

Updated SBCRG FAQs 3/25/21:

**1. Where can small businesses and nonprofits get help on how to apply?**

The CA Relief Grant website (Application Tips): <https://careliefgrant.com/tips/>

The CA Relief Grant website (Application Videos): <https://careliefgrant.com/videos-on-demand/>

The CA Relief Grant website (Application Guidebook): <https://careliefgrant.com/wp-content/uploads/2021/03/CRG-All-Businesses-Program-and-Application-Guide-Public-Updated-03.22.21.pdf>

The CA Relief Grant website (Partner Webinars): <https://careliefgrant.com/webinars/>

The CA Relief Grant website (Arts and Cultural Program for eligible nonprofit cultural institutions): <https://careliefgrant.com/arts-and-culture/>

Over 500 Statewide Partners in every county and in 18 languages: <https://careliefgrant.com/>

**2. Where can small businesses and nonprofits get help once they have started an application or are having challenges with completing their application?**

First, applicants need to check their emails, including their junk mail folders. Lendistry sends information by email for applicants to login and take additional steps, if needed. Although they shouldn't have, applicants may have submitted more than one application, which can cause confusion with the emails they receive and their application status. If so, the applicant should look for both entries and work with their Partner or the Lendistry call center team to determine which application is the accurate one they wish to proceed with.

Next, applicants can call Lendistry. Lendistry has added additional staff to their call center to handle call volumes; however, the first and last two hours of the day have lower call wait times.

Call Center hours:

Monday – Friday – 7AM – 7PM

\* Call Center for SBCRG program: 888.612.4370

\* Call Center for Arts & Cultural Institutions/Round 4 only: 866.759.5320

Next, applicants can contact their Partner directly. Many partners are offering one on one consulting and webinars to help applicants. Webinars are happening daily (and in multiple languages) and can be found here: <https://careliefgrant.com/webinars/>

Finally, they can email [careliefgrant@lendistry.com](mailto:careliefgrant@lendistry.com).

**3. When will small businesses and nonprofits be notified of the status of their applications and receive their awards, if qualified?**

Applicants should begin receiving notifications of their award status (Selected, Waitlisted, or Not Selected) beginning March 31<sup>st</sup> for the Arts & Cultural Institutions program and April 5<sup>th</sup> for the SBCRG program.

Applicants should add Lendistry to their safe senders list in their emails to ensure they receive the notification. Once Selected, applicants will be subject to additional verification requirements before grant funds will be disbursed. It is a critical reminder that being Selected does not guarantee an award—there is further vetting that needs to take place to make sure that all information and documents are accurate and the applicants are eligible to receive the award.

Applicants that were not Selected in Round 1, 2 or 3 (Waitlisted) will automatically be put in the pool for Round 5 and 6 funding. Applicants must monitor their emails for an update from Lendistry. Until then, there is no action on the part of the applicants unless they are Selected. Round 4 (Arts & Cultural Institutions) applicants that did not apply during Round 1 and Round 2 are encouraged to apply for Round 5, if they are eligible.

If an applicant is Selected to receive a grant after additional verification requirements are provided, they will begin receiving grantee agreements and ACH transfers starting one week after notification through the next 45 days.

Applicants are chosen based on the program's priorities and not on a first-come, first serve basis. Applicants who are Waitlisted will have two additional opportunities to be Selected during Round 5 & 6. Again, Waitlisted applicants must monitor their emails for an update from Lendistry. Until then, there is no action on the part of the applicant unless they are Selected. If a small business or nonprofit calls the Lendistry call center for an update, they will receive the same message that their application is Waitlisted.

#### **4. Why are there additional rounds when there are applicants on the Waitlist?**

The decision to have additional rounds was made in partnership with the legislature to provide Lendistry and their partners adequate time for additional outreach and ensure that hard to reach small businesses have the opportunity to learn about the program and to provide the applicants time to collect and organize their documentation.

#### **5. Notes:**

The program is NOT first come, first serve, but that it is a competitive program based on various selection criteria. If needed, reshare how grant recipients will be determined at <https://carelifegrant.com/> or copy and paste the following:

Lendistry will analyze for selection all applications entered into the Portal. Lendistry will consult with the California Office of the Small Business Advocate (CalOSBA or the "office") and design the program selection for prioritization of impacted businesses. Grants will be prioritized, to the extent permissible under state and federal equal protection laws, in accordance with the following criteria:

1. Geographic distribution based on COVID-19 health and safety restrictions following California's Blueprint for a Safer Economy and county status and the Regional Stay at Home Order.
2. Industry sectors most impacted by the pandemic, including, but not limited to, those identified as in the North American Industry Classification System codes beginning with:
  - 61 – Educational Services
  - 71 – Arts, Entertainment, and Recreation
  - 72 – Accommodation and Food Services
  - 315 – Apparel Manufacturing
  - 448 – Clothing and Clothing Accessory Stores
  - 451 – Sporting Goods, Hobby, Musical Instrument, and Book Stores
  - 485 – Transit and Ground Passenger Transportation
  - 487 – Scenic and Sightseeing Transportation
  - 512 – Motion Picture and Sound Recording Industries
  - 812 – Personal and Laundry Services
  - 5111 – Newspaper, Periodical, Book and Directory Publishers
3. Nonprofit mission services most impacted by the pandemic, including, but not limited to, emergency food provisions, emergency housing stability, childcare, and workforce development.
4. Disadvantaged communities tracked by socioeconomic indicators that may include, but are not limited to, low to moderate income, poverty rates, unemployment, educational attainment, and other disadvantaging factors that limit access to capital and other resources.

Grants to eligible nonprofit cultural institutions will be prioritized on documented percentage revenue declines based on a reporting period comparing Q2 and Q3 of 2020 versus Q2 and Q3 of 2019.