

Frequently Asked Questions (FAQ)

Thank you for applying for the Alachua County CARES Act Individual Assistance Program. The following are questions you may have after the application has been completed.

Q: How much money will I receive?

A: You will be eligible to receive the lesser of: 1) \$2,500; 2) your total economic impact of the COVID-19 pandemic; and 3) your financial difficulty due to the COVID-19 pandemic. Your economic impact of COVID-19 is the total of any lost income or increase in expenses as a result of the COVID-19 pandemic. Your financial difficulty is the total amount of living expenses you are having difficulty paying due to the COVID-19 pandemic. The amount you will receive is subject to funding availability and approval.

Q. When will I receive my money?

A. Applications are expected to take at least two weeks to process after the complete package with all necessary documentation is provided.

Q. How will I receive the money?

A: Payments will be made via one of the following methods: Direct Bank (EFT/ACH); Mailed Check; or, Mailed Preloaded Debit Card. When completing the application, you will be given the opportunity to choose your payment method. Checks and prepaid debit cards will be mailed out to the address provided in the application and may take longer to process.

Q: Will certain residents be prioritized?

A: Funding will be provided to applicants on a first-come, first-served basis for eligible residents until the funds are depleted. Funding will be distributed weekly and priority will be given to delinquent payments within each weekly batch.

Q: May I edit my documents after I submit my application?

A: No. Documents cannot be edited after the application has been submitted. If you need to make changes to your application after it has been submitted, please email the details, including documents, to CARESindividuals@alachuacounty.us or call 352-309-2505.

Q: Do I have to repay the money to the County?

A: Eligible residents do not have to pay back the money. However, if funding is provided to an individual who is later found to be ineligible (whether due to fraud or error) some/all of the funding may need to be repaid.

Q: What is the approval process?

A: A review committee will evaluate the application, including all attached documents, for eligibility to make sure they are complete and accurate. Applicants will be notified by email if their application has been approved or denied or if they are required to provide additional information.

Q: Who can I contact if I have any questions?

A: If you have questions that are not covered in these Frequently Asked Questions or the Applicant Instructions you can call 352-309-2505 or email CARESindividuals@alachuacounty.us.

Q: If my application is approved or denied, will I get a notification?

A: Yes, you will receive an email to notify you if your application has been approved or denied or if you are required to provide additional information.

Q: What if I am exempt from public records?

A: If you believe you are exempt from public records pursuant to Florida Statute 119.071, please contact 352-309-2505 or CARESindividuals@alachuacounty.us, only after you have successfully submitted your application and received your confirmation code. Program staff will mark your record exempt from public record requests.

Q: Is there a way for me to track the status of the application?

A: If you have inquiries about the status of your application please contact CARESindividuals@alachuacounty.us or 352-309-2505. Please note that applications are expected to take at least two weeks to process after the complete package with all necessary documentation is provided. You will receive an email to notify you if your application has been approved or denied or if you are required to provide additional information.

Q: I received my prepaid debit card, but have questions about it. Who should I contact?

A: The debit cards are provided through Bank of America and questions should be directed to them using the contact information on the back of the card.