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Household Assistance Program (HAP) FAQs

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PROGRAM ELIGIBILITY

I heard about a check for \$375. Am I eligible for it?

This program is available to all households in Nassau County that meet income or economic harm requirements. Using 2020 income information, households with less than \$168,900 in Adjusted Gross Income are eligible. Households with Adjusted Gross Income of \$168,901 - \$500,000 with proof of eligible economic harm are also eligible.

Who should fill out the application?

Applicants should be the person primarily responsible for the housing unit. That person will be the first name on the federal tax return, Form 1040.

What if my spouse and I do not live together, but filed a joint return?

A tax return can only be used once and must match the address on your application.

If I receive Enhanced STAR, the Senior Citizens' Real Property Tax Exemption, or the Disability-Limited Income Exemption, do I need to apply?

No. If you receive any of the above-mentioned exemptions, no application is required. It will be mailed to you automatically.

CREATING AN ACCOUNT

Do I need to create an account to complete an application?

Yes. All applicants will need to create an account to access the Household Assistance Program application.

What if my login information doesn't work, or I've lost/forgotten my password?

Click on the Forgot Password option on the sign in page.

I'm not good with computers.

Our call center is open Monday – Friday, 9:00AM – 5:00PM, and can be reached at **516-571-1555**.

Can I save a partially complete application, then finish it later?

Partially completed applications are automatically saved for you. Log in to your account, scroll down to the Previous Submissions section, then click the blue Edit button next to your partial application. You will have to re-enter your Social Security Number, Adjusted Gross Income, and re-upload your documents.

DOCUMENTS NEEDED

What documents will I need to provide in the application?

This will vary by income and tax status. All applicants will need to provide proof of residence (mortgage statement, current lease, current utility bill, or current homeowners/renters insurance statement); all applicants will need to provide either a 2020 Form 1040 or proof of identity and proof of benefits. Applicants who claim economic harm will need to provide documentation of eligible costs.

What if I don't have one or more of the required documents?

Applications will not be considered if required documents are missing.

What if I uploaded the wrong document?

If you have **not** submitted your application, navigate to the document upload page, upload the correct document. The original upload will be discarded. You will need to re-enter your Social Security Number. Submitted applications cannot be changed.

APPLICATION FIELDS

Do I have to give you my Social Security Number?

Yes, your Social Security Number is a unique identifier and is required for this application. We understand your concerns and will protect your information by using it only for the purpose of reviewing this application.

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How do I find my Adjusted Gross Income?

Use line 11 of your 2020 federal tax return, Form 1040. If you did not file a tax return, please enter your income for 2020.

I moved to a previous page and lost my uploaded documents.

To keep your private information as safe as possible, documents will not stay uploaded when you move around the application before submitting. Your Social Security number and reported Adjusted Gross Income will also need to be re-entered.

What is my tax filing status?

This is chosen by you when completing your federal tax return. Your filing status determines the rate at which income is taxed. The five filing statuses are: single, married filing jointly, married filing separately, head of household, and qualifying widow(er) with dependent child. To see your filing status look at the top of your Form 1040.

What if I want to use a tax return from a year other than 2020?

We are only considering information from the year the COVID-19 pandemic began.

I don't have a federal tax return, but I have a New York State return. Can I use it?

No. We require your federal return, Form 1040. For those using Proof of Benefits to apply, a tax return is not required.

My tax filing status has changed since 2020 (marriage, divorce, death). Does that matter?

No, the information on your federal tax return, 2020 Form 1040 is what we'll use to review your eligibility.

What does "Proof of benefits" mean?

Proof of benefits are documents that show current enrollment in benefit programs such as Social Security, housing vouchers, or Supplementary Nutrition Assistance Program (SNAP).

AFTER SUBMISSION

What is the status of my application?

Please allow a few weeks for review. Someone will reach out to you via email if we need additional information.

How can I see a copy of my application?

You can see what you submitted by logging in to your account here: <https://hap.nassaucountyny.gov>. Scroll down to your application in the Previous Submissions section. Click on the black button to see your application.

I submitted my application but need to correct something.

Once submitted, applications cannot be updated.

I see an orange Update button next to my application. What does it mean.

A reviewer has tried to contact you via email to let you know that additional information is needed. Check your email inbox and spam folder for an email from our team to see what is needed to complete your application.

Will I have to report this check as income?

Taxpayers should consult their own legal and/or tax counsel in determining whether to report the payments as income.

How will I receive my check?

Checks will be mailed to the address given in the application.

What if the check I received includes my name and the name of my deceased spouse?

You can deposit the check. In addition, with proper identification, you can cash the check at any Chase Bank.

What if the check I received is made out only to my deceased spouse?

Some banks may allow you to deposit or cash the check. If your bank does not, please the County Treasurer's Office at 516-571-2090.

My bank returned my check.

If the check was made out to someone other than you, or included a name in addition to yours, it might be rejected.

Some checks will be rejected because the County received confirmation that the address was removed from the exemption rolls after the check was issued. If you moved, but still live in Nassau County, and think you may qualify for the Household Assistance Program, please apply online at <https://hap.nassaucountyny.gov>.