

# INFORMATION FOR INTERNET PROVIDERS



IndianaHousingNow.org

## INDIANA EMERGENCY RENTAL ASSISTANCE (IERA) PROGRAM

The Indiana Emergency Rental Assistance (IERA) program is designed to decrease evictions, increase housing stability, and prevent homelessness by helping renters whose income has been negatively impacted by COVID-19 with rent and utility assistance.

IERA can provide eligible renter households with up to 12 months of rent, utility and/or home energy assistance, and internet assistance. Internet assistance may be provided to qualifying applicants for past due expenses. An internet provider may encourage renter households in need of assistance to apply at [IndianaHousingNow.org](https://www.IndianaHousingNow.org). Assistance payments for approved applications will be directed to the internet provider.

### An internet provider should know:

- Elkhart, Hamilton, Lake, Marion, and St. Joseph Counties, along with the City of Fort Wayne will be administering their own programs
- A qualifying household is eligible for Internet assistance if they meet all program requirements, request assistance through their application, have a past due balance at the time of application, and attest they meet one of the following conditions:
  - o Have at least one school age (5-18) child
  - o A household member works remotely from home at least 20 hours a week
  - o Currently receive unemployment benefits; or
  - o Have insurance that allows for Telemed, Telehealth or Teladoc services
- A flat fee will be provided for Internet assistance that will be applied to the applicant's account
  - o Households that pay less than \$29.00 per month, based on the household's internet service invoice, will receive a onetime payment of \$87.00
  - o Households that pay more than \$29.00 per month but less than \$71.00 per month, based on the household's internet service invoice, will receive a onetime payment of \$214.00
  - o Households that pay more than \$71.00 per month, based on the household's internet service invoice, will receive a onetime payment of \$324.00



Indiana Housing & Community Development Authority



IndianaHousingNow.org

We encourage and support the nation's affirmative housing program in which there are no barriers to obtaining housing because of race, color, religion, sex, national origin, handicap, or familial status. This project is being supported, in whole or in part, by federal award number ERA0021 awarded to the State of Indiana by the U.S. Department of the Treasury.

Last updated May 11, 2021

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- IERA is unable to pay disconnect or reconnect fees, equipment deposits, or forward-facing internet bills
- Any unpaid internet obligation, including disconnect or reconnect fees, is the responsibility of the renter household
- Internet assistance may not be provided for costs included in the lease
- An internet provider must provide an ACH form to receive direct payments
- Qualifying renter households may receive direct payments if an internet provider refuses to participate in IERA

### To participate in the program, an internet provider should:

- Encourage customers to apply for assistance at [IndianaHousingNow.org](https://IndianaHousingNow.org) using an email address they can easily access on a regular basis
- Provide your account information including a W-9 and banking information
- Work with participating agencies to provide requested documentation and confirm past due balances
- Return electronic communications concerning applicants and provide requested information as quickly as possible

### What should I do now?

**STEP 1:** Reach out to customers that have fallen behind on their internet service bills.

**STEP 2:** Share with them our renter flyer and encourage them to visit [IndianaHousingNow.org](https://IndianaHousingNow.org) and apply for the IERA Program.

**STEP 3:** Review the IERA FAQ and Assistance Examples.

**STEP 4:** Please email [iera@ihcda.in.gov](mailto:iera@ihcda.in.gov) if you have any questions.

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



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