

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. 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
- Up to 12 months of internet assistance may be provided to qualifying applicants for past due expenses
- A qualifying applicant is eligible for internet assistance if they attest that they meet one of the following criteria:
 - Have at least one school age (5-18) child
 - A household member works remotely from home at least 20 hours a week
 - Currently receive unemployment benefits; or
 - Have insurance that allows for Telemed, Telehealth or Teladoc services
- Past due internet expenses and late fees incurred between April 1, 2020 and the time of application may be covered by the program
- 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

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- 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 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 and apply for the IERA Program.

STEP 3: Review the IERA FAQ and Assistance Examples.

STEP 4: Please email iera@ihcda.in.gov if you have any questions.

IndianaHousingNow.org



Indiana Housing & Community Development Authority



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.

Last updated March 1, 2021