives with a studio space in Seattle)
- Number of households/individuals that were awarded payments
- Average number of people in household and number of children in household
- Demographic breakdown of applicants and recipients by race/ethnicity, gender, preferred language

Some outreach partners submitted invoices and reports shortly after the application period closed, while others submitted closer to the deadline of December 31, 2021. OIRA provided technical assistance

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<sup>1</sup> [IRS Publication 3833, "Disaster Relief: Providing Assistance Through Charitable Organizations" \(2014\)](#)

to partners to ensure that invoices were submitted correctly. Invoices were paid within a month of receipt.

## 5. Partnership Experience

At the debrief on November 30, partners shared the following words and phrases that reflected their experience of working on SRF:

Terrific • Amazing, shout out to everyone • It was significant to include artists and cultural workers in the mix • Mission accomplished • Awesome job to everyone. • Impressed • Grateful to have been engaged with such a broad, impressive effort • Congratulations to all of you. Outcome reflects the true and unique spirit of Seattle • Grateful for the opportunity to help provide this really critical support to community • Thank you very much for the partnership • Tired but very important that the population had support to fill out the applications • Huge collective accomplishment and believe this is an outreach model to replicate • Happy to support with this program • After giving money out only virtually throughout the pandemic, it was nice to interface in-person and also see that it extended beyond our artist community as well • Very rewarding and proud to be a part of this collective process to serve our communities • Very rewarding feeling to be helping people • So exciting to be able to inform a bunch of our families who had no idea this was an opportunity • This was awesome - thanks everyone for your hard work • Especially applaud the joint work on low-barrier and multiple language format - super access • It's beautiful to hear all the difference in outreach and stories to accomplish a common goal • Fantastic Job to everyone • Seconding the language access support.. both the language line and flyer translations were so helpful for our team when connecting with families • Hello thank you for being provided the opportunity -the community is super grateful • Kudos for having the application very mobile friendly - helped a lot in assisting as many people as possible at the same time • We got a ton of thanks/love for Phase 2 of the funding • Thank you all • Proud for participating, great to engage • Big thanks to David and the Scholar Fund Team • Big thanks to David and his team • Relieved it's over, the last day was really busy • Everyone should be proud of helping those who need • We had people coming from different associations • Stressful short time to do the work • Our team had to dig deep to get to our people and use our language skills • We serve people from Laos - it was a good feeling • A great feeling to serve some of our communities who really need the funding • Good to talk to people and walk them through the process - found many people don't have email addresses • So exciting to hear everyone's experience - first time all programs collaborated at CISC • Amazing experience for us • Appreciate the way it was set up and the info that was ready in language • No barrier for some folks, others came to us • Wonderful • Really appreciate what we did in the short term • Thank you for introducing us to Somali TV - people kept calling my number • Thanks you so much • Give shout out to David and his team – always patient and helpful even though so many applicants • What a great partnership • That was amazing - nothing broke down • So much went well it was astonishing, such a quick turnaround • Really impressed by sheer volume and quick turnaround time

## 6. Observations

- **Some partners needed technical assistance on contract requirements and invoicing.** For some, this was their first experience in contracting with the City of Seattle, and they were not familiar with the process. Most organizations opted to submit one invoice at the end of the implementation, but a few organizations submitted multiple invoices so that they could have the cash flow to cover staffing costs.

- **Collaborations are time intensive.** HSD and OIRA invested considerable time in meeting regularly and updating and checking in with each other almost daily. Having parallel contracting processes added complexity, and staff worked hard to ensure their contracting processes mirrored each other to the greatest degree possible.
- **Contracting processes for small contracts should be simplified.** As the City works towards equity in contracting, this is an area that needs significant attention, as current contracting practices present a barrier to newer, smaller organizations entering into partnerships with the City, including those led by community members who primarily speak languages other than English. The boilerplate language used in contract templates is dense and difficult to understand, and some of the clauses are neither appropriate nor applicable for small contracts. Contracts should be written in language that is easy to understand and minimize use of technical jargon that often is only understood by legal professionals. OIRA recommends that FAS reevaluate templates for small contracts for requirements that may not be appropriate for the size of contract and the scope of the project.

## VI. APPLICATION DETAILS (PHASE 2)

### 1. Overview

OIRA and HSD designed the application form and process in close collaboration with Scholar Fund and developed a list of questions based on SRF policy goals, with SF building the online application form. HSD, OIRA, and SF met often, sometimes daily, for intensive feedback sessions to ensure that the application achieved the goals of simplicity and accessibility. OIRA and HSD staff frequently tested the form as it was developed and provided feedback in real time. SF determined the awards through a prioritization process once the application closed. To ensure that applicant data was protected, the City was not in possession of individual level applicant information. The 2021 timeline for the application process was as follows:

- **Application open period:** October 25-November 15 (3 weeks)
- **Application review period:** November 16-29 (2 weeks)
- **Award decisions (approved or denied):** November 29-December 6 (1 week)
- **Award disbursement:** December 9-15

### 2. Application Platform

After having implemented multiple relief funds using online platforms such as SurveyMonkey and finding that existing technology was not adaptable to meet the speed, quality, and needs of community members, SF developed their own custom platform. Their online platform prioritized accessibility, ease of use, direct partner integration with organization accounts, real-time data measuring, faster review processing, and an integrated anti-fraud system.

### 3. Eligibility Criteria

Applicants needed to meet the eligibility criteria as listed on Table 1 on page 5. OIRA, HSD, and SF kept the process of verifying eligibility criteria as simple as possible. To reduce the burden on applicants, SF accepted a variety of documents. This was especially important for unhoused applicants and unaccompanied minors.<sup>2</sup> The application asked people to provide driver's licenses, state IDs, or other documents to verify identity and Seattle residence. Additionally, the application did not ask for proof of income but instead asked people to self-certify their incomes.

*Kudos for having the application very mobile friendly. Helped a lot in assisting as many people as possible at the same time.*

Lanvin Andres, IDIC Filipino Senior & Family Services

### 4. Application Form

OIRA, HSD, and SF worked hard to design a low-barrier application form (see Appendix B: Phase 2 Seattle Relief Fund (SRF) Application) that was easy to understand and complete. Questions were short

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<sup>2</sup> Unaccompanied minors are legally defined as youth under 18 years of age who have arrived in the U.S. without a parent or guardian.

and in plain language to make it easy to understand and translate. Staff employed an intensive process of fine-tuning the language on the form to make it more accessible for applicants for whom English was not their primary language. SF gathered feedback from OIRA and HSD staff, outreach partners, and translators and made changes to reflect the feedback. Application forms were available in the [top-tier languages](#) for Seattle: English, Amharic, Chinese (simplified and traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese.

The application form was available online only at [seattlerelief.com](http://seattlerelief.com). To ensure that applicants had the support needed to complete forms online, partners offered in-language application assistance. SF responded to general inquiries from applicants via a customer service line, text, and email, and referred applicants to outreach partners for application assistance. SF also provided technical assistance via phone, text, and email to support outreach partners as needed.

SF trained outreach partners on the application form and process and created organizational accounts for partners so that they could submit multiple applications on behalf of the applicants they were assisting.

In anticipation that unhoused applicants would face challenges in applying, OIRA and HSD reached out to contracted partners providing housing services, as well as organizations working with unhoused individuals. They were provided with organizational account information for the online application process so they could directly submit applications for their service recipients/clients and have those applications tracked. At the request of the housing service providers, shelter IDs were added to the list of approved documents.

## **5. Application Submission**

The application launched October 25 and remained open until November 15. During the 3-week period that the application was open, outreach partners worked long hours to ensure their communities were informed about this opportunity. They also responded to applicant questions and provided in-language assistance with completing the form.

Within a day of the launch, SF received 4,748 applications, and by the end of the first 36 hours, the total number had doubled to 9,650 applications. SF began screening applications for eligibility almost immediately. The application period closed at 11:59 pm on November 15, 2021.

- 62,997 applications were submitted in total (after deduplication).
- 38,806 applications (61 percent) were deemed eligible after screening.
- 24,191 applications (39 percent) did not meet the eligibility criteria.

## **6. Customer Service**

SF had a 10-person customer service team providing support via phone, text, and email. The team had access to the online interpretation service Voiance allowing for telephonic interpretation in over 100 different languages. Their text message support platforms gave applicants the ability to send questions via SMS.

As of February 23, 2022, SF had fielded 11,140 emails, 24,380 phone calls, and 163,878 text messages. They received an average of 1,000 calls per day from when the application launched until January, when call volumes went down to 250 per day. In February, SF received between 100 to 200 calls daily.

Queries during the application period consisted primarily of these questions:

- Status of application decisions
- If additional information could be added
- If people could apply after the application closed
- How to change payment type

Once award notifications were sent out, applicant questions then focused on:

- Status of payment delivery
- How to activate payment
- Why applicants were not funded
- How to appeal
- If additional funds would become available
- If there were other relief fund programs they could apply to

Despite SF's customer service line being listed prominently on the website, social media, and notifications, OIRA, HSD and the City's Customer Service Bureau received a consistent stream of calls and emails regarding inquiries on application status and reports of cash assistance not being received. These were immediately forwarded to SF, whose team was able to follow up on individual cases as they received inquiries.

## **7. Application Review**

SF applied a prioritization strategy to select awardees from all eligible applications submitted, not on a first-come, first-served basis. Between November 16 and 29, SF completed eligibility screening of all submitted applications. They used a 10-tiered approach to manage the identity confirmation and de-duplication processes with multiple points of verification to prevent fraud. SF carefully reviewed supporting documents to screen for both eligibility and fraud, and this provided information that rendered some applications ineligible. SF followed up with all the applicants who submitted inaccurate or mismatched documents to offer them the opportunity to submit additional documentation.

Once screening was completed, SF conducted a comprehensive prioritization process. They utilized the priorities list developed through discussions with community stakeholders, and allocated points to specific priorities (see Table 2: Priority Areas, page 5).

SF then compiled total scores for each applicant, with nine being the highest score and zero the lowest. No applicant received a score of nine. Awards were allocated beginning with those receiving a score of eight and continued down to those with a score of four. There were not enough funds to award all applicants with a score of three. Thus, we utilized an income-based (income + unearned income) tiebreaker. Applicants with a score of three were grouped into income bins. Applicants in the bin with the lowest incomes were randomly selected using a lottery until all remaining funds were awarded.

## 8. Awards

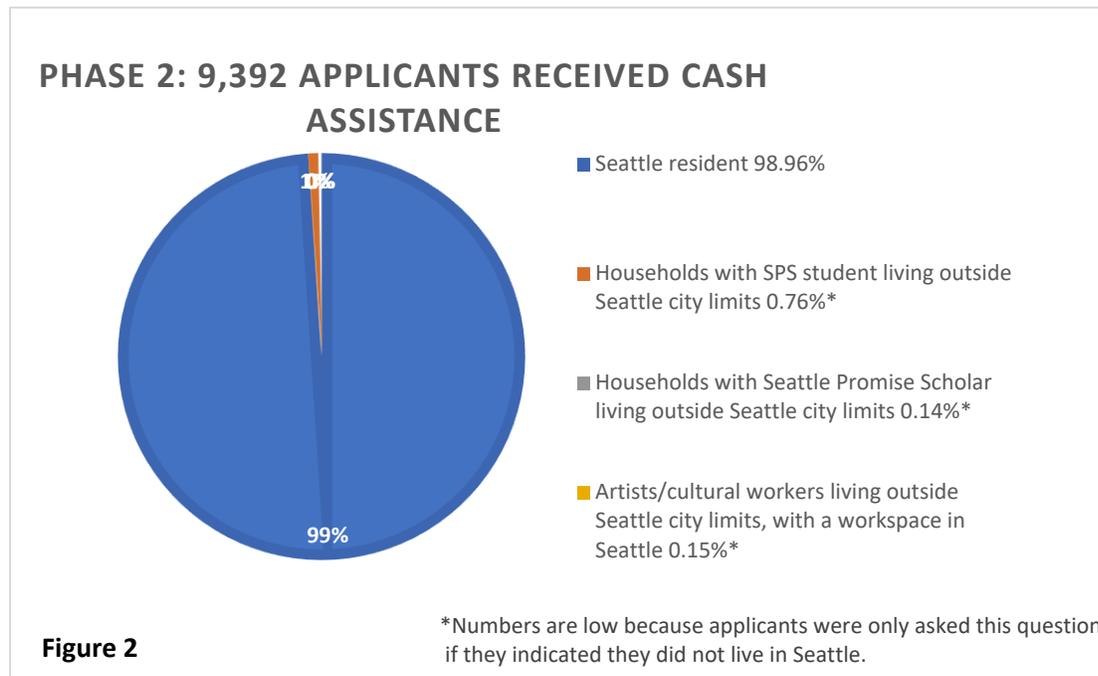
Award amounts were consistent with 2020 SDRF amounts. To maximize impact, we set an award cap of \$3,000.

- Individuals: \$1,000
- Couples/two adults: \$2,000
- Households with three or more adults/ one or more children: \$3,000

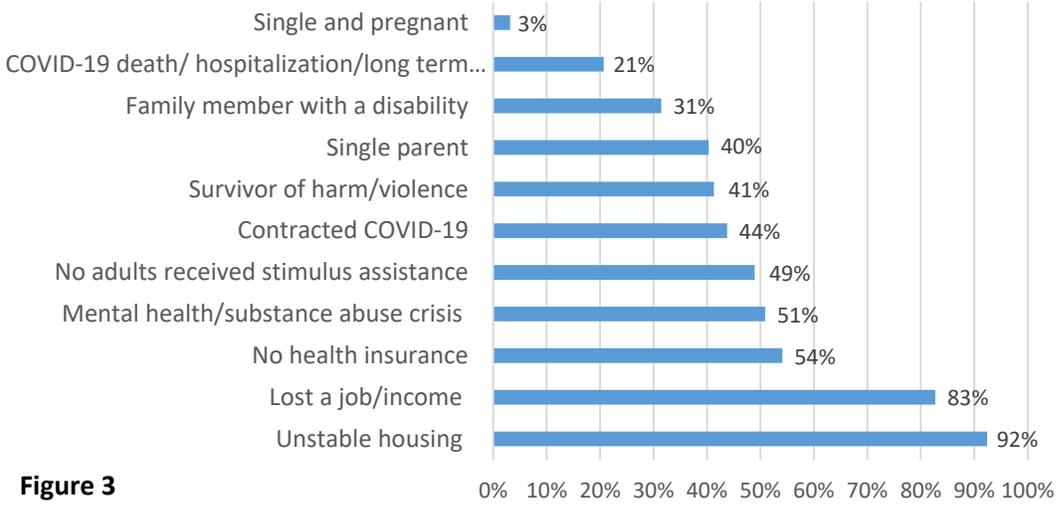
Ultimately, SRF funded 9,392 applicants (24 percent of eligible applicants). A total of \$16,179,000 was disbursed via check, direct deposit, or gift cards to 5,257 individuals and 4,135 households.

These funds benefited 19,482 people, including 6,511 children.

Demographic details of award recipients are depicted below (see Figures 2, 3, and 4 below). The need was great: the majority of Phase 2 applicants reported having recently lost a job and/or experiencing some form of housing instability (see Appendix C: Phase 2 Seattle Relief Fund (SRF) Recipient Data).



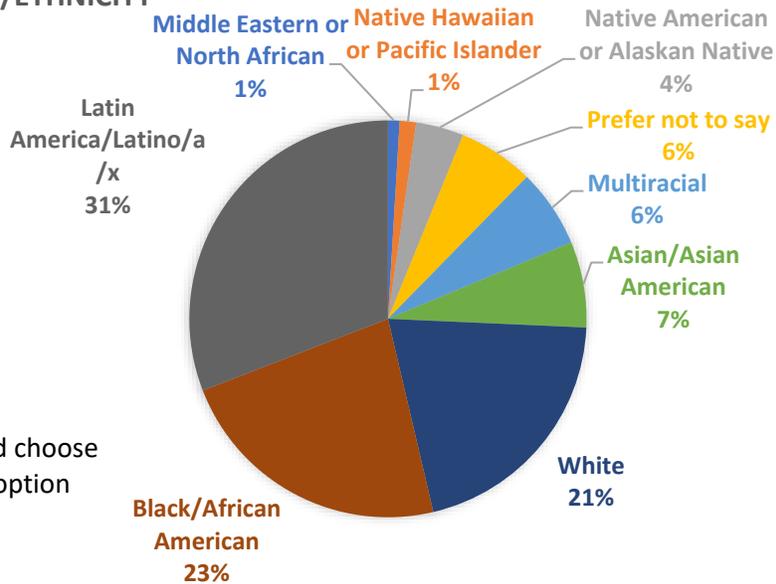
**PHASE 2: WHO RECEIVED ASSISTANCE?**



**Figure 3**

**PHASE 2: WHO RECEIVED ASSISTANCE?**

**RACE/ETHNICITY\***



\*Applicants could choose more than one option

**Figure 4**

**9. Notifications**

Scholar Fund had in-house technical expertise to automate processes for submission, notifications, and reporting.

SF notified applicants when they were approved or declined by text, email, or both, based on their preference as stated in the application form. SF sent these messages to applicants in the language in which they submitted the application. Applicants had the ability to review status updates on their

individual account page, which was created when they submitted their application. Additionally, SF provided a public-facing online look-up tool for applicants to easily access the status of their applications by typing in their submission ID. Partner organizations who used organizational accounts to submit applications on behalf of those they were assisting were also able to check the status of those applications.

The first approval notification read:

*Hi!*

*This is the Seattle Relief Fund.*

*Congratulations! This text is to confirm that you've been approved and that your payment is on the way. If you selected a check/gift card it will arrive within the next 14 days. Direct deposit and digital gift cards should arrive within the next 5 days. If your payment does not arrive within 14 days please text this number (206) 775-7490 or email [payments@seattlerelief.com](mailto:payments@seattlerelief.com).*

Applicants who were not approved for an award received the notification below:

*Hi {{individual first name}},*

*This is the Seattle Relief Fund.*

*This text is to let you know that we are unable to approve you for funds at this time. We received over 63,000 applications and we were able to provide less than 10,000 awards.*

*We used a prioritization system to identify the most vulnerable applicants based on information provided in the application. Priority considerations included income level, loss of employment, housing instability, harm from violence, family size and composition, people with disabilities, single parents, ineligibility for stimulus payments, lack of health insurance, mental health or substance use crisis, hospitalization, death and long terms health impacts from COVID-19.*

*If you would like to stay updated on future support funds and assistance in your area, please sign up for our relief newsletter at <https://seattlerelief.com/newsletter>*

*Please do not reply to this text as responses are not monitored.*

The volume of applications necessitated a reliance on online tools. While this technology worked successfully for most notifications, SF reported that the error rate in notifications via email was 2.7 percent and via text was 1.4 percent. Various reasons for email errors included: stringent spam and inbox filters, incorrectly input email addresses, and full inboxes. Reasons for text message errors included: incorrect phone number, SRF messages marked as spam by carrier, and SRF messages marked as spam by texting tool.

## 10. Disbursement

Scholar Fund's experience from prior programs informed the payment options offered: direct deposits into bank accounts, physical checks, digital gift cards, and physical gift cards. SF found that printed checks and direct deposit worked best, as there were no restrictions on how the cash could be used. Also checks are trackable and can be re-issued if lost. SF used [Bill.com](#) as their platform for check and direct deposit disbursement and [Usio](#) for gift cards.

To address challenges for unbanked applicants, SF offered options such as the gift card/pre-paid card option that was designed specifically for those without access to traditional banking services. SF was also able to direct unbanked individuals to reliable check-cashing services and a bank that offered check-cashing services for unbanked individuals. As checks were issued through Chase Bank, unbanked individuals were able to cash at branches across the city without incurring fees.

Applicants to SRF indicated their preference in their application:

- Paper checks: 44.05 percent
- Direct deposit: 48.19 percent
- Physical gift cards: 3.46 percent
- Digital gift cards: 4.29 percent

There was an eight (8) percent error rate in disbursements being received, which was consistent with SF's expectations of a 5-15 percent error rate. Issues with checks included:

- Incorrect name on the check
- Bank needing assistance in verifying check funds
- Invalid address that prevented USPS from delivering the check
- Damaged check
- Check cashed by the wrong individual

Some recipients reported instances of banks confiscating and voiding checks without cause. In many cases, SF was able to call the banks involved to remediate the issue.

For direct deposits, problems included: banks rejecting the account or routing number, bank-to-bank verification, and test deposits of \$0.01 that were not followed by the full amount. This test deposit is a standard payment practice to ensure the viability of a bank transfer. Another significant reason for direct deposit delays was the bank verification process. Bank verification takes time, and many banks did not notify SF of delays if an additional verification step took place between banks.

Some gift cards were lost in the mail and some email clients blocked digital gift card emails. U.S. Postal Service had a four (4) percent error rate in delivery of checks and gift cards. SF offered PayPal and next-day expedited checks as alternate forms of payments for checks that did not arrive or direct deposits transactions that were unsuccessful.

## 11. Observations

- **Scholar Fund was the ideal operational partner.** They were collaborative and thoughtful in designing the application process to reflect SRF's policy goals. They worked hard to ensure that the application process was low-barrier and applicant-focused. Their in-house tech expertise meant they were able to quickly respond to any systems challenges that arose. They were

responsive to and incorporated feedback from outreach partners throughout the entire process and provided support to ensure that partners had everything they needed to be successful. They made themselves available for troubleshooting and worked hard to find solutions for problems. SF's experience administering relief funds and disbursing high volumes of awards was foundational to the success of SRF, not just from a systems and processes point of view, but also from a community trust perspective. They had established a presence in communities across the state through their previous work on the multiple iterations of the state relief fund, and as such many immigrant communities recognized SF as a trusted partner.

- **The need was great – 62,997 submissions far surpassed expectations.** These numbers highlight that Seattle area residents continue to struggle financially, with the need far surpassing the availability of relief funds. They also reflect that the SRF outreach model was effective: outreach partners were able to successfully reach their communities, and the media campaign (including ethnic media) was successful in reaching specific communities as well as broad swathes of people.
  - 12,000 applications were from applicants who live outside of Seattle. This was despite clear messaging and efforts to provide a definition of Seattle city limits, including a link to a map of Seattle in the application form.
  - The applicant pool included residents from 53 out of 55 Seattle ZIP codes. As expected, the largest number of applicants were from South Seattle, with 6,453 applicants from 98118 and 4,202 from 98144. However, SF received applications from residents living across Seattle, including 562 applications from Magnolia, further demonstrating that residents across the City were experiencing hardship (see Appendix D: Phase 2 Seattle Relief Fund (SRF) Submissions by ZIP Code).
  - Many applicants had the expectation that they would receive an award if they applied. SRF messaging consistently highlighted that applying did not guarantee funding and that the most vulnerable would be prioritized. Despite this, it proved to be challenging to temper the hopes of applicants.
- **While priority areas were utilized to identify the most vulnerable, the data showed that even those with the lowest scores were vulnerable.** For example, an applicant with a score of 3 could have theoretically checked the boxes that identified them as a person with a disability and who had contracted COVID-19 and who experienced housing instability, and 6,818 applications both received a score of 3 and did not receive an award. This reinforces that the need far outpaced the supply of funds and speaks to the difficult task outreach partners had managing applicant expectations. Applicants who were significantly impacted by health and/or economic consequences of COVID-19 were understandably frustrated if they were not awarded funds.

*The broad list of documents was really appreciated. It was a gamechanger for many people we worked with who were homeless.*

Sam Thompson, West Seattle Food Bank

- **Creating a low-barrier process was critical to reaching the most vulnerable applicants.** Keeping in mind that the most vulnerable individuals often face the greatest barriers to

accessing assistance, we designed a process that was user-friendly and flexible. Applicants could choose from a broad list of documents to demonstrate Seattle residency, and partners reported that this flexibility was critically important for the many people they worked with who were unsheltered or did not have a permanent address. We kept required document uploads to a minimum, and applicants were asked to self-certify income rather than to provide pay stubs and tax documents (a hardship for people who have no income and/or do not file taxes).

Post-implementation comparison of the demographics of eligible applicants with demographics of low-income residents of Seattle validated the use of the low-barrier process supplemented with community feedback. The alignment of these two data sets suggests that the SRF low-barrier design was effective in reaching the intended recipients and was not generally misused by applicants who would not otherwise have qualified for awards.

*It was apparent that there was a large digital/technical literacy divide and access to computers. A lot of applicants had a lot of login/account creating issues and would maybe suggest adding the Seattle Public Library as a partner as a lot of assistance we gave by phone was with people calling from local libraries.*

Zach Frimmel, Northwest Film Forum

- **Having the form available only online presented a barrier to applicants who were not comfortable with technology or did not have computers.** Some partners reported that trying to complete the application over the phone was challenging and a few organizations reached out requesting a paper application form for their service recipients. However, in SF's experience with the Washington COVID-19 Immigrant Relief Fund where a paper application form was provided as an option, only 0.06 percent paper applications were submitted. Given the low rate of utilization by applicants, it was not sustainable for SF to create a separate process to receive paper forms. The program was better served by providing outreach partners the tools they needed to work with clients in-person.
- **SF was very responsive to feedback and made some changes to the application form even after the fund was launched.** For example, the team changed one of the document requirements for Seattle Promise applicants based on feedback from Seattle Promise administrators. The option stating that any Seattle College employee could verify program enrollment needed to be removed as FERPA (Family Educational Rights and Privacy Act) regulations did not permit this. Instead, Seattle Promise sent a proof of enrollment email to scholars that could be used as verification.
- **SF's customer service team was overwhelmed with the sheer volume of calls.** Scholar Fund received an average of 1,000 calls per day from when the application launched until January, when call volumes went down to 250 per day.
  - Customer service capacity was planned around an anticipated applicant pool of 30,000-40,000. With over 62,000 applicants, the number of queries overwhelmed the system. Adding to that, SF experienced some individuals generating up to 13 call inquiries and 15

emails each in a single day. This increased the difficulty of triaging inquiries and requests for payment modifications.

- o More than 95 percent of inbound calls and text messages focused on three areas: new relief programs, denial explanations, and appeals. Other questions included: status of application decision, status of payment delivery, how to activate payments, and how to change payment type.
  - o Applicants used all channels available to them to get the help they needed. Applicants contacted OIRA, HSD, and the City's Customer Service Bureau (CSB) when SF's customer service line was overwhelmed. While OIRA, HSD, and CSB were able to respond to general questions, all application specific inquiries were forwarded to SF.
  - o Unlike their experience with previous funds, SF saw a large volume of calls around decision-making time that focused on availability of funds through other upcoming relief programs. This prevented calls related to payment issues from getting through to customer support. In the future, SF plans to add an additional phone line dedicated to award recipients.
- **The online look-up tool ([apply.seattlerelief.com/lookup](https://apply.seattlerelief.com/lookup)) provided easy access to status updates in real time.** However, because the page did not display dates or a status bar, applicants did not believe that updates were current and then called or texted customer service for updates. Adding a date field might reduce the number of calls from applicants.
  - **Some awardees experienced delays in receiving their award.** As of February 23, 2022, SF reported that 107 payments (1.1 percent) remained uncashed. The SF team will continue to follow up to reach these applicants via phone call, email, and text messages. It takes multiple points of contact before they receive responses, and they have a cadence of reaching out every other day to avoid spam filters that block repetitive messaging. In addition, if the applicant was assisted by a partner organization, SF has communicated with those partners to see if they can help establish contact with the applicant.
    - o Gift cards required the most troubleshooting. USPS has a high delivery failure rate and inclement snowy weather across the region exacerbated delivery delays. SF offered an alternative form of payment for awardees who had not received their gift card in the mail. They asked recipients to fill out a form to select a different payment type. Some awardees did not respond to their messages, and SF followed up until they were able to reach them.
    - o Checks were the easiest payment method to track, cancel, and replace with expedited shipping options. Direct deposit was the most secure of the options but required a lot of back-and-forth to ensure a failed payment was re-processed correctly. Gift cards were the hardest to track, replace, and troubleshoot, while also logistically complex and the most expensive of all options offered. Also, strict email spam filters can prevent delivery of digital gift cards into inboxes. Digital gift cards can be costly depending on the vendor. Scholar Fund offered the online money transfer option of PayPal as an alternative when applicants encountered problems with other payments methods. PayPal was a successful alternative for some when gift cards did not reach an applicant or if an individual had problems with cashing checks.
  - **SF, OIRA, and HSD provided technical assistance to partners throughout the process.** Questions from partner organizations included:

- o Parameters of Seattle city limits
- o Whether certain documents were eligible
- o Definition of income
- o Whether certain types of benefits should be included in income
- o Definition of household
- o Where to access in-person assistance
- o General eligibility
- o Whether applications could be mailed in

To assist applicants and partners with the process of completing the online application, SF created an instructional video and posted it on their website:  
[www.loom.com/share/730d5c074c94433a98b05d2a0d70f8f7](https://www.loom.com/share/730d5c074c94433a98b05d2a0d70f8f7).

- **The application platform was customized for SRF and performed well overall.** SF’s negative experiences with common, commercially available survey tools led them to design their own application platform. They were able to address many common shortcomings of more commonly available applications by customizing their platform making it more accessible to applicants, as well as making data collection and reporting easier. With the creation of over 72,000 accounts and over 63,000 applications submitted, the system proved to be robust and did not fail.
- **SF’s application platform functionality could be further enhanced.** Outreach partners highlighted the following areas of improvement.
  - o All questions on the online application form were required. The platform functionality should be expanded to permit a mix of required and optional questions.
  - o There were redundancies in the application regarding written and spoken languages. The form asked for languages spoken at home as well as preferred languages for email and text notifications, and these could have been collapsed into one question with check boxes.
  - o Uploading documents proved to be the primary driver of frustration for some applicants, and others reported issues with account creation. Both issues must be addressed for future iterations of this platform.
  - o SF is considering additional areas of improvement for future relief programs in the areas of document identification and verification, collection of payment information, and authentication tools. Some of these improvements may involve trade-offs, such as between over-collecting data to ensure a higher payment success rate and keeping the process low barrier (not requiring applicants to provide more information than will be used). These trade-offs should be carefully evaluated by the City in conjunction with its operational partner to balance both high-level goals and technical considerations.
- **Factoring in additional time for application review, notifications and disbursement would likely help reduce stress for the SF team.** The timeline for screening, reviewing, and making award decisions was three weeks, an ambitious goal. While this could be an internal goal, adding a few additional days to allow for unanticipated delays would reduce stress on the review team. Applicants were anxious to hear about the status of their application and adding more time to

the process overall could potentially reduce the volume of inquiries about status, which began a few days prior to the published notification date.

- **The City's demographic data collection needs to be improved.** OIRA and HSD utilized the City of Seattle Demographic Data Task Force Report client-level recommended race/ethnicity/primary language categories as the basis for collecting demographic information on the application form. In an effort to be responsive to community concerns by partners, OIRA made modifications to the categories. In retrospect, OIRA should not have modified the existing system in response to these individual requests. Instead, OIRA should have brought these concerns to the City's data team so that they could be addressed on a systemic level. The concerns surfaced by partners highlight the importance of consistently evaluating and updating race/ethnicity categories so as to be current and relevant. Several partners offered to play an advisory role on improving the City's disaggregated data collection efforts.

## VII. LANGUAGE ACCESS DETAILS (PHASE 1 AND PHASE 2)

### 1. Overview

OIRA embedded language access into all aspects of planning and implementation, from strategy discussions to application form design to the creation of communications and outreach materials. OIRA's Language Access Team was actively engaged in the process of developing all SRF materials.

### 2. Translation

OIRA translated the recertification form and notifications for Phase 1 and application form, notifications, and communications materials for Phase 2 into Seattle's top-tier languages: Amharic, Chinese (simplified and traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese. Community translators utilized a translation matrix provided by OIRA to make the process of editing and formatting consistent and easier. They worked collaboratively with OIRA on translating the application form as it was being developed so that they could integrate context and nuance into the process.

OIRA's established working relationships with translators meant that last-minute changes could be accommodated within a very short turnaround time. This was important as text revisions based on partner feedback were occurring in parallel with the translation process, which meant OIRA was simultaneously providing updated content to translators. This process made finalizing the translated content much faster.

Additionally, outreach partners and community reviewers reviewed drafts of the application form and communications materials, such as the website and flyers, for context, accuracy, syntax, and tone, and OIRA incorporated their feedback into the final versions.

To further streamline the translation process, OIRA and SF devoted a great deal of time and effort towards utilizing plain language<sup>3</sup> for SRF materials, including the application, avoiding the use of jargon and technical language.

### 3. In-language Assistance

Outreach partners were a key part of our language access implementation. They had the capacity to provide in-language assistance in over 28 languages in-person or over the phone. To expand partners' language capacity, OIRA provided them with access to telephonic interpretation through LanguageLine Solutions along with guidelines on utilization. More details are provided in **IX. Outreach and Application Assistance Details (Phase 2)** below.

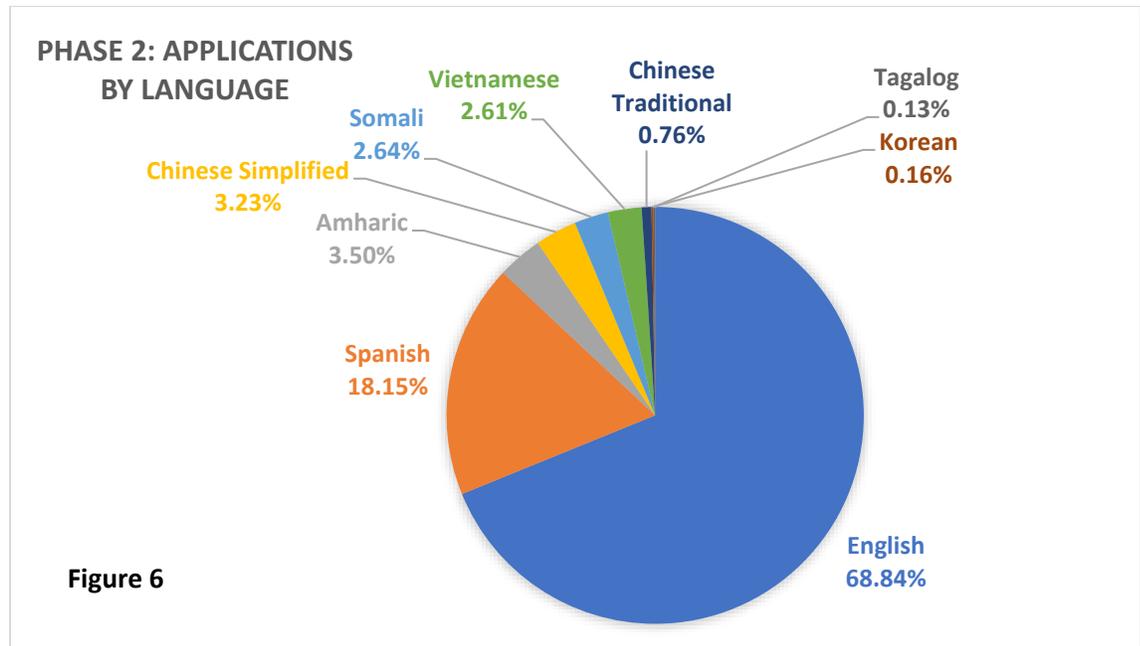
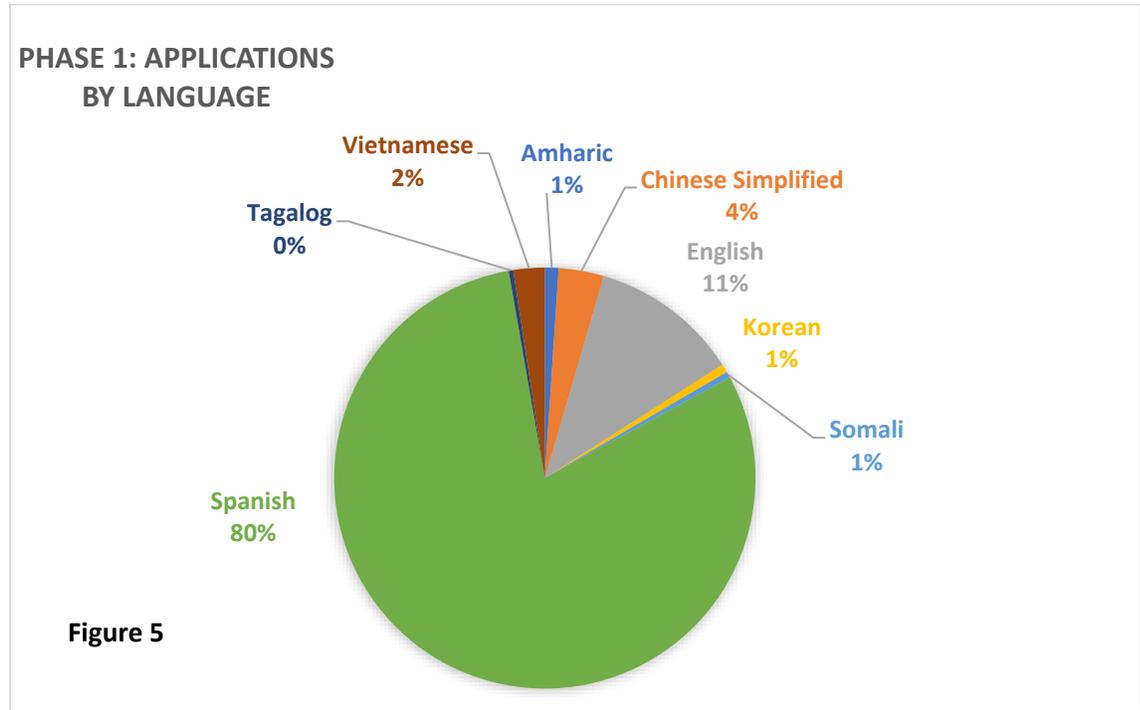
### 4. In-language Submissions

There was a high utilization of in-language application forms which highlights the importance of having translated materials available. The majority of recertification applications (89 percent) were submitted

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<sup>3</sup> The federal Plain Writing Act of 2010 defines plain language as: "Writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject or field and intended audience." More information here: [www.plainlanguage.gov/about/definitions/](http://www.plainlanguage.gov/about/definitions/).

in a language other than English (see Figure 5) and over a third of SRF applications (31 percent) were submitted in a language other than English (see Figure 6). The spread was very different because SRF was open to all eligible residents of Seattle, while recertification applicants were all immigrant residents.



Additional data on applicants preferred languages is available in the SRF Data Sheet (see Appendix C: Phase 2 Seattle Relief Fund (SRF) Recipient Data).

## 5. Observations

- **Investing in language access is essential.** Almost a third of applicants (31 percent) submitted their applications in languages other than English. Over 87 percent of application assistance provided by our partners was in a language other than English.
- **The City's Language Access Program had well-established systems and processes.** This meant that language access was integrated into the program design from the beginning, and the timeline was built out around the time needed to translate documents, gather community feedback, and incorporate translated content into the graphics, communications materials, SRF website, and application form.
- **Strong established relationships with community translators meant that deadlines were achieved.** OIRA and HSD staff designed the SRF program in tandem with developing the application materials and collaterals. Thus, as SRF text underwent revisions, the flyers, the OIRA website ([www.seattle.gov/iandraffairs/programs-and-services/seattle-relief-fund](http://www.seattle.gov/iandraffairs/programs-and-services/seattle-relief-fund)), and the ethnic media ads also underwent revisions. Because OIRA kept the production of the website and other materials in-house, they were able to make modifications quickly. As a result, all translated collateral was final by the deadlines.
- **SF encountered challenges in incorporating translations into their own website and application form.** As this was the first time Scholar Fund was utilizing this new SRF website and application platform, SF had to troubleshoot several unexpected issues. For example, their platform's integrated machine translation overrode the community-reviewed translations provided by OIRA. OIRA staff spent a significant amount of time in proofing and identifying errors for SF to correct. SF had to deactivate this automatic feature across their application/website and manually input all the corrections.
- **Community reviewer feedback model was effective.** OIRA utilized a collaborative model for gathering feedback where community reviewers, translators, and Scholar Fund worked together during virtual review sessions. Partners reported that this process of direct feedback was an effective exercise. Translation reviewers were able to explain to SF why they were recommending their change, and if appropriate, SF could incorporate these edits immediately. For example, simultaneous feedback from multiple Spanish speakers ensured that Spanish translations could be tailored to be understood across all of Seattle's Spanish-speaking communities, regardless of their country of origin.
- **Partners were grateful for language access support.** They reported that LanguageLine Solutions was extremely user-friendly, and interpreters were able to provide effective in-language application assistance. They appreciated having translated materials in multiple formats created for them to use in engaging with their communities.
- **While partners understood that the application form and outreach materials could not be translated into all languages needed, some voiced frustration that more languages were not included.** Applicants who spoke languages other than those that were translated, submitted their applications in English with assistance from partners or from family and friends. Several

partners translated outreach materials into languages needed to reach their communities, including Tigrinya and Oromo.

## VIII. COMMUNICATIONS DETAILS (PHASE 2)

### 1. Overview

With limited ability to conduct in-person outreach and engagement, it was important to create accessible materials that outreach partners could easily disseminate through various online platforms. OIRA created in-language graphics, blog posts, e-blasts, and a social media toolkit to support outreach partners.

### 2. SRF Website

Information on SRF was available at [seattlerelief.com](http://seattlerelief.com) (managed by Scholar Fund) and [seattle.gov/iandaffairs/programs-and-services/seattle-relief-fund](http://seattle.gov/iandaffairs/programs-and-services/seattle-relief-fund) (managed by OIRA) in Seattle’s Tier 1 languages: Amharic, Simplified Chinese, English Korean, Somali, Spanish Tagalog, and Vietnamese. However, comprehensive SRF information including the online application, Frequently Asked Questions section, and other program information could be found only at [seattlerelief.com](http://seattlerelief.com), while the [seattle.gov](http://seattle.gov) site contained just a basic summary of information with links to the SF site. OIRA believed it to be important to have basic information on an OIRA webpage, as OIRA’s website is a trusted resource for immigrant and refugee communities and community-based organizations.

Both websites also hosted the list of outreach partners providing in-language assistance to ensure that applicants could find over-the-phone or in-person assistance in their primary language.

Within 24-48 hours of launching, [seattlerelief.com](http://seattlerelief.com) received 105,756 page views. In total [seattlerelief.com](http://seattlerelief.com) received 589,783 views. The breakdown of views by language pages is below:

Language	Views	Percentage
English	452,475	77 percent
Spanish	47,651	8 percent
Chinese (simplified)	5,899	1 percent
Vietnamese	4,922	0.83 percent
Amharic	4,266	0.72 percent
Chinese (traditional)	1,991	0.34 percent
Korean	1,579	0.27 percent
Somali	1,283	0.22 percent
Tagalog	785	0.13 percent

### 3. SRF Graphics

OIRA contracted with a designer to develop graphics with text and design elements recognizable to Seattle residents. OIRA translated the text into the top tier Seattle languages (Amharic, Chinese simplified and traditional, Korean, Somali, Spanish, Tagalog, and Vietnamese), utilizing a trans-creative<sup>4</sup> process when possible. OIRA and the designer intentionally kept the content simple and concise including shortened URLs and QR codes for the print graphics. The size and text of the graphic could then be easily modified for use across several social media platforms, as well as print media and online ad formats.

### 4. SRF Media Campaign

OIRA conducted a [Racial Equity Toolkit](#) that informed the comprehensive media campaign, which included community media outlets and outlets that primarily serve specific Indigenous, African American, and Black and People of Color immigrant/refugee communities. This media campaign comprised three main elements:

#### a. In-language Press Releases (Earned Media)

On October 25, 2022, OIRA distributed the Seattle Relief Fund application launch press release in nine languages (Amharic, English, Simplified Chinese, Traditional Chinese, Korean, Somali, Spanish, Tagalog, and Vietnamese) to 91 media outlets that serve Black and POC immigrant and refugee and indigenous communities. OIRA tracked nine ethnic media outlets publishing translated versions of the press release.

On December 8, 2022, OIRA distributed the Seattle Relief Fund disbursement press release in the same nine languages to the same media outlets. OIRA tracked four ethnic media outlets publishing translated versions of the press release.

OIRA also distributed both versions of the above press release in English to mainstream and community media outlets, such as Real Change News, The Stranger, Seattle Gay News, and the Seattle Times. OIRA tracked five SRF-related articles in total in English-language outlets that serve broader audiences.

#### b. In-language Media Campaign (Paid Media)

SRF outreach also included ad buys totaling over \$76,000 in 28 ethnic media outlets including those serving African American, Chinese, Ethiopian, Korean, Indigenous, Latinx, Somali, and Vietnamese communities. Ethnic media buys including print and online ads (see Figure 7 for an example), audio and video public service announcements (PSAs), and commercials over the three-week application period.

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<sup>4</sup> “Transcreation is the process of taking content that has already been translated and adapting it to be culturally relevant for your audience ... By adapting the message to the specific culture to which you are communicating, transcreation allows you to reach the audience at an emotional and intellectual level, making the communication both more meaningful and more effective...” More information here: [edipuglia.it/wp-content/uploads/ESP%202012/Gaballo.pdf](http://edipuglia.it/wp-content/uploads/ESP%202012/Gaballo.pdf).

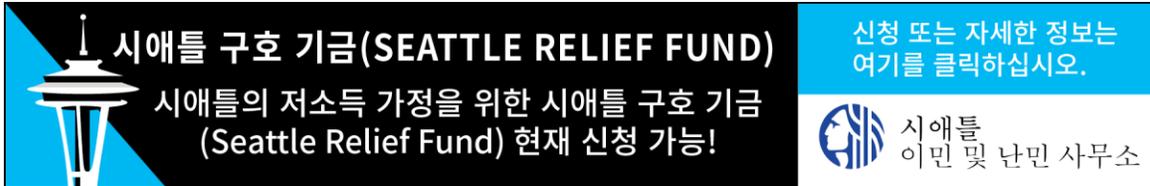


Figure 7: This ad appeared as a clickable online banner in the Korean online news site Joy Seattle and led to the Korean translation of the SRF application page.

Also included below is a breakdown of the SRF investments in BIPOC-serving media outlets. Some investments are low because some communities do not have as many media outlets serving them, such as the Ethiopian and Somali communities.

**Table 4: SRF Ethnic Media Campaign Investments**

Communities Served	Investment	Percentage of Budget
Ethiopian	\$500.00	1 percent
Chinese	\$16,240.00	20 percent
African American	\$12,488.99	16 percent
English-proficient / non-African American / non-API	\$12,213.90	15 percent
Indigenous	\$465.00	1 percent
English-proficient API	\$3,881.00	5 percent
Korean	\$5,200.00	7 percent
Somali	\$1,395.00	2 percent
Latinx	\$14,330.00	26 percent
Filipino	\$500.00	1 percent
Vietnamese	\$2,500.00	3 percent
	\$69,713.89	

**c. Community-based Speakers/Interviews**

Some of the ethnic media buys for the broadcast media outlets included in-language interviews with community-based organization staff members. These interviews were either conducted live or were prerecorded and aired later throughout the broadcast schedule over the three-week application period. These interviews were a media opportunity, in addition to the PSAs and live reads, to inform immigrant communities about SRF.

**5. SRF Social Media Campaign**

A \$3,000 social media campaign complemented the ethnic and community media campaign. OIRA posted multiple in-language images and messages to its own Facebook, Instagram, and Twitter profiles throughout the three-week application process. Additionally, OIRA purchased \$3,000 in boosted Facebook posts that were targeted to specific immigrant audiences. For example, one boosted Amharic-language post was targeted to Facebook users whose profile lists them as living in Seattle, Washington or within a 10-mile radius of the city, are over the age of 18, and who match this behavior: “Lived in Ethiopia (Formerly Expats - Ethiopia).” According to Facebook, this specific ad reached 3,947 people. See Figure 8 below for an example of the kind of data Facebook provides after the campaign completion.



Figure 8: Audience data for the boosted 3-week-long Amharic-language SRF Facebook post.

Altogether, OIRA boosted nine Facebook posts featuring images and text reaching the following audiences:

- Chinese: 2,741 people
- English-proficient immigrants living in Seattle: 1,844
- Ethiopian: 3,947
- Filipino: 4,977
- Korean: 1,868
- Latinx: 9,695
- Somali: 5,369
- Vietnamese: 4,551

Figure 9 is an example of one of the boosted Facebook posts, specifically in the Somali language for Somali immigrant communities in Seattle.



Figure 9: The boosted Somali-language SRF Facebook post.

Additionally, OIRA created a Seattle Relief Fund Social Media Toolkit, that included all the in-language social media images and text as well as accompanying guidance. OIRA shared it with outreach partners,

other City of Seattle departments, and even ethnic media outlets to ensure that consistent messaging in multiple languages could be easily posted to Facebook, Instagram, and Twitter. City departments primarily shared the English-language posts. Other organizations and media outlets used the toolkit to share in-language posts in international social media outlets and preferred by certain immigrant communities. These included Weibo, WeChat, and KaKaoTalk. The toolkit also included sample blog post text and “copy-and-pasteable” alt text for image readers. This toolkit was a valuable resource for outreach partners who then did not need to spend time developing messaging from scratch for their own communication media. An example of messaging on Twitter is included below in Figure 10.



Figure 10: English-language text and image for this Twitter post from OIRA’s feed. The text, image, and image alt text were included in the social media toolkit.

## 6. SRF Communications and Media Timeline

### a. Soft Launch (October 19-24)

A blog post on the OIRA website and social media posts were shared October 19, a week prior to the launch. They included important details about the fund (online application form, eligibility criteria, review process, award amounts, and application period) as well as a reminder to watch for further information to be released on October 25, the official fund launch.

- Blog post: [welcoming.seattle.gov/save-the-date-monday-october-25-2021](http://welcoming.seattle.gov/save-the-date-monday-october-25-2021)
- Facebook: [facebook.com/100064878722496/posts/241575248015098/?d=n](https://facebook.com/100064878722496/posts/241575248015098/?d=n)
- Twitter: [twitter.com/iandraffairs/status/1450508788457299971](https://twitter.com/iandraffairs/status/1450508788457299971)

A second blog post on October 24 shared contact information and languages for outreach partners assisting with application assistance in person or over the phone.

- Blog post: [welcoming.seattle.gov/srf-phone-assistance](http://welcoming.seattle.gov/srf-phone-assistance)

**b. Relief Fund Official Launch (October 25)**

The October 25<sup>th</sup> blog post “*The City of Seattle is now accepting applications online for the Seattle Relief Fund!*” shared details about the application process, outreach partners and how to get in-language assistance, and a link to outreach materials with a request to share materials widely. OIRA coordinated this launch with various media outlets that also published the SRF launch press release during that same week.

- Blog post: [welcoming.seattle.gov/srf/](https://welcoming.seattle.gov/srf/)
- Press release, including translated versions: [welcoming.seattle.gov/city-of-seattle-launches-16-million-financial-aid-program-to-help-low-income-residents-impacted-by-the-covid-19-pandemic/](https://welcoming.seattle.gov/city-of-seattle-launches-16-million-financial-aid-program-to-help-low-income-residents-impacted-by-the-covid-19-pandemic/)

**c. Relief Fund Campaign (October 25-November 15)**

OIRA, other City of Seattle departments, outreach partner organizations, and ethnic and community media outlets utilized the Seattle Relief Fund Social Media Toolkit to frequently post in-language images and information about the SRF program. The OIRA-managed ethnic and community media campaign utilizing print, online, radio, and television also ran at this time.

- [Seattle Relief Fund Social Media Toolkit](#)

## 7. Observations

- **The relationships that OIRA has built over time with ethnic media outlets through its [Ethnic Media Program](#) proved to be a tremendous asset.** Because of these relationships, the process of launching SRF ad campaigns was both streamlined and efficient. OIRA was able to reserve ad space, finalize costs, and determine the entire media campaign in one week, a relatively short amount of time. These relationships also allowed for OIRA to quickly modify campaigns when sudden and unexpected changes occurred.
- **Making outreach messaging and images accessible and easy to post meant that more non-City organizations could also quickly post SRF information on their own social media.** Providing outreach organization partners, City department staff, and ethnic media outlets with comprehensive copy-and-pasteable content to post to social media and other online sites resulted in increased outreach online. This was especially important as many limited English proficient residents do not often follow City of Seattle social media profiles, as these profiles tend to post in English 99 percent of the time. However, many of these residents are following the social media profiles of established ethnic media companies, like Univision Seattle and Seattle Chinese Post. Making the translated content easier to post meant that more immigrants could learn about the fund.
- **Partners wanted to alert their communities about SRF immediately and felt constrained by the phased approach.** While they understood that OIRA was designing the application form, website, and communications materials concurrently and would not be ready before the launch date, they were eager to begin outreach. Some partners developed their own messaging to provide advance notification to their communities.

## IX. OUTREACH AND APPLICATION ASSISTANCE DETAILS (PHASE 2)

### 1. Overview

SRF's 46 outreach partners had deep connections in and experience working with low-income communities in Seattle. They made SRF a priority and worked long hours to ensure their communities were able to access information about the fund and receive assistance in completing their applications. Operating in a pandemic environment was challenging as much of the outreach and assistance needed to be conducted virtually or on the phone. The numbers and demographic data speak to the success of the work of our partners under difficult circumstances.

### 2. Preparation for Launch

Outreach partners met three times in the weeks prior to launch, on September 30, October 6, and October 12. The first meeting provided an overview of SRF, the program model, and timeline followed by planning for in-language assistance. OIRA and HSD shared planning tools, including a planning checklist.

The second meeting focused on outreach, the media plan, and collaterals being drafted by OIRA. This included instructions on invoicing and reporting.

During the final meeting, the partners were able to scrutinize the application form. SF led partners through the form in detail and responded to questions. OIRA shared information on how partners could access LanguageLine Solutions to support their interpretation needs. SF also offered organizational accounts from their application/website platform to partners so that the organization staff could submit applications on behalf of community members who did not have access to technology or had language barriers. SF also shared a dedicated email and phone number for partners so they could access technical assistance throughout the process.

### 3. Outreach Strategies

Partners utilized a variety of broad-based and deep outreach strategies to reach potential applicants for SRF and to direct them to in-language assistance if needed. They leveraged their existing relationships with community groups, advocates, local businesses, educational institutions, and other partners. The breadth of activities drawn from partner reports are included below.

**Table 5: SRF Outreach Strategies and Outcomes**

<b>Strategies</b>	<b>Number of People Reached</b>
Social media campaigns, including Facebook Live events	1,773 campaigns that reached over 92,400 people
Email and text campaigns to lists and networks	1,305 campaigns that reached nearly 86,000 people
In-house media channels, e.g., radio station programming, in-language news outlets	152 programs that reached over 342,586 people
One-on-one contact (including phone calls) with credible messengers and trusted community	6,768 contacts that reached over 6,110 people

members, especially with those who do not access social media, emails, or other media	
Meetings or contacts with clients who access services and programming	2,044 client meetings that reached over 6,000 people
Flyer distribution campaigns	70 campaigns that reached over 6,075 people

*This program allowed our advocates and staff to get in touch with some survivors that are not very active with our services. We were able to outreach to these clients about the Seattle Relief Fund and check in with these clients in general. This allowed us to follow up with them about their needs and share with them other available resources including holiday/winter activities and giving opportunities.*

API Chaya

In their reports, some partners shared additional details on strategies they utilized to reach their communities.

- Outreach at community partner and coalitions meetings
- Engaged their existing client base
- Promoted SRF at faith and community events
- Contacted people at housing facilities
- Robocall campaigns
- Shared information through after-school programs
- Distributed flyers in weekly food bags
- Tabled at markets
- Messaging campaigns on WhatsApp
- One-on-one contacts with families in their preferred language

Additionally, during their debrief, partners shared the following anecdotes:

- “We were able to contract working artist organizers and have our interns work on social media and contacting younger people networks to spread the word through their communities that they have been coalition building with and doing mutual aid - so the outreach itself supported folks we wanted to reach.”
- “After giving money out only virtually throughout the pandemic, it was nice to interface in-person and also see that it extended beyond our artist community as well.”
- “Our team had to dig deep to get to our people and use our language skills. We serve people from Laos. It was a good feeling.”
- “We flyered the whole Rainier Ave and much more. I had to empty voicemail three times. I was happy to talk to people. It’s a great feeling to serve some of our communities who really need the funding. It was good to talk to people and walk them through the process. We found many people don’t have email addresses.”

#### **4. Application Assistance**

Partners provided their own telephone numbers for interested applicants to call for assistance and ensured availability of staff to respond to calls in the callers’ preferred language. The list of partners,

contact information, and languages were available on the SRF website as well as on OIRA's website and blog.

Partners helped callers verify their eligibility and assisted eligible applicants with completing the application form. OIRA and HSD set the expectation that calls should be returned within 24 to 48 hours. Partners utilized LanguageLine Solutions when they needed telephonic interpretation services.

Partners reported the following service data:

- Collectively they received over 13,129 calls, texts, and emails.
- They supported the submission of over 6,583 applications, with 1,642 applications entered via organization accounts by partners and allies on behalf of applicants.
- Over 5,775 applicants received application assistance in languages other than English.
- Assistance was provided in the following languages: Spanish (2,262 applicants), Tigrinya (813), English (808) Amharic (620), Vietnamese (479), Laotian (401), Oromo (315), Somali (252), Cantonese (155), Mandarin (112), Korean (88), Tagalog (71), Man (63), Hmong (40), Arabic (29), Khmu (25), Cambodian (17) Solinke (10), Woloff (10), K'iche (11), Japanese (2), Samoan (2), Polish (1), Bosnian (1), Mongolian (1).

*Our model is working with families one-on-one in their native language Lao, Hmong, and Khmu. Our families do not have email accounts, have limited internet access and language barriers, our UCL Advocates focused on connecting families to their young/youth members in the household [who were more likely to use technology].*

Tracie Friedman, United Communities of Laos

## 5. Observations

- **Community partnerships were key, and the relationships that OIRA and HSD have built over time with community partners proved to be a tremendous asset.** Partners mobilized quickly because there were trusted relationships in place. Operating in a pandemic environment was challenging as much of the outreach and assistance needed to be conducted virtually or on the phone. Partners were creative and resourceful, and the numbers and demographic data indicated the success of their work under difficult circumstances. All 46 outreach partners have extensive experience organizing in and/or providing critical services to diverse low-income communities in Seattle. Of these, six organizations were community partners recommended by the Office of Arts and Culture. These groups focused their outreach on artists and cultural workers in Seattle.
- **Partners were overwhelmed with the volume of calls.** There was a huge rush on the first day and an unexpected demand for assistance on the last day of the application period. A few partners requested their contact information be removed from the SRF website within a few days of launch as they were stretched beyond capacity. Some partners increased numbers of staff and/or volunteers to respond to call volumes

- **A third of the partners needed to increase staffing capacity to meet the need for assistance.** Prior to contracting, partners were asked to consider their existing staffing capacity and ability to mobilize volunteers to conduct outreach and application assistance. Given the modest compensation rate for partners, OIRA and HSD did not expect that partners would be able to hire dedicated staff for SRF activities. However, the need for assistance and the volume of calls received by partners far exceeded expectations and partners had to adapt to meet the demand, even without proportionate compensation. Sixteen agencies reported adding a total of 53.5 staff and 13 volunteers to their original staffing plans. In some cases, organizations redistributed more hours among existing staff than planned. Other agencies reported hiring temporary, part-time staff.
- **There was a greater utilization of application assistance in languages other than English.** Partner reports reflect that they provided 87 percent of applicant assistance in languages other than English. Almost a third (19,630) of the applications were submitted in one of the eight languages available other than English. When the form was not available in the applicant’s language, partners assisted them in completing the English application.
- **The application asked for sensitive personal information.** In the effort to identify the most vulnerable community members, the application asked applicants to identify if they were survivors of harm or violence or if they had experienced mental health or substance abuse crises. Partners who were assisting applicants shared that these were difficult questions as they were stigmatizing, and that they needed to spend additional time in making people comfortable with sharing this deeply personal information.
- **The application was entirely online and raised issues around digital equity.** Partners reported that elderly applicants had significant difficulty in using technology as many did not know how to access email or utilize the mobile version. Some applicants did not have access to computers. Technology also presented a barrier for applicants who spoke languages other than those in which the forms were available. While outreach partners were contracted to support those who faced barriers to online applications, additional options could be made available to those who were not connected to outreach partners. Partners suggested providing a phone application system, as well as engaging the Seattle Public Library as an additional support.
- **Partners were generous and creative in problem solving.** For example, when applicants did not have their own email address, partners provided a community email for them to use. When applicants did not have an alternate phone number, they reached out to applicants’ close family members.
- **SF’s collaborative approach, patience and support for partners was greatly appreciated.** During the debrief, multiple partners expressed their gratitude and appreciation for SF’s responsiveness and assistance.
- **Compensation for community partners should be consistent with the level of effort.** Outreach partners were asked to accomplish a great deal in a very short amount of time. This is an ongoing challenge for partners who are repeatedly asked to respond quickly to the City’s programming needs as they arise, often with the assumption that they can put aside other work to make themselves available on demand. The City relies on the expertise of community

partners and taps into the ecosystem of communities developed and nurtured by them. To that end, the City needs to sufficiently support and compensate the organizations within this ecosystem so that their collective capacity continues to be a resource for the future.

- **Efforts should be made to address the “digital divide.”** While large-scale relief programs such as SRF necessitate the use of online platforms, increasing and diversifying the types of assistance available to community members would help to mitigate the impact of the digital divide. In prior relief funds, SF offered paper forms. However, due to extremely low utilization rates by applicants, that option was not offered for the SRF. Elderly applicants in particular had significant difficulty in using technology and some did not know how to access email. The lack of access to the internet and to devices that access the internet for applicants of all ages was an ongoing concern. Partners tried to address the digital divide by gathering information by phone and filling out applications on behalf of clients and providing access to agency computers on site. However, SRF partners tended to be community-based organizations; further mitigation could have been achieved by including other partners with specific expertise in connecting those who are furthest from digital equity such as organizations working on digital equity and/or tech literacy or public libraries.
- **Providing more time for outreach prior to launch would allow partners more time to prepare and reach deeper into their communities.** While SRF outcome data showed that the program did reach highly vulnerable populations, it was a challenge to overcome the digital divide with the expedited outreach timeline. Partners reported that one-on-one, in-person, or telephonic assistance were most effective in reaching those with limited or no access to technology. This type of outreach is quite time-intensive, and partners felt the time allocated for outreach was not sufficient to do due diligence on outreach to the most vulnerable.

## X. CLOSING

*I just got a wonderful call from a person we worked with who did her application on-line. She just got her award, and she has a 2-month, 15-month and 9-year-old and is on the verge of eviction at the end of the month.*

Children's Home Society

It is with great sadness that the authors of this report acknowledge those who have lost their lives and loved ones in the COVID-19 pandemic. Across Seattle's most vulnerable communities and households, the human and economic costs have been dire, and the need for cash relief has been great. The SRF team could see that in the raw numbers of applicants (far beyond the number the SRF could fund) with multiple priority characteristics, in the stories we heard from partners, in the people who did not receive an award and called in desperation trying to make a case as to why they needed help.

While not enough to salve these many wounds, the program worked. The City of Seattle invested significant resources to help Seattle community members who suffered the greatest economic impacts. Collaboration worked. City leadership and staff designed a process as nimbly as possible to respond to the need quickly and securely, evaluating each step in the process from the point of view of equity as well as expediency. From the approval of an interdepartmental plan, it took just about four months to get awards out into the hands of needy applicants – a breakneck pace for government. The SRF was a demonstration of Seattle's values in action and is a success story in which we as a City can and should take pride.

### **An enormous THANK YOU to everyone who made this possible:**

To Council and the Mayor for funding this program, making it a priority, and demonstrating commitment to helping everyone into pandemic recovery. To our many community partners for once again prioritizing and responding to community need, for going above and beyond under pressure from the program timeline as well as the pandemic itself. To City staff who spent long hours devising and revising strategies to make this relief funding low-barrier and accessible.

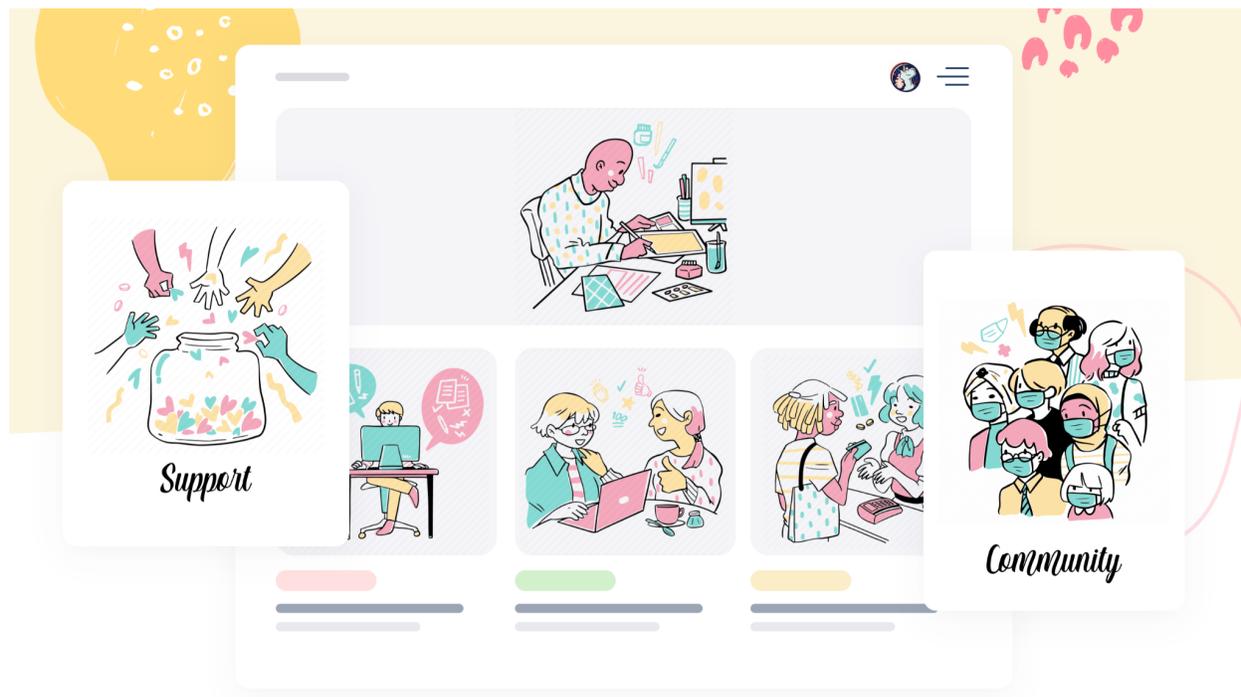
May we continue to find hope in one another, learn much, and not soon have equal occasion to apply these lessons.

**APPENDIX A: PHASE 1 RECERTIFICATION OF SDRF FOR IMMIGRANTS RECIPIENT DATA**

<b>PHASE 1: RECERTIFICATION DATA</b>	<b>FUNDED APPLICANTS</b>	<b>AMOUNTS / %</b>
<b>Awards</b>		
Total awarded	2,320	\$ 5,807,000
\$1,000 payments (individuals)	540	\$ 540,000
\$2,000 payments (two adults)	73	\$ 146,000
\$3,000 payments (families with one or more children)	1,707	\$ 5,121,000
Balance rolled over to Phase 2: SRF		\$ 2,153,000
<b>Funded</b>		
# of people positively impacted	6,698	
# of children	3,379	
# of households	1,676	
# of individuals	744	
Average household size	3	
Smallest household	2	
Largest household	11	
<b>Recertifications</b>		
Total pool of SDRF 2020 recipients	3,705	
# completed recertification	3,298	89.01%
# did not recertify	407	10.98%
# approved (of those who recertified)	2,320	70.35%
# not eligible (of those who recertified)	978	29.65%
# denied due to no longer living/working/attending a school in Seattle	628	64.21%
# denied due to income ineligibility	350	35.79%
<b>Types of Disbursement</b>		
Check	1,484	64.39%
Direct Deposit	753	32.41%
Paypal	37	1.41%
Physical Card	24	0.86%
Digital Gift Card	22	0.93%

<b>PHASE 1: RECERTIFICATION</b>	<b>FUNDED APPLICANTS</b>	<b>%</b>	<b>ALL APPLICANTS</b>	<b>%</b>
<b>Gender</b>				
Female	1,275	54.96%	1,844	49.77%
Male	1,033	44.53%	1,834	49.50%
Non-Binary/Third-Gender	8	0.34%	13	0.35%
Prefer not to say	2	0.09%	8	0.22%
Prefer to self-describe	2	0.09%	6	0.16%
<b>Race</b>				
Other	2	0.09%	4	0.11%
Asian/Asian American	242	10.43%	396	10.69%
Black/African American	68	2.93%	134	3.62%
Latin American	1,904	82.07%	3,008	81.19%
Indigenous to Central America or South America	10	0.43%	17	0.46%
Middle Eastern or North African	11	0.47%	17	0.46%
Native American or Alaskan Native	27	1.16%	40	1.08%
Native Hawaiian or Pacific Islander	5	0.22%	12	0.32%
White	31	1.34%	52	1.40%
Multiracial	20	0.86%	25	0.67%
<b>In-language Applications</b>				
Amharic	17	0.73%	39	1.05%
Chinese Simplified	80	3.45%	129	3.48%
English	270	11.64%	423	11.42%
Korean	17	0.73%	24	0.65%
Somali	6	0.26%	17	0.46%
Spanish	1,876	80.86%	2,971	80.19%
Tagalog	7	0.30%	13	0.35%
Vietnamese	47	2.03%	89	2.40%

## Seattle Relief Fund



### Program Overview:

The Seattle Relief Fund is \$16 million of funding for direct cash assistance to Seattle's most vulnerable low-income residents and their households who have been impacted by the COVID-19 crisis.

### Summary of Privacy Policy

The non-profit organization Scholar Fund (Scholarship Junkies) is responsible for collecting the personal information you voluntarily submit on the online application for the Seattle Relief Fund. Scholar Fund // Scholarship Junkies has also instituted appropriate physical, electronic, and managerial procedures to safeguard and secure your information. They do not voluntarily share your data with government entities, including the City of Seattle.

### Timeline

- **Application open period:** 3 weeks, from Monday, October 25, 2021 to Monday, November 15, 2021 at 11:59 pm.
- **Application review period:** 2 weeks, from November 16, 2021 to November 29, 2021
- **Award decisions (approved or denied):** November 29, 2021 to December 6, 2021
- **Payment disbursement:** After December 9, 2021



Award amounts per household, dependent on household size:

- \$1,000 - \$3,000

### **Eligibility:**

You are not eligible for this Fund if you've received payment from the Seattle COVID-19 Disaster Relief Fund for Immigrants in September or October of 2021.

To apply, you must meet **ALL** of the requirements below:

- Applicant must be 18 years old or older

**AND**

- Someone in your household must live within the Seattle city boundaries OR attend Seattle Public Schools OR be enrolled in Seattle Promise program OR be an artist/cultural worker and own or rent an art studio/rehearsal space within the Seattle city boundaries at any point since March, 2020.

**AND**

- Your household income is under 50% of the median household income in Seattle in 2020 or in the past 9 months. The income eligibility chart can be found below.

*For example, if you are applying for a family of four, and your household total monthly income between January 1, 2020 to September 30, 2020 is less than \$4,821, then your family would be eligible.*

<b>Income Eligibility Chart</b>	
<b>Household Size</b>	<b>Total Monthly Household Income</b>
1	\$ 3,375
2	\$ 3,858
3	\$ 4,342
4	\$ 4,821
5	\$ 5,208
6	\$ 5,596



7	\$ 5,979
8	\$ 6,367

We will need documents to confirm your identity and your connection to the City of Seattle. Please select one item from List A or one item from each List B and List C to upload. Make sure the copy is clear and readable.

<b>[List A] Seattle Residency &amp; Identity Documents</b>	<b>[List B] Identity Documents</b>	<b>[List C] Residency Documents</b>
<ul style="list-style-type: none"> <li>● Washington State Identification Card showing full name and Seattle address</li> <li>● Washington State Driver License showing full name and Seattle address</li> <li>● Any utility bill showing your full name and Seattle address</li> <li>● Cell phone bill or internet bill showing your full name and Seattle address</li> <li>● Insurance statement showing your full name and Seattle address</li> <li>● Bank statement showing your full name and Seattle address</li> <li>● 2020 tax return showing your full name and Seattle address</li> <li>● Paystub from employer showing your full name and your Seattle residency address</li> <li>● Current Student identification card from any Seattle Public Schools (for applicants 18 years of age or older)</li> <li>● None. I am going to select an option from each List B and List C</li> </ul>	<ul style="list-style-type: none"> <li>● Any State Identification Card showing your full name</li> <li>● Any State Driver License showing full name</li> <li>● Passport from any country</li> <li>● Birth certificate from any country</li> <li>● Consulate card from any country</li> <li>● None. I am going to select one option from List A</li> </ul>	<ul style="list-style-type: none"> <li>● Seattle Public Schools document confirming current enrollment</li> <li>● Rent receipt showing your full name and Seattle address</li> <li>● Seattle Promise document confirming current enrollment</li> <li>● Rent receipt confirming rent, or ownership of studio/rehearsal space in Seattle any time beginning March 2020</li> <li>● Signed and dated letter* stating the full name and phone number of the person writing the letter from the following entities:               <ul style="list-style-type: none"> <li>● Landlord acknowledging your Seattle residency</li> <li>● A staff member from Seattle Public Schools acknowledging</li> </ul> </li> </ul>



		<p>your current enrollment</p> <ul style="list-style-type: none"><li>● A staff member from the Seattle Promise program or from Seattle Colleges acknowledging your current enrollment in Seattle Promise</li><li>● A staff member at an organization that provides services or case management acknowledging your Seattle residency</li><li>● A representative from your place of worship acknowledging your Seattle residency</li><li>● Landlord acknowledging your rental of a studio space in Seattle anytime beginning March 2020</li><li>● Arts or culture organization verifying that you are an artist/cultural worker who owns or rents a studio/rehearsal</li></ul>
--	--	--



		<p>space in Seattle anytime beginning March 2020</p> <ul style="list-style-type: none"><li>• None. I am going to select one option from List A</li></ul>
--	--	--

\*You may use this letter template for this application.

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## Application for the Seattle Relief Fund

Welcome to the Seattle Relief Fund application form, direct cash assistance to Seattle’s most vulnerable low-income residents and their households who have been impacted by the COVID-19 crisis. We expect this application to take about 10 minutes to complete. If you need support, please reach out to one of our application assistance partners here: [www.seattlerelief.com/application-assistance](http://www.seattlerelief.com/application-assistance).

What type of application are you submitting?

- I am applying as a household
- I am applying as an individual

Please see the table below to identify if you are applying as a household or an individual.

Household	Individual
<ul style="list-style-type: none"><li>● Parent(s) or caregiver(s) and their dependent children under 18</li><li>● Multigenerational family living in the same household</li><li>● People who are married, in a civil union, or in a relationship living under the same roof</li></ul>	<ul style="list-style-type: none"><li>● I am a person living alone</li><li>● I am a person living with family members who have separate expenses</li><li>● I am a person living with roommates who have separate expenses</li></ul>

### Eligibility Criteria

- What is your date of birth? (Month, Day, Year)
- Have you been approved or received payment from Scholarship Junkies as part of the Seattle COVID-19 Disaster Relief Fund for Immigrants in September or October of 2021?
- Do you live within the Seattle city boundaries?  
Please review the Seattle city boundaries here: <https://bit.ly/seattle-boundaries>. Please note that people who live in a city or neighborhood outside of the city of Seattle boundaries will not likely qualify for this Fund. (Some exceptions may apply.)

To support this selection, you must upload documentation in the next section showing that you or someone in your household lives within the city of Seattle boundaries.

- Yes
- No

To support this selection, you **must** upload documentation showing that you or someone in your household attend a Seattle Public School **or** are enrolled in Seattle Promise program **or** is an artist/cultural worker and own or rent an art



studio/rehearsal space within the Seattle city boundaries at any point since March, 2020.

- Are you or anyone in your household enrolled in Seattle Public Schools (K-12 schools)? <https://www.seattleschools.org/schools>
  - Yes
  - No
- Are you or anyone in your household currently enrolled in the Seattle Promise program? <https://www.seattlecolleges.edu/promise>
  - Yes
  - No
- Are you or anyone in your household an artist/cultural worker who has owned or rented a studio or rehearsal space in Seattle, WA at any point since March, 2020? If yes, please provide the address of your studio or rehearsal space.
  - Yes
    - Please enter the address for the studio or rehearsal space you owned/rented
      - Address Line 1
      - Address Line 2
      - City
      - State
      - ZIP Code
  - No
- What was your household's average monthly income in 2020? (Please input the total amount before taxes.) Earned income is money you receive from working. This includes: wages, tips, commissions, profits from self-employment activities, and one-time payments for work you did over a period of time.
  - \$ \_\_\_\_\_
- What is your household's average monthly income in 2021? (Please input the total amount before taxes.) This includes: wages, tips, commissions, payments from self-employment activities, child support, unemployment, paid family and medical leave, retirement, and Social Security benefits.
  - \$ \_\_\_\_\_
- Do you or anyone in your household currently receive any of the following public benefits/cash assistance: Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Housing Choice Vouchers (Section 8), Refugee Cash Assistance, or Supplemental Security Income? (Please do NOT include income tax refunds, child tax credit payments, and federal economic stimulus payments).
  - Yes
    - What is the average monthly amount of public benefits/cash assistance your household receives?
  - No



## Personal Information

- First Name/Chosen Name
- Middle Name (optional)
- Last Name(s)/Family Name
- Please provide the address where you currently live (cannot be P.O. Box). Your address must match the documentation uploaded.
  - Address Line 1
  - Address Line 2
  - City
  - State
  - ZIP Code
- We will need documents to confirm your identity and your connection to the City of Seattle. Please select one item from List A or one item from each List B and List C to upload. Make sure the copy is clear and readable.



- 
- List A Documents (Select only ONE document from List A)
  - Washington State Identification Card showing full name and Seattle address
  - Washington State Driver License showing full name and Seattle address
  - Any utility bill showing your full name and Seattle address
  - Cell phone bill or internet bill showing your full name and Seattle address
  - Insurance statement showing your full name and Seattle address
  - Bank statement showing your full name and Seattle address
  - 2020 tax return showing your full name and Seattle address
  - Pay stub from employer showing your full name and your Seattle residency address
  - Current student identification card from Seattle Public Schools (for applicants 18 years of age or older)
  - None. I am going to select an option from each List B and List C
    - You only have to upload ONE List A document.
- List B Documents (Select one document from each List B and List C)\*
  - Any State Identification Card showing your full name
  - Any State Driver License showing full name
  - Passport from any country
  - Birth certificate from any country
  - Consulate card from any country
  - None. I am going to select one option from List A
    - You have to upload one item from each List B and List C.
- List C Documents



- o Seattle Public Schools document confirming current enrollment
- o Rent receipt showing your full name and Seattle address
- o Seattle Promise document confirming current enrollment
- o Rent receipt confirming rent, or ownership of studio/rehearsal space in Seattle any time beginning March 2020
- o Signed and dated letter\* stating the full name and phone number of the person writing the letter from the following entities:
  - Landlord acknowledging your Seattle residency
  - A staff member from Seattle Public Schools acknowledging your current enrollment
  - A staff member from the Seattle Promise program or from Seattle Colleges acknowledging your current enrollment in Seattle Promise
  - A staff member at an organization that provides services or case management acknowledging your Seattle residency
  - A representative from your place of worship acknowledging your Seattle residency
  - Landlord acknowledging your rental of a studio space in Seattle anytime beginning March 2020
  - Arts or culture organization verifying that you are an artist/cultural worker who owns or rents a studio/rehearsal space in Seattle anytime beginning March 2020
- o None. I am going to select one option from List A

\*You may use this letter template for this application.

- List A Document
- List B Document
- List C Document
- Choose File
- Remove File
- No File Chosen
- You have not selected any documents from List A, List B, or List C. Your application will not be reviewed unless you upload the proper documentation.
- If the name you provided does not match the name on one or more documents, click here.
  - o I certify that one or more documents attached to this application were issued to me but do not match my current name due to my subsequent name change or an error.
- How many adults (over 18) live in your household? (Please do not include yourself.)
- [Table to list their names and DOB and possibly dependent status]

Please provide information about other adults in your household.

First Name	Last Name	Date of Birth	Is this person considered a



			<b>dependent for tax purposes?</b>
	mm/dd/yyyy	mm/dd/yyyy	<ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul>

- How many children (under 18) are in your household?

### Additional Questions

You are applying as a **household**, please answer the following questions on behalf of your household.

You are applying as an **individual**, please answer the following questions on behalf of yourself only.

- Did you or anyone in your household lose a job or income as a result of the COVID-19 crisis for at least 2 months?
  - Yes
    - Did that person receive state unemployment benefits?
      - Yes
      - No
  - No
- Are you or anyone in your household (please select all that apply):
  - Single-parent
  - Single and pregnant
  - Person with a disability
  - None of the above. This question does not apply
  - [multiple dependents - no separate question]
- Did people in your household receive one or more of the federal “coronavirus stimulus checks” (federal Economic Impact Payments) in 2020 and 2021 (not including Advance Child Tax Credit)?  
<https://www.irs.gov/coronavirus/economic-impact-payment-information-center>
  - Yes. All adults, not including adult dependents, received one or more coronavirus stimulus checks
  - Yes. Some adults, not including adult dependents, received one or more coronavirus stimulus checks
  - No. Nobody in my household received any coronavirus stimulus checks



- Did everyone in your household have health insurance from March 2020 to October 2021?
  - Yes | No
- Did anyone in your household contract COVID-19?
  - Yes | No
- Did having COVID-19 result in death, hospitalization, or long-term health impacts for anyone in your household?
  - Yes | No
- Did anyone in your household have a mental health or substance use crisis due to the COVID-19 pandemic and required or sought medication or counseling?
  - Yes | No
- Did you or anyone in your household personally experience harm from violence since March 2020, including violent crime, hate or bias crime, or domestic violence?
  - Yes | No
- Did you or your household experience any of the following types of housing instability since March 2020 as a result of the COVID-19 Crisis? (Please select all that apply.)
  - Are not able to pay rent for one or more months
  - Are not able to pay mortgage, property taxes, homeowner association dues, etc. for one or more months
  - Had to seek emergency rental assistance
  - Had to file for forbearance on home mortgage or seek other emergency homeownership assistance
  - Had to leave home and live or stay with friends/family
  - Had to spend one or more nights in emergency shelter, sleeping in a car/vehicle, or sleeping unsheltered
  - None of the above. This question does not apply

## Contact Information

- Phone number. Please input your number in the following format: 555-555-5555. You will receive updates about your application status through text messages.
- Can we send a text message to this number? You will receive updates about your application status through text messages.
  - Yes/No
- Please enter a backup phone number in case your primary phone number becomes unavailable, and we are unable to contact you. We will reach out through text message or a phone call.
- Email address. You will receive updates about your application status through email.
- Confirm Email address. You will receive updates about your application status through email.
- What is your preferred language for notification text messages and emails?
  - English
  - Spanish



- Amharic
- Chinese (Traditional)
- Chinese (Simplified)
- Korean
- Somali
- Tagalog/Filipino
- Vietnamese
- What is your preferred language for phone calls?
  - English
  - Spanish
  - Amharic
  - Cantonese
  - Korean
  - Mandarin
  - Somali
  - Tagalog/Filipino
  - Vietnamese

### Demographic Information

This information has no effect on your funding eligibility or priority.

- How do you racially or ethnically identify? (Check all that apply.)
- Please select ethnicity

Asian/Asian American	Black/African American	Native American or Alaskan Native	Latin American/Latino/a/x	Native Hawaiian or Pacific Islander	Middle Eastern or North African	White	Multiracial
Chinese	African American	Please specify below :	Afro-Latino	Chamorro	Please specify below:	Please specify below:	Please specify below:
Cambodian	Amhara		Amerindian	Guamanian			
Filipino	Eritrean		Chicano	Native Hawaiian			
Hmong	Oromo		Cuban	Polynesian			
Indian	Tigray		Garifuna	Samoan			



Japanese	Somali		Guatemalan	Other, please write in below			
Korean	Western African		Salvadoran				
Laotian	Ethopian		Mexican				
Thai	Other, please write in below		Puerto Rican				
Vietnamese			Other, please write in below				
Other, please write in below							

- Gender (Check all that apply)
  - Woman
  - Man
  - Transgender
  - Non-binary/ third gender
  - Prefer to self-describe \_\_\_\_\_
  - Prefer not to say
- What is the primary language you speak at home?
  - English
  - Spanish
  - Mandarin
  - Cantonese
  - Vietnamese
  - American Sign Language
  - Amharic
  - Arabic
  - Bhutanese
  - Burmese/Karen



- Congolese
- Farsi
- Japanese
- Korean
- Laotian
- Mon Khmer/Cambodian
- Oromo
- Nepali
- Pashto/Dari
- Russian
- Somali
- Tagalog
- Thai
- Tigrinya
- Ukrainian
- Other (please specify: \_\_\_\_\_)

### Payment Options

If awarded, how would you like to receive payment?

(Applying does not guarantee an award. If you are selected to receive an award, we will let you know when to expect your payment.)

<b>Payment Options</b>	<b>How long will it take to receive payment?</b>	<b>How will I receive the payment?</b>
Check*	7-14 days after the application period is closed and the award decisions are made.	Mail via postal service to the mailing address you provided.
Physical Gift Card**	7-14 days after the application period is closed and the award decisions are made.	Mail via postal service to the mailing address you provided.
Digital Gift Card	1-2 days after the application period is closed and the award decisions are made.	Email to you via the email address you provided.
Direct Deposit	2-5 days after the application period is closed and the award decisions are made.	Transfer to the direct deposit information you provided.



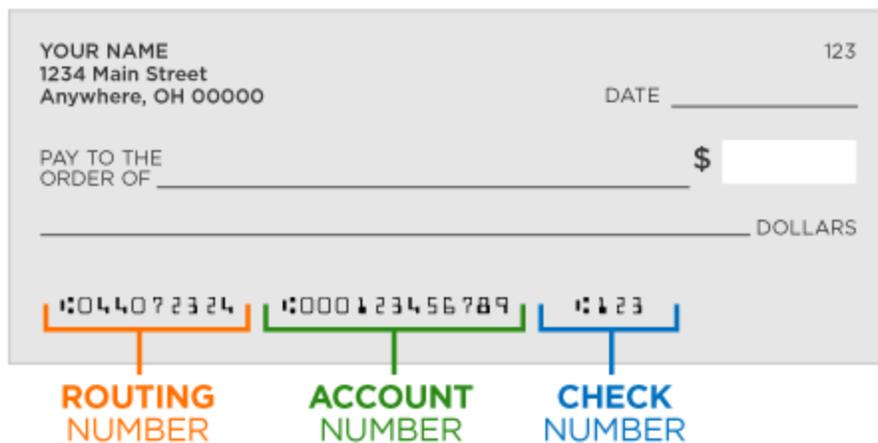
\*Physical checks are void after 90 days.

\*\*Physical Gift Cards are void after 12 months.

Please select your preferred payment option if awarded.

- Check
  - Is your mailing address the same as the residential address?\*
  - Yes, use my residential address above as my mailing address
  - No, I have a different mailing address
  - Please enter the name that the check should be made payable to
  - Please confirm your payment mailing address
    - Address Line 1
    - Address Line 2
    - City
    - State
    - ZIP Code

- Direct Deposit/ACH



- Please enter the name of the account holder
- Please enter the name of your bank
- Please enter the routing number for your bank
  - **Bank routing number** is a nine-digit code based on the U.S. bank location where your account was opened. This is the first set of numbers printed on the bottom of your checks, on the left side.
- Please enter the account number for your bank
  - **Bank account number** (usually 10-12 digits) is specific to your personal account. This is the second set of numbers printed on the bottom of your checks, just to the right of the bank routing number.
- Please re-enter the account number for your bank
- Physical Gift Card
  - Yes, use my residential address above as my mailing address



- No, I have a different mailing address
  - Please enter the name of the person that the Physical Gift Card should be mailed to
  - Please confirm your payment mailing address
    - Address Line 1
    - Address Line 2
    - City
    - State
    - ZIP Code
- Digital Gift Card
  - Please enter the name of the person that Digital Gift Card should be addressed to
  - Please enter the email address we should send your Digital Gift Card to
  - Please confirm the email we should send your Digital Gift Card to

**APPENDIX C: PHASE 2 SEATTLE RELIEF FUND (SRF) RECIPIENT DATA**

<b>AWARDS</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
	<b>APPLICANTS</b>		<b>APPLICANTS</b>		<b>APPLICANTS</b>	
<b>Total awarded</b>	<b>\$ 16,179,000</b>					
\$1,000 payments (individuals)	5,585					
\$2,000 payments (two adults)	827					
\$3,000 payments (families with one or more children)	2,980					
<b>Funded</b>						
# of people positively impacted by SRF	19,482					
# of children	6,511					
# of households	4,135					
# of individuals	5,257					
Average household size	2					
Smallest household	2					
Largest household	17					
<b>Applicants</b>	<b>9,392</b>	<b>24.20%</b>	<b>38,806</b>	<b>61.60%</b>	<b>62,997</b>	
Households	4,135	44.03%	15,033	38.74%	23,922	62.89%
Individuals	5,257	55.97%	23,773	61.26%	39,075	99.45%
<b>Eligibility</b>						
Did not meet eligibility criteria					24,191	
Did not have Seattle Nexus					12,038	
Did not meet income criteria					7,933	
<b>Seattle Nexus</b>						
Live in Seattle	9,294	98.96%	38,492	99.19%	50,959	80.89%
Households with Seattle Public School student living outside Seattle city limits*	71	0.76%	218	0.56%	512	0.91%
Households with Seattle Promise Scholar living outside Seattle city limits*	13	0.14%	52	0.13%	143	0.22%
Artists/cultural workers living outside Seattle city limits, with a workspace in Seattle*	14	0.15%	44	0.11%	127	0.18%

*\*Applicants were only asked this question if they indicated that they did not live in Seattle.*

<b>SEATTLE RELIEF FUND</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
	<b>APPLICANTS</b>		<b>APPLICANTS</b>		<b>APPLICANTS</b>	
<b>Gender</b>						
Female	4,780	50.89%	20,511	52.86%	32,839	85.80%
Male	4,065	43.28%	16,645	42.89%	28,101	69.63%
Transgender	194	2.07%	551	1.42%	697	2.31%
Non binary or Third gender	353	3.76%	1,134	2.92%	1,369	4.74%
Self describe	34	0.36%	81	0.21%	103	0.34%
Prefer not to say	242	2.58%	1,028	2.65%	1,390	4.30%
<i>*Applicants could choose more than one option.</i>						
<b>Race/Ethnicity*</b>						
Asian/Asian American	734	7.82%	8,067	20.79%	10,158	33.75%
Black/African American	2,396	25.51%	11,551	29.77%	15,565	48.32%
Latin America/Latino/a/x	3,247	34.57%	6,298	16.23%	13,044	26.35%
Middle Eastern or North African	99	1.05%	422	1.09%	2,324	1.77%
Multiracial	672	7.16%	2,059	5.31%	4,266	8.61%
Native American or Alaskan Native	409	4.35%	1,197	3.08%	1,565	5.01%
Native Hawaiian or Pacific Islander	140	1.49%	437	1.13%	679	1.83%
White	2,169	23.09%	9,824	25.32%	16,123	41.10%
Prefer not to say	648	6.90%	2,297	5.92%	4,092	9.61%
<i>*Applicants could choose more than one option.</i>						
<b>Pandemic Impact</b>						
Lost a job/income as a result of COVID-19 pandemic	7,767	82.70%	22,313	57.50%	41,355	0.00%
Contracted COVID-19	4,110	43.76%	10,335	26.63%	17,534	0.00%
Having COVID-19 led to death/ hospitalization/long term health impacts	1,941	20.67%	2,775	7.15%	5,070	0.00%
Mental health/substance abuse crisis	4,778	50.87%	9,984	25.73%	13,525	0.00%
<b>Household</b>						
Family member with disability	2,953	31.44%	8,118	20.92%	10,560	0.00%
Single parent	3,786	40.31%	9,453	24.36%	15,503	0.00%
Single and pregnant	297	3.16%	558	1.44%	969	0.00%
Survivor of harm/violence	3,877	41.28%	5,961	15.36%	8,195	0.00%
No health insurance	5,080	54.09%	10,757	27.72%	36,381	0.00%
No adults received stimulus assistance	4,595	48.92%	8,434	21.73%	23,299	0.00%

<b>SEATTLE RELIEF FUND</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
	<b>APPLICANTS</b>		<b>APPLICANTS</b>		<b>APPLICANTS</b>	
<b>Housing Instability Status</b>						
Had to leave home	2,433	25.91%	5,312	13.69%	8,018	0.00%
Sought Emergency Rental Assistance	3,402	36.22%	7,696	19.83%	11,461	0.00%
Spent night in shelter	2,274	24.21%	4,247	10.94%	8,081	0.00%
Unable to pay mortgage	447	4.76%	1,337	3.45%	4,833	0.00%
Unable to pay rent	6,487	69.07%	15,561	40.10%	26,422	0.00%
Forbearance or emergency housing assistance	150	1.60%	445	1.15%	738	0.00%
<b>Housing Instability Total</b>	<b>8,680</b>	<b>92.42%</b>	<b>21,449</b>	<b>55.27%</b>	<b>39,848</b>	<b>0.00%</b>
<b>In-language Applications Completed</b>						
Amharic	40	0.43%	670	1.73%	2,203	0.00%
English	6,512	69.34%	30,151	77.70%	43,367	0.00%
Spanish	2,637	28.08%	4,163	10.73%	11,437	0.00%
Korean	9	0.10%	46	0.12%	98	0.00%
Somali	33	0.35%	303	0.78%	1,663	0.00%
Tagalog	6	0.06%	59	0.15%	79	0.00%
Vietnamese	84	0.89%	1,316	3.39%	1,642	0.00%
Chinese Simplified	55	0.59%	1,697	4.37%	2,032	0.00%
Chinese Traditional	16	0.17%	401	1.03%	476	0.00%
<b>Other than English Total</b>	<b>2,880</b>	<b>30.66%</b>	<b>8,655</b>	<b>22.30%</b>	<b>19,630</b>	<b>0.00%</b>
<b>Types of Disbursement</b>						
Check	4,351	46.33%	18,324	47.22%	27,751	0.00%
Direct Deposit	3,924	41.78%	17,390	44.81%	30,361	0.00%
Digital Gift Card	569	6.06%	1,492	3.84%	2,705	0.00%
Physical Card	548	5.83%	1,600	4.12%	2,180	0.00%
<b>Applicant Scores (highest to lowest)</b>						
9 (more vulnerable)	0		0		0	
8	51		51		119	
7	217		217		474	
6	929		929		1,808	
5	2,569		2,569		5,170	
4	4,842		4,840		15,590	
3	784		7,602		10,870	
2	0		8,926		11,889	
1	0		8,520		10,857	
0 (less vulnerable)	0		5,152		6,220	
<b>Total</b>	<b>9,392</b>		<b>38,806</b>		<b>62,997</b>	

<b>SEATTLE RELIEF FUND</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
	<b>APPLICANTS</b>		<b>APPLICANTS</b>		<b>APPLICANTS</b>	
<b>Language Spoken at Home</b>						
American Sign Language	5	0.05%	20	0.05%	30	0.05%
Amharic	91	0.97%	1,247	3.21%	3,069	4.87%
Arabic	36	0.38%	225	0.58%	379	0.60%
Burmese/Karen	0	0.00%	7	0.02%	2	0.00%
Cantonese	64	0.68%	2,305	5.94%	2,620	4.16%
Congolese	1	0.01%	7	0.02%	23	0.04%
English	5,675	60.42%	23,238	59.88%	33,844	53.72%
Farsi	8	0.09%	55	0.14%	135	0.21%
Japanese	3	0.03%	21	0.05%	27	0.04%
Korean	17	0.18%	121	0.31%	199	0.32%
Laotian	1	0.01%	35	0.09%	45	0.07%
Mandarin	73	0.78%	728	1.88%	972	1.54%
Mon Khmer/Cambodian	15	0.16%	107	0.28%	120	0.19%
Nepali	1	0.01%	16	0.04%	24	0.04%
Oromo	48	0.51%	438	1.13%	521	0.83%
Other	128	1.36%	573	1.48%	934	1.48%
Pashto/Dari	2	0.02%	16	0.04%	67	0.11%
Russian	17	0.18%	91	0.23%	118	0.19%
Somali	143	1.52%	1,373	3.54%	2,975	4.72%
Spanish	2,857	30.42%	4,689	12.08%	12,472	19.80%
Tagalog	18	0.19%	217	0.56%	289	0.46%
Thai	2	0.02%	19	0.05%	28	0.04%
Tigrinya	72	0.77%	1,154	2.97%	1,478	2.35%
Ukrainian	3	0.03%	12	0.03%	18	0.03%
Vietnamese	145	1.54%	2,092	5.39%	2,608	4.14%
<b>Other than English Total</b>	<b>3,750</b>	<b>39.93%</b>	<b>15,552</b>	<b>40.08%</b>	<b>29,152</b>	<b>46.28%</b>

<b>Applications Submitted by Outreach Partners/Allies</b>	<b>Number of Applications Submitted Through Organizational Accounts</b>
Amigos de Seattle	159
API Chaya	5
Asian Pacific Islander Coalition Advocating Together for Health (APICAT)	13
Byrd Barr Place	103
Children's Home Society of Washington/North Seattle Family Resource Center	22
CISC	185
Denise Louie Education Center	1
DESC	42
Ethiopian Community in Seattle	218
FamilyWorks	24
Gay City: Seattle's LGBTQ Center	23
IDIC Filipino Senior & Family Services	9
Kandelia	84
Kids in Need of Defense (KIND)	12
Lake City Collective	49
Neighborhood House	243
Northwest Film Forum	1
Organizacion CentroAmericano	1
Rainier Valley Food Bank	17
REACH	43
Scholar Fund	13
Sea Mar Community Health Centers	32
Somali Family Safety Task Force	4
St. James Cathedral Immigrant Assistance	153
United Communities of Laos	1
Urban League of Metropolitan Seattle	1
UTOPIA Washington	5
West African Community Council (WACC)	14
West Seattle Food Bank	164
<b>Total</b>	<b>1,641</b>

**APPENDIX D: PHASE 2 SEATTLE RELIEF FUND (SRF) SUBMISSIONS BY ZIP CODE**

<b>Residence ZIP Code</b>	<b>Count</b>						
98118	6453	98036	178	98072	23	98466	11
98144	4202	98055	170	99301	23	98815	10
98108	3808	98057	163	99216	22	98665	10
98122	2998	98092	150	98632	21	98354	9
98104	2976	98034	147	98195	21	98019	9
98125	2926	98059	147	98409	20	98075	9
98133	2634	98001	128	98372	20	98113	9
98106	2530	98052	111	98902	20	98503	9
98178	2388	98208	109	98424	19	98584	9
98168	2058	98037	104	98271	18	99201	9
98103	1948	98042	102	98374	18	98664	9
98146	1921	98026	84	99202	18	99362	9
98105	1872	98043	83	99207	18	99037	9
98115	1652	98008	79	99019	18	98158	9
98126	1643	98006	79	98053	17	98070	8
98121	1479	98012	78	98391	17	98371	8
98109	1394	98028	74	98901	17	98292	8
98107	1257	98203	61	99212	17	98171	8
98102	1205	98004	61	98040	16	98501	8
98101	1043	98404	54	98223	16	99224	8
98116	962	98499	54	98498	16	98331	8
98117	952	98011	50	99016	16	98110	7
98188	936	98270	45	98373	15	98407	7
98119	797	98272	43	98020	15	98311	7
98112	729	99206	43	99203	15	98405	7
98198	719	98021	41	98296	14	98908	7
98199	562	98027	41	98233	14	99349	7
98032	466	98005	41	98226	14	99350	7
98136	453	98201	40	98513	14	98516	7
98148	428	98033	38	98114	13	98184	7
98003	413	98047	37	98408	13	98837	7
98166	384	99205	33	99025	13	98938	7
98155	361	99223	32	98445	12	98338	6
98002	281	98029	31	98390	12	98467	6
98030	260	98444	30	99344	12	98366	6
98204	259	98273	29	98312	11	98045	6
98177	257	98258	28	98275	11	98507	6
98031	254	98022	26	98951	11	98422	6
98056	253	98161	26	98684	11	98274	6
98023	213	98661	26	98290	11	98944	6
98058	203	99208	26	98225	11	98502	6
98087	185	98375	24	98127	11	98948	6
98134	183	98387	23	98682	11	98124	6
98007	181	98038	23	99217	11	98663	6

Residence ZIP Code	Count
98674	6
98683	6
98801	6
98857	6
99005	6
99027	6
98229	5
98010	5
98181	5
98402	5
98145	5
98165	5
98194	5
98175	5
98190	5
98604	5
98138	5
98930	5
98662	5
99006	5
99218	5
98154	5
98164	5
98248	4
98111	4
98294	4
98620	4
98926	4
20647	4
98418	4
98014	4
98185	4
98531	4
99336	4
98139	4
98264	4
99403	4
99326	4
98848	4
98686	4
99021	4
98151	4
99026	4
98160	4

Residence ZIP Code	Count
98128	3
98433	3
20685	3
98018	3
98310	3
98	3
98443	3
20643	3
99163	3
20629	3
98446	3
98074	3
98401	3
98191	3
98247	3
98221	3
98935	3
98065	3
98823	3
99320	3
98855	3
98541	3
14432	3
99210	3
99337	3
99114	3
99022	3
99156	3
99204	3
48141	3
98932	3
98123	2
98282	2
20671	2
9813	2
98321	2
98597	2
98406	2
98093	2
98039	2
98337	2
98563	2
9802	2
98392	2

Residence ZIP Code	Count
98802	2
98016	2
98051	2
9814	2
98170	2
98174	2
98024	2
98129	2
99348	2
98189	2
98816	2
98626	2
98520	2
98465	2
98642	2
98936	2
98252	2
98672	2
98532	2
98952	2
99169	2
98607	2
98367	2
98528	2
98383	2
98847	2
99352	2
98295	2
98335	2
20673	1
20651	1
95118	1
99141	1
20641	1
20663	1
99136	1
76207	1
25333	1
98370	1
20625	1
98260	1
20648	1
83706	1
91119	1

Residence ZIP Code	Count
25354	1
76543	1
98050	1
54139	1
98493	1
42575	1
98347	1
20669	1
20694	1
98315	1
53026	1
10002	1
89144	1
61057	1
78753	1
89155	1
20639	1
98224	1
78148	1
95034	1
83835	1
20624	1
98215	1
98013	1
20688	1
46964	1
36082	1
70342	1
91804	1
98368	1
98843	1
20693	1
20635	1
99144	1
20699	1
98150	1
98277	1
11104	1
93422	1
9822	1
20674	1
9871	1
20677	1
43718	1

Residence ZIP Code	Count
92656	1
9108	1
20657	1
1984	1
98329	1
9808	1
25359	1
95618	1
71639	1
7861	1
98236	1
10026	1
83704	1
94710	1
9833	1
20665	1
98131	1
98132	1
98186	1
19140	1
33813	1
98562	1
55448	1
98629	1
20020	1
77080	1
2653	1
96792	1
92102	1
98382	1
98250	1
98821	1
98928	1
98852	1
98579	1
98063	1
98206	1
20018	1
98577	1
11233	1
9810	1
92630	1
99133	1
19814	1

Residence ZIP Code	Count
98828	1
98601	1
99155	1
99001	1
99008	1
99122	1
98923	1
98591	1
98245	1
98210	1
96125	1
98147	1
98266	1
93133	1
99176	1
55106	1
98931	1
99180	1
99161	1
98512	1
98345	1
78401	1
85119	1
98679	1
98342	1
99148	1
98506	1
99159	1
98820	1
99170	1
99338	1
97503	1
99228	1
70126	1
98241	1
77078	1
44483	1
77040	1
55117	1
99030	1
92104	1
33618	1
9801	1
98421	1

Residence ZIP Code	Count
33909	1
8873	1
9812	1
97214	1
90068	1
98838	1
96043	1
99214	1
99011	1
99012	1
99033	1
99003	1
89015	1
27713	1
98685	1
98143	1
98903	1
98100	1
92199	1
98596	1
94144	1
98120	1
90102	1
98414	1
98284	1
98232	1
58056	1
99009	1
99110	1
98267	1
98671	1
98130	1
98817	1
98644	1
99209	1
99004	1
99185	1

## APPENDIX E: PHASE 2 SEATTLE RELIEF FUND (SRF) PLANNING DATA REFERENCES

### Behavioral Health:

- Behavioral health needs and services and economic, social, and overall health impacts  
<https://kingcounty.gov/depts/health/covid-19/data/impacts/behavioral-health.aspx>
- Community Pulse Survey, Health Tables, Mental Health Activities in the Last 4 Weeks  
<https://www.census.gov/data/tables/2021/demo/hhp/hhp36.html>

### Crime and Violence:

- 2021 Q1 King County Firearm Violence Report  
[https://kingcounty.gov/depts/health/news/2021/June/~media/depts/prosecutor/documents/2021/Shots\\_Fired\\_Q1\\_2021\\_Report.ashx](https://kingcounty.gov/depts/health/news/2021/June/~media/depts/prosecutor/documents/2021/Shots_Fired_Q1_2021_Report.ashx)
- Family Violence, Economic, Social and Overall Health Impacts  
<https://kingcounty.gov/depts/health/covid-19/data/impacts/violence.aspx>
- Seattle Municipal Court Domestic Violence Data Reports  
<https://www.seattle.gov/courts/about/data-and-publications/domestic-violence-court-data-reports>
- Seattle Police Department Crime Dashboard, Violent Crimes  
<https://www.seattle.gov/police/information-and-data/crime-dashboard>
- Seattle Police Department Seattle Bias/Hate Crime Data  
<https://www.seattle.gov/police/information-and-data/bias-crime-unit/bias-crime-dashboard>

### Death, Hospitalization, or Long-term Health Impacts due to COVID-19:

- Deaths. Economic, Social, and Overall Health Impacts  
<https://kingcounty.gov/depts/health/covid-19/data/impacts/death.aspx>
- Key Indicators of COVID Activity in King County  
<https://kingcounty.gov/depts/health/covid-19/data/key-indicators.aspx>

### Employment/Job Loss:

- Community Pulse Survey, Employment Tables  
<https://www.census.gov/data/tables/2021/demo/hhp/hhp36.html>
- Unemployment claims, economic, social, and overall health impacts  
<https://kingcounty.gov/depts/health/covid-19/data/impacts/unemployment.aspx>

### Healthcare:

- Community Pulse Survey, Health Tables, Current Health Insurance Status by Selected Characteristics  
<https://www.census.gov/data/tables/2021/demo/hhp/hhp36.html>

- Health insurance and access to health care, economic, social, and overall health impacts  
<https://kingcounty.gov/depts/health/covid-19/data/impacts/insurance.aspx>
- King County COVID-19 Data Dashboard  
<https://kingcounty.gov/depts/health/covid-19/data.aspx>

#### **Housing Instability:**

- Integrating Data to Better Measure Homelessness, King County Department of Community and Human Services  
[https://kingcounty.gov/~media/depts/community-human-services/department/documents/KC\\_DCHS\\_Cross\\_Systems\\_Homelessness\\_Analysis\\_Brief\\_12\\_16\\_2021\\_FINAL.ashx?la=en](https://kingcounty.gov/~media/depts/community-human-services/department/documents/KC_DCHS_Cross_Systems_Homelessness_Analysis_Brief_12_16_2021_FINAL.ashx?la=en)

#### **Seattle Residents All Demographics:**

- Community Pulse Survey (select Seattle Metro Area tab in all relevant tables)  
<https://www.census.gov/data/tables/2021/demo/hhp/hhp36.html>

#### **Seattle Residents Ineligible for Federal COVID-19 Stimulus Checks:**

- New data shows how Seattle residents spent their stimulus checks  
<https://www.seattletimes.com/seattle-news/data/new-data-shows-how-seattle-residents-spent-their-stimulus-checks/>

**APPENDIX F: PHASE 2 SEATTLE RELIEF FUND (SRF) ARTIST CULTURAL WORKER DATA**

<b>AWARDS</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
<b>Total awarded</b>	<b>\$ 27,000</b>					
\$1,000 payments (individuals)	7					
\$2,000 payments (couples)	1					
\$3,000 payments (families with one or more children)	6					
<b>Funded</b>						
# of people positively impacted by SRF	35					
# of children	14					
# of households	7					
# of individuals	7					
Average household size	4					
Smallest household	2					
Largest household	6					
<b>Applicants</b>	<b>14</b>		<b>44</b>	<b>0.11%</b>	<b>127</b>	
Households	7	50.00%	19	43.18%	79	
Individuals	7	50.00%	25	56.82%	48	
<b>Eligibility</b>						
Did not meet eligibility criteria					83	65.00%
<b>Seattle Nexus</b>						
Artists/cultural workers living outside Seattle city limits, with a workspace in Seattle*	14	0.15%	44	0.11%	127	
<i>*Applicants were only asked this question if they indicated that they did not live in Seattle.</i>						
<b>Gender</b>						
Female	9	64.29%	26	59.09%	61	46.21%
Male	4	28.57%	13	29.55%	53	40.15%
Transgender	0	0.00%	1	2.27%	2	1.52%
Non binary or Third gender	1	7.14%	4	9.09%	10	7.58%
Self describe	0	0.00%	0	0.00%	1	0.76%
Prefer not to say	0	0.00%	1	2.27%	5	3.79%
<i>*Applicants could choose more than one option.</i>						

<b>ARTIST CULTURAL WORKER DATA</b>	<b>FUNDED</b>	<b>%</b>	<b>ELIGIBLE</b>	<b>%</b>	<b>ALL</b>	<b>%</b>
<b>Race/Ethnicity*</b>						
Asian/Asian American	1	7.14%	2	4.55%	14	9.72%
Black/African American	4	28.57%	13	29.55%	28	19.44%
Latin America/Latino/a/x	5	35.71%	8	18.18%	38	26.39%
Middle Eastern or North African	0	0.00%	0	0.00%	0	0.00%
Multiracial	2	14.29%	5	11.36%	13	9.03%
Native American or Alaskan Native	0	0.00%	2	4.55%	7	4.86%
Native Hawaiian or Pacific Islander	0	0.00%	0	0.00%	2	1.39%
White	2	14.29%	16	36.36%	33	22.92%
Prefer not to say	0	0.00%	3	6.82%	9	6.25%
<i>*Applicants could choose more than one option.</i>						
<b>Pandemic Impact</b>						
Lost a job/income as a result of COVID-19 pandemic	14	100.00%	39	88.64%	101	79.53%
Contracted COVID-19	3	21.43%	12	27.27%	48	37.80%
Having COVID-19 led to death/hospitalization/long term health impacts	2	14.29%	5	11.36%	17	13.39%
Mental health/substance abuse crisis	8	57.14%	13	29.55%	39	30.71%
<b>Household</b>						
Family member with disability	5	35.71%	10	22.73%	25	19.69%
Single parent	7	50.00%	13	29.55%	51	40.16%
Single and pregnant	1	7.14%	2	4.55%	2	1.57%
Survivor of harm/violence	7	50.00%	7	15.91%	22	17.32%
No health insurance	8	57.14%	27	61.36%	60	47.24%
No adults received stimulus assistance	6	42.86%	9	20.45%	46	36.22%
<b>Housing Instability Status</b>						
Housing instability	13	92.86%	30	68.18%	90	70.87%
Had to leave home	3	21.43%	10	22.73%	32	25.20%
Sought Emergency Rental Assistance	4	28.57%	11	25.00%	25	19.69%
Spent night in shelter	2	14.29%	5	11.36%	17	13.39%
Unable to pay mortgage	1	7.14%	2	4.55%	11	8.66%
Unable to pay rent	11	78.57%	24	54.55%	70	55.12%
Forbearance or emergency housing assistance	1	7.14%	1	2.27%	2	1.57%

<b>In-language Applications</b>						
English	10	71.43%	38	86.36%	93	73.23%
Languages other than English	4	28.57%	6	13.64%	34	26.77%
<b>Types of Disbursement</b>						
Check	7	50.00%	21	47.73%	60	47.24%
Direct Deposit	4	28.57%	15	34.09%	54	42.52%
Digital Gift Card	3	21.43%	5	11.36%	9	7.09%
Physical Card	0	0.00%	3	6.82%	4	3.15%
<b>Applicant Scores (highest to lowest)</b>						
9 (more vulnerable)	0	0.00%	0	0.00%	0	0.00%
8	0	0.00%	0	0.00%	0	0.00%
7	1	7.14%	1	2.27%	3	2.36%
6	1	7.14%	1	2.27%	12	9.45%
5	5	35.71%	5	11.36%	20	15.75%
4	7	50.00%	7	15.91%	22	17.32%
3	0	0.00%	9	20.45%	21	16.54%
2	0	0.00%	10	22.73%	22	17.32%
1	0	0.00%	9	20.45%	20	15.75%
0 (less vulnerable)	0	0.00%	2	4.55%	7	5.51%
<b>Language Spoken at Home</b>						
English	9	64.29%	36	81.82%	88	69.29%
Languages other than English	5	35.71%	6	13.64%	39	30.71%