



# CA Relief Grant Program

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# Agenda

- Introductions
- Information Webinars
- Common Challenges and Solutions
- Round 1 Notifications
- Round 2 Information
- Links to information
- Application Demonstration Part II: Uploading documents and completing the Certification

# Introductions



## Introductions in Chat:

- Name
- Organization or Business Name
- Where you are located
- Questions you would like answered today



## Relief Grant Basics

- The Relief Grant project is run by Lendistry
- Relief Grant website: <https://careliefgrant.com/>

# How to Find a Partner

## By Language



## By County



- Businesses apply by choosing one of about three dozen partners.
- Super important: Apply only through one partner.
- Help your business clients remember which partner they have applied through

# How to Find the Application

Once your business client has found the best partner, at the <https://careliefgrant.com/> website, there are two ways to get to the application:

1. The application link for that partner is on the Relief Grant website.
2. All partners have a link to the application on their websites.



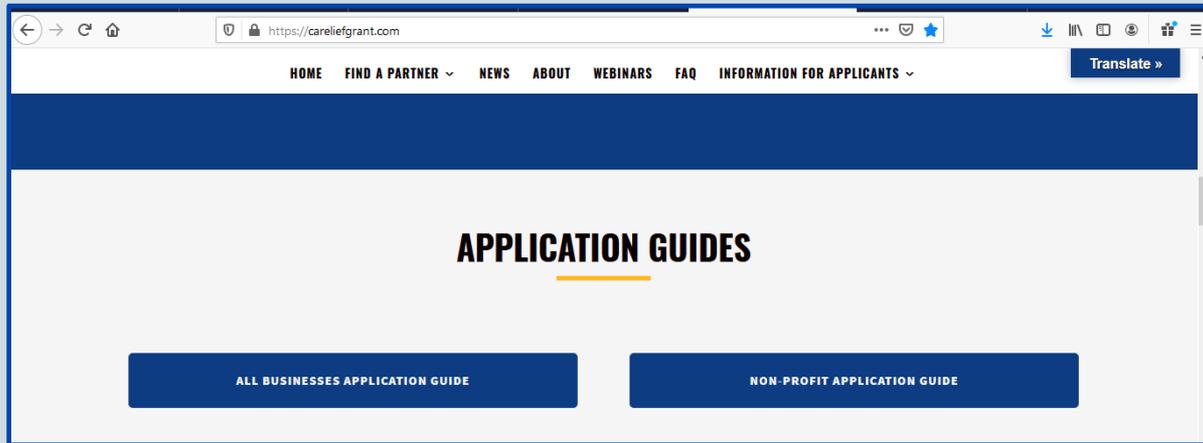
# Application Tips

The main Relief Grant website has [Application Tips](https://careliefgrant.com/tips/)  
(<https://careliefgrant.com/tips/>)



# Application Guideline

The main Relief Grant website homepage has a detailed [Application Guideline document](#). It's about ¼ of the way down the home page.



# Main Application Tips

- Find the **best partner** for your client – either by location or language
- Help your client **save partner** application website address and organization name
- Help clients **save email address** they used
- **Apply once** with that partner, don't start a second application until you've exhausted all searches.
- **Take Screen Shots** of every step/section of the application, including the URL in the browser tab

# Common Challenges

- Multiple applications lock applicants out
- Clients not remembering which partner they used, so can't update or complete their applications
- Clients not watching for Lendistry calls, texts and emails
- Clients need help scanning and uploading documents
- Document upload page can confuse people
- Completing the Application Certification is hard for those without printers, scanners or Adobe skills
- Clients can feel panicked, which can make it harder to complete the application

# Common Challenges

For technical issues in accessing the application try:

- Use Chrome as your browser
- Try Incognito mode
- Be sure to check pop-up and ad-blockers
- Reset the password by going to the client's partner portal and selecting "Forgot Password." A password will be sent to client's email.
- Check all spam and trash folders in all email addresses. Search for Lendistry, grant, application

# Round 1 Notifications

Three possible notifications (by email and/or text)

1. Selected – receive a grantee agreement
2. Not eligible
3. Waitlisted for Round 2

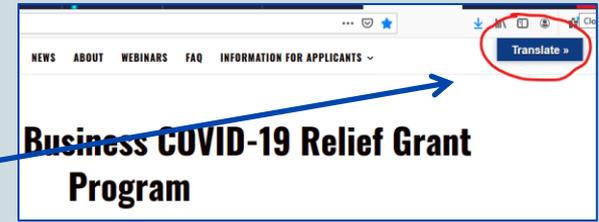
No notification? Check spam. Otherwise, contact Lendistry.

# Round 2

**Feb. 2 at 8:00am through Feb. 8 at 6:00pm pacific time**

**Selection notifications Feb. 11 – 18**

- Increased call center staff and hours
- Added train-the-trainers (CAMEO)
- Additional partners
- Translate button added
- Partners will have access to the Lendistry system to see client status if you sign the legal document that will be emailed Wednesday Feb. 3



# Webinars and Other Info

All partners are offering webinars.

The SBDC and WBC networks offer webinars.

The Relief Grant program website lists webinars: <https://careliefgrant.com/webinars/>

Anyone can watch webinars on the Relief Grant program site:  
<https://careliefgrant.com/videos-on-demand/>

Heidi is posting a document in chat that has links and info for anyone needing to review or catch up on Relief Grant details.

# CAMEO FAQ



- <https://docs.google.com/document/d/1xQGGW7JUBizgRMDENyDJql1r0rqzu8cXw6GkAnecfaU/edit?usp=sharing>



# Application Demonstration: Uploading Documents

1. Initialed and signed certification form
2. Most recent tax return filed (2019 or 2018)
3. Government-issued photo ID (passport, drivers license)
4. Articles of Incorporation, Fictitious Name of Registration, Government-issued Business License

*All must be scanned and saved as electronic form to upload*

# Application Certification: Fillable PDF

- Download it in Adobe
- Two ways to complete:
  1. Can initial (13 places to initial) and sign in Adobe, save and upload
  2. Can print out, initial and sign, scan, save and upload

# Thank You!



- Go to <https://careliefgrant.com/> for more information
- Lendistry help line 888-612-4370 and email [careliefgrant@lendistry.com](mailto:careliefgrant@lendistry.com)

Connect with us!

[CAMEOnetwork.org](https://CAMEOnetwork.org)

