ROUND 9 APPLICATION:  https://californiansforthearts.mylendistry.com/#/login

Frequently Asked Questions

Lendistry
888-612-4370
866-759-5320 (Arts & Culture ONLY)
careliefgrant@lendistry.com
Careliefgrant.com
Contact Lendistry for tech issues, application status and submitting documents (see tech tips below)

Tara Graviss White, CFTA
916-905-5397
reliefgrant@californiansforthearts.org
californiansforthearts.org/ca-relief-grant-program
Contact CFTA for questions about filling out your application and program guidelines for nonprofits

Before contacting us, please review the FAQ’s for nonprofits below
Small businesses visit careliefgrant.com

Please note:
- Lendistry is the company selected by CalOSBA to administer the program.
- Californians for the Arts’ role is to provide you with guidance and information as you fill out your application.
- Californians for the Arts does not have access to your application in the system and cannot make changes or receive your documents.
- Application partners, including Californians for the Arts, do not have influence over who is selected for funding.
- The CA Relief Grant program is intended to support small businesses and nonprofits impacted by COVID19. It is not intended as a general support program for nonprofits.
- You do not have to choose Californians for the Arts as your application partner in order to fill out the nonprofit application. Any partner can provide an application.

**FRAUD ALERT**

❖ Applying for this grant is free. If you are asked to pay for anything, including a NAICS code, it is a scam.
❖ Emails requesting your documents will come from CRGdocs@Lendistry.com. Document requests from any other email are a scam.
❖ Do not interact with careliefgrants.org. This is a scam site. Only interact with careliefgrant.com. (Notice the difference is the ‘s’ in the address and the .org suffix)
❖ If you provided personal information to a fraudulent site, change your bank passwords and freeze your credit immediately.
BEFORE STARTING YOUR APPLICATION:

As a new program, Lendistry’s guidance has shifted at times. Check the [californiansforthearts.org/ca-relief-grant-program](http://californiansforthearts.org/ca-relief-grant-program) frequently for updates.

### Important Dates

<table>
<thead>
<tr>
<th>Round</th>
<th>Applications Open</th>
<th>Eligible Applicants</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Completed</td>
<td>N/A</td>
<td>Contact Lendistry if you have heard nothing about your application</td>
</tr>
<tr>
<td>2</td>
<td>Completed</td>
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<td>Contact Lendistry if you have heard nothing about your application</td>
</tr>
<tr>
<td>3</td>
<td>Completed</td>
<td>None</td>
<td>For review of waitlisted applications from Rounds 1 and 2</td>
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<tr>
<td>4</td>
<td>Completed</td>
<td>Qualifying Nonprofit Arts &amp; Cultural Organizations</td>
<td>Be sure to use the arts and cultural application; check to see if you qualify</td>
</tr>
<tr>
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<td>Completed</td>
<td>Applications accepted</td>
<td>New applicants and those denied in other rounds*</td>
</tr>
<tr>
<td>6</td>
<td>4/25 - 5/4</td>
<td>Applications accepted</td>
<td>New applicants and those denied in other rounds*</td>
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*Applicants may reapply in Rounds 9 if they were previously denied for using the wrong application form. If you applied in Round 8 but were not funded in Round 8, and your annual revenue is under $2.5 million, you MUST reapply in Round 9.

ALL APPLICANTS:

**A. GETTING STARTED**

1) Click [here](http://example.com) to view a webinar on how to apply.
2) Click [here](http://example.com) to begin an application.
3) Information from Lendistry may be subject to change; visit our [website](http://example.com) for the latest information, webinars, FAQ’s, and the Application Tracker.
4) Visit [careliefgrant.com](http://careliefgrant.com) for an application guide and how-to videos

5) **Check your tech:**
   - You must use the Google Chrome browser to complete the application
   - Click [here](http://example.com) to download Google Chrome and see more tech tips below
C. BEGINNING YOUR APPLICATION

***BEWARE*** Application forms look alike - you must use the correct form:

Nonprofits: use the nonprofit application (not the for profit application)
Small Businesses: use the small business application (not the nonprofit application)

1) You must find an application partner who will provide application assistance and a portal link to an application. You can find a partner at carelieffrant.com
2) To apply by County click on: https://carelieffrant.com/partners/county/
3) To apply by language click on: https://carelieffrant.com/partners/find-a-partner-by-language/
4) To apply with Californians for the Arts click on: https://californiansforthearts.mylendistry.com/#/login
5) Find the right Grant that fits your business needs. Click here to apply:
https://californiansforthearts.mylendistry.com/#/grant
6) Small Businesses click Grant Program for For-Profits OR
7) NonProfits click Grant Program for Non-Profits
8) Choose the Apply Now button to begin your application

D. TECH TIPS

❖ Use Chrome as your browser; the website doesn't work with other browsers
❖ Clear your browser history and your cache before logging into an application, OR...
❖ Instead of clearing the cache or browser history, you can use the “Incognito window/Private window” option (click on the three dots at top right side of your browser screen)
❖ Turn off pop-up blockers
❖ After you begin an application, you will receive a temporary password by email (check junk/spam):
  ➢ Follow the directions to create your password
  ➢ Save the email where you can find it again
  ➢ Whenever you wish to return to your application, use the link in the password email, or go to https://californiansforthearts.mylendistry.com/#/login
  ➢ **Do not create a password that begins with a number**; start with a letter
  ➢ Write down your password (Requesting a new one slows down the process)
  ➢ To reset your password, remember that your partner is Californians for the Arts. (Look for Californians for the Arts in the URL at the top of your screen)
❖ Can’t log in to your application? Go to https://californiansforthearts.mylendistry.com/#/login and select “Forgot Password” to receive a new password by email
❖ If “User Not Found” appears, start a new application using a different email address
❖ The system will reject emails that begin with “info@” or end with “@noreply” or “@contact.com”
❖ For Part I of the application to be complete, every field must be completed, then click “Submit”. If you cannot submit, review the application for incomplete fields.
❖ You cannot look ahead in the application; you can only move to Part II once Part I is completed
❖ You cannot print or save a copy of the application; if you wish to save it, you must screenshot each page
❖ If you see any mention of banking information (including an error message), you may upload the information if you choose or you may ignore it; Lendistry will request banking information once you’ve been selected to receive a grant
❖ When you are asked for banking information, be sure that you provide your ACH routing number, rather than an ACH for wire transfer
❖ Got a “Document Upload Pending” message? This means you have successfully completed your document upload.
❖ Can’t upload documents? Be sure you’re browsing in Chrome, try clearing your cache or using an incognito browsing window. Or, come back at a later time and try again. If those do not work, contact Lendistry.
❖ Close all but one tab on your screen when uploading documents. Multiple open tabs may cause errors.
❖ Only Part 1 of the application is required to be completed for an on-time submission. If any or all of your documents are missing, Lendistry will contact you to provide them during the application review process. However, your application can be processed more quickly if you upload your documents in the correct categories in advance.

B. ELIGIBILITY

❖ Have an tax exemption under IRS Code sections 501(c)(3), 501(c)(6), or 510(c)(19) OR an established business
❖ Have been in operation prior to June 1, 2019 (even if not incorporated or tax exempt until a later date)
❖ Are currently operating or have a clear plan to re-open when permitted
❖ File informational tax returns form 990, 990-N, 990-EZ, or the 990 postcard (see below for additional information) OR
❖ Had annual gross revenue of between $1,000 and $2.5 million in 2019
❖ Are corporations, cooperatives, or unincorporated associations
❖ Are not religious institutions

6) Gather your information and documents:
❖ 2019 form 990 (or 990N, 990EZ, or 990 postcard) OR 1040/1040SR w/ Schedule C Don’t have this? See below
❖ RRF-1 (if applicable - click here to find your RRF-1)
❖ Articles of Incorporation
❖ Certificate of Organization (if applicable)
❖ Fictitious Name Registration (if applicable)
❖ Government-Issued Business License (if applicable)
❖ Government-Issued ID for the applicant (such as driver’s license or passport)
❖ Application Certification form Non Profit or For Profit
❖ Gross revenue for 2019 (line 12 on the 990; line 9 on 990EZ, OR line 1 or Schedule C of 1040/1040SR - others see below)
❖ Revenue for the period 4/1/19 to 9/30/19
FREQUENTLY ASKED QUESTIONS

BEGINNING AN APPLICATION

*When beginning an application, I’m asked to sign into an account, but I haven’t created one yet. What should I do?*

Choose “Click Here to Apply” to begin an application.

**Be sure you are using the correct application form.**

*I cannot login to upload my documents.*

Be sure you have login under the portal you created your account and with your application login credentials. [https://californiansforthearts.mylendistry.com/#/login](https://californiansforthearts.mylendistry.com/#/login)

*Can I submit more than one application?*

Yes, but only one application for a nonprofit and one for a small business. Submitting more than one application in either category may cause both to be disqualified. For example, if you volunteer with a nonprofit and have a small business, you may submit one application for yourself and one for the nonprofit. Use a different email address for each application.

*I accidentally started or submitted more than one application. What should I do?*

Lendistry recognizes that due to technical issues some applicants create more than one application. During the review process, these will be identified, and applicants will be contacted to resolve any redundancies. If you have both a completed and an incomplete application in the system for the same organization or individual, email Lendistry to request a withdrawal of the incomplete application. Include the application number if you have it.

*I started an application on the for profit form rather than the nonprofit form. What should I do?*

You must start a new application on the correct form, then send an email to careliefgrant@lendistry.com and withdraw the incorrect application. Include the application number you wish to withdraw and explain why.
I started an application on the nonprofit form rather than the for profit form. What should I do?

You must start a new application on the correct form, then send an email to careliefgrant@lendistry.com and withdraw the incorrect application. Include the application number you wish to withdraw and explain why.

When can nonprofit arts and cultural organizations apply?
- If you are not funded in Round 8:
  - Did you apply and get waitlisted in Rounds 1-6? Don’t reapply; you return to the waitlist
  - Did you apply for the first time in Round 8? You MUST reapply in Round 9 (only if your annual revenue is less than $2.5 million)

Applicant Data

Who should I list as the applicant?
If you have an Executive Director/Owner, that is preferred, but not required. The applicant can be anyone who is authorized to apply for funds on behalf of your organization. Lendistry is required to verify that the applicant is associated with the organization, so if the applicant is not easily identifiable (on the tax returns or the organization’s web page, for example), the applicant may be required to provide additional documentation like a resolution showing the applicant is authorized. Note also that the applicant will have to provide their personal information.

Who is the “owner”?
The applicant.

What do I enter for ownership percentage?
Enter 100%. Lendistry knows nonprofits don’t have owners.

What if I put a different percentage for ownership on a prior application?
Don’t worry about it. Lendistry will accept other answers.

I’m not comfortable giving my Social Security number or DOB. What should I do?
Unfortunately, the program requires this information from the applicant.

How will my personal data be used?
Lendistry states that the data will be used to confirm the applicant’s identity and to eliminate fraudulent applications. A “soft” credit check will also be completed to confirm identity and to comply with other federal regulations such as OFAC.

What if my credit is poor?
We have been assured that the applicant’s credit score will not be checked and will have no impact on eligibility or prioritization for the program.

Will this affect my credit score?
Soft credit checks do not affect an individual’s credit score.
Government ID

**What government ID is acceptable?**
ID issued by any unit of government in the U.S. is acceptable; the ID is not required to be issued in CA. An example is a driver's license of the individual applying.

Eligibility

**I’m an independent contractor/gig artist - am I eligible?** Yes! As long as you are filing your 1040 Schedule C and have your 1099’s,

**Are all-volunteer organizations, (those with no staff) eligible to apply?**
Yes. We are very pleased that this is the case; these organizations were not eligible for PPP loans.

**I received funding from both PPP and EIDL, can I still apply for the Relief Grant?**
Yes, provided that you have eligible expenses not already funded by either of these sources.

**My organization is fiscally sponsored; are we eligible?**
No.

**Are fiscal sponsors eligible?**
A fiscal sponsor may submit one application for its own organization. Fiscal sponsors may not apply on behalf of the organizations they sponsor.

**Are CDFIs eligible?**
No.

**Are religious institutions eligible?**
Generally, no. However, if the religious institution operates a nonprofit or community services, they may be eligible if:

The organization operates under a separate 501(c)(3) from the religious institution.

**OR**

More than 51% of operating revenue is for non-religious activities.

**AND**

The organization does not “restrict patronage”.

**Define “restrict patronage”.**
Restricted patronage applies to organizations such as social clubs, or those not accessible to the general public. Organizations that serve a specific population, (for example, people with a particular medical condition, or those that serve a specific geographic area) are not considered to restrict patronage.

**Are organizations who are headquartered outside of California eligible?**
Yes, provided that there is a valid physical address and real, tangible activities being provided in CA. For example, a local affiliate of a national organization doing homebuilding would be eligible, but a phone bank that makes calls around the country would not be.
Eligibility by Gross Revenue

What determines if my revenue is between $1,000 and $2.5 million?
Line 12 from your 2019 form 990 or line 9 from your 2019 form 990EZ. Read on if you file the 990N or postcard. Your 2019 Tax Returns.

My organization uses a fiscal year that is different from the calendar year. Does this matter?
No. Look at your 990 and see what year it is for (there will be only one year listed). Choose the one with 2019 printed on the top.

My organization files a 990-N, 990-EZ or the 990 postcard. Are we eligible?
Yes. The short forms are for smaller nonprofits, so you’ve already established revenues are below $2.5 million. Now you must provide documentation showing more than $1,000 in revenues. (The short forms do not ask for revenues and so don’t demonstrate that.) If you completed California form RRF-1 for the California Attorney General’s (AG’s) office, you can get a copy of it here. Otherwise, attach anything you have, like a financial report, that shows your annual revenue in 2019.

(For nonprofits) I don’t have a 2019 form 990 available. What should I do?
*Update 3/24/21* - A 2019 form 990 is a required document for a complete application. It must be provided to Lendistry by May 17 (to accommodate extensions).

My organization had exceptionally high revenue in 2019 due to special circumstances such as a capital campaign, pass through grants, restricted grants, etc., and our revenue for that year exceeds $2.5 million. Can numbers for those revenue sources be “backed out” so we can qualify?
No.

My organization’s income was atypically low in 2019. Can an average of several years be used to show a more realistic annual income?
Perhaps. Submit 990s for additional years. Write a (very, very brief) explanation and upload it with your documents. We have not received clear information about this from Lendistry.

2019 to 2020 Income and Revenue Comparison
When providing income figures for 2020, should I include PPP and EIDL received?
No.

Eligible Expenses

What is the time period for eligible expenses?
March 1, 2020 to date for COVID19 related expenses. (As nonprofits we are used to asking for funding for future expenses. This program is designed to fund past expenses not already covered by other sources.)

My organization received Covid-related assistance from other sources or programs. Am I still eligible?
Yes. However, you cannot “double dip”. Expenses already funded from other sources cannot also be submitted for a Relief Grant. (For example, if you paid Person A in September 2019 with PPP funding, you cannot pay Person A for that same month with this grant. You can pay Person A for work in other periods of time.)

**If the organization got a PPP loan and is required to pay any of it back, is that an eligible expense?**
No.

**Do I have to report any municipal or county Covid-related grant funding?**
Yes. This should be listed along with your federal assistance (PPP and/or EIDL) as directed above. If there are not enough lines available to list all your sources on the application, list the total. Then create a list of your sources and amounts and upload it with your documents.

**Are lost revenues eligible expenses? For example, a special event was cancelled, a grant was withdrawn, we couldn’t provide contracted services and get reimbursed.**
No.

**We had to draw down on operating reserves to fund our operations. Is replacing reserves an eligible expense?**
No.

**Is equipment an eligible expense?**
Yes, if it is required to operate due to Covid conditions.

**What if my eligible expenses don’t total the grant amount? What if I don’t need the full grant amount?**
If you prefer to receive a lesser amount, you can discuss this during the grant review process.

**Dropdown Menus & Data**
**Am I still eligible if my organization’s activities don’t fall under the four priorities?** (Food Provision, Emergency Housing, Childcare, Workforce Development)
Yes. There are many factors that will be considered in priorities for awards. Lendistry has not shared all the factors or their weightings.

**I went to the site to obtain a NAICS number, but none of the categories apply to me. What should I do?**
Do your best to choose the number that is most closely related to your organization’s activities. Lendistry understands nonprofits don’t fit neatly into these categories.

*Do not pay for a NAICS number.* Beware of scam websites requiring payment.
The U.S. Census Bureau offers a service called Dr. NAICS, to help you figure out your code. Email naics@census.gov or call 1-888-75NAICS.

**What is B2B and B2C?**
Business to business and Business to Consumer. Most nonprofits are business to consumer.

**What should I do if none of the choices in a given field are accurate for my organization?**
Choose what is closest. Lendistry understands that this question and others create dilemmas.

I'm uncomfortable completing the application certification because I had to make choices I don't feel are accurate. What should I do?
Complete the certification and attach a 1-2 sentence explanation. We continue to make the program administrators aware of the difficulties posed.

How do I answer questions about ownership race/ethnicity and demographics?
Ownership race/ethnicity should be for the Executive Director/Owner or highest ranking person in operations. Demographics should reflect the owner or board and senior management. When you have to make choices, choose what is closest. Lendistry is aware that this question doesn't fit into nonprofit categories.

Uploading Documents
Is there a limit to the number of documents/pages that can be uploaded?
There is no limit to the number of pages, but individual documents cannot be larger than 15MB. If your document is larger, either compress it before uploading or make it into two clearly labeled documents (such as “990 Part 1 and 990 Part 2).

Upload each set of documents individually under each appropriate category.

How do I upload documents?
In the application click on the document title to upload each individual document. If you are attaching an explanation for one of your answers, include it with one of the required documents or as an “other” document. Do not upload all of your documents into one document category, but rather use the list to choose each document to be uploaded.

Note that you may receive emails from Lendistry inviting you back to check your documents. Uploading documents into the correct categories helps Lendistry process your application faster. If you check and they look good to you, there is no need to continue checking your application.

My documents won’t upload. What should I do?
Do not refresh your screen; it may make the problem worse. Try clearing your cache and/or opening an incognito window in the browser. *(see tech tips above)* If neither of those work, contact Lendistry @ 888-612-4370.

How do I find the Application Certification and how do I fill it out?
You can access the Application Certification in one of two ways:
- It will pop up as you upload your documents.
- You can get a copy from the home page of the website: [https://careliegrant.com](https://careliegrant.com) (**nonprofits - be sure to choose the nonprofit form**) 
In either case, you can download the form to your computer and upload it with your documents, or you can print it, fill it out, take a photo and upload it with your documents. *(Be sure to follow the guidelines for photos; scroll through this document to see examples. Sloppy photos will be rejected.)*

Other
**Should I include contractors in my employee count?**
No. If all of your staff are contractors, your answer to the number of employees is 0. This is because contractors can apply on their own as small business owners.

**How do I answer the questions about job numbers?**
- Jobs retained – the number of employees as of 12/31/20
- Jobs created – the number of new jobs or employees recalled in 2020

**What should I do if my organization uses a P.O. Box?**
P.O. Boxes should only be used if there is absolutely no other address available, because Lendistry must verify that there is a physical location associated with the application. You may use a staff or Board member’s address. If you have no local mail delivery in your community, you may use a P.O. Box, but then create a document with a very brief explanation and upload it with your other documents.

**Why do I need to provide our organization’s banking information?**
If you receive a grant, Lendistry will provide your funds directly to your account. Lendistry does not provide paper checks.

**What bank information do I need to provide?**
You will need to provide an ACH number and password. Note that this is not the same information you provide to receive a wire transfer.

*I’m uncomfortable providing my organization’s bank account and password. What should I do?*
This information is required because grant awards will be made via electronic transfer. You must provide it in order to receive your funds; Lendistry does not disperse funds by check or other means.

*My organization doesn’t have a bank account. What do I do?*
If you are selected to receive a grant, you must have a bank account to receive the funds.

**How do I know if I completed the grant application?**
Look for the confirmation message in Section 8 of the application and/or an email from Lendistry. Note that you only need to complete the first section of the application to count for an on-time submission. Lendistry can process your application faster if the documents are uploaded correctly, but this is not required for an on-time application.

**ALREADY APPLIED?**

Don’t know your application status?  
OR log in to your application to see the message in red

*I started but did not complete an application. Can I complete it now?*
Yes. Use the link in the email you received to set your password to log back in and complete your application.
If my application is successful, when will funds be available?
A maximum of 45 days after all required documents are submitted, although Lendistry sends out payments on Tuesday and Thursday each week. Check your bank account regularly; Lendistry does not send out notices when funds are disbursed.

I completed and submitted my application, but now I need to make an edit. What should I do?
Email Lendistry at careliefgrant@lendistry.com with the subject line in capital letters “FINISHED APPLICATION EDIT REQUEST”, and list the items that need to be updated.

What’s DocuSign?
If you are unfamiliar with DocuSign, you can see a video here:

Who can sign the Grant Agreement?
This document must be signed by an owner/employee or Board member who is listed on the Statement of Information the organization files with the Secretary of State. If you need to update the document so current staff or volunteers can sign, you can click here. Upload the updated Statement of Information and evidence that the filing fee (a nominal fee) was paid.

I haven’t heard from Lendistry. What should I do?
Lendistry reports that all applicants have been contacted. If you haven’t heard anything:
❖ check your spam folders and junk mail filters (especially if you started more than one application and used more than one email address)
❖ ensure that your email address does not contain “info@”, “noreply” and “contact.com”.
❖ After that, you must contact Lendistry directly at: 888-612-4370.

I was waitlisted. What should I do?
Waitlisted applications from Rounds 1-6 will automatically be considered in Round 7 & 9. You do not need to do anything until you hear from Lendistry. For arts and cultural organizations only:
➢ Did you apply and get waitlisted in Rounds 1-6? Don’t reapply; you return to the waitlist
➢ Did you apply for the first time in Round 8? , You MUST reapply in Round 9 (only if your annual revenue is less than $2.5 million)

I was denied because I used the wrong application form. Can I apply again?
If your application was denied because you applied on the wrong form you may apply again in Round 9.

My organization received a grant in an earlier round. Can we apply again?
No. An organization may only receive one grant from this program.
My organization was denied because our 2019 form 990 wasn’t available. Can we reapply?
This rule is under review. Check our website daily or contact reliefgrant@californiansforthearts.org.

For additional assistance, contact:
Californians for the Arts: reliefgrant@californiansforthearts.org or Tara Graviss White at (916) 905-5397
Lendistry: careliefrageant@lendistry.com or 1-888-612-4370

Californians for the Arts worked hard to ensure that arts & culture organizations were eligible to apply for these funds and continues to advocate for creative industries inclusion in small business COVID-19 relief programs. Contact us for assistance, and best of luck to all of you.