

Thurston County Rent Assistance Guide

Am I Eligible?

Eligible applicants have a gross income (before taxes) at 80% of Area Median Income or less. For example, a household of 1 would need to make less than \$50,550 a year. Income documentation is needed for the last 60 days or 2021.

2022 Area Median Income (AMI)

# in Household	80% AMI in Thurston County
1	\$50,550
2	\$57,750
3	\$64,950
4	\$72,150
5	\$77,950
6	\$83,700
7	\$89,500
8	\$95,250

Eligible applicants are experiencing financial hardship and housing instability during March 2020-present.

What can Thurston County Rent Assistance cover?

Thurston County Rent Assistance can pay past-due rent, up to three months of future rent and past-due utilities (including Internet). The program can also cover some other housing costs such as move-in fees and other costs associated with your rental housing.

How do I apply?

There are two ways to apply:

- 1) You can apply online with LiveStories/FORWARD.
- 2) You can apply with a partner organization (if you can't apply online). See list of partner organizations near the end of this document.

How to apply online with LiveStories/FORWARD

Before you start your application, use the [Application Worksheet](#) to prepare your information and gather your documents to upload. You can take photos or scan digital copies to upload to your online application.

First create a FORWARD account:

- 1) Go to <https://bit.ly/ThurstonFORWARD> and then click on "Create a tenant or household account" below the log in.
- 2) This will take you to a page to create an account with your name and email address.
- 3) After you enter your name and email, check your email for a confirmation email to confirm your account. In the email, you click the "click here" link to confirm your account.
- 4) Then it prompts you to create a password and then log in.
- 5) Once you're in, select APPLY to fill out the online application and upload your documents.

Completing the application:

- The application prompts you to fill each part out and highlights the areas with missing information.
- You can edit one section at a time. There are drop down menus with options to select.
- You can upload your documents to the documents section in any file format. You can take photos of your documents and upload the photos.
- Some documents will be provided by your landlord to verify or confirm the information you provided. You do not need to collect these documents, LiveStories will reach out to your landlord.
- Provide as many of the documents to support your application as possible. Incomplete applications take longer to process.
- The application questions after the document upload section need to be answered right before you submit the application – they don't save.
- An Intake Specialist will contact you and your landlord via email/text/phone to finalize the updated application.

Having trouble with the online application?

- Call the LiveStories Help Desk: 1-855-582-3973
- For more information and video tutorials: bit.ly/ThurstonCountyTenants.
- Information for landlords/property managers at: bit.ly/ThurstonCountyLandlords.

Not able to apply online? Apply with a Partner Organization

If you don't have access to email, Internet, etc. or have limited skills using a computer, please find the partner organization that serves clients who fit your description.

Are you age 60 or over?

[Senior Services for South Sound](#) – Contact: assistance@southsoundseniors.org, 360-586-6181 ext. 135

Are you applying for your family with children?

[Family Support Center of South Sound](#) – Contact: trap@fscss.org, 360-754-9297

Are you fleeing or are a survivor of domestic violence or sexual assault?

[SafePlace Olympia](#) – Contact: safeplace@safeplypia.org, 360-754-6300

Are you Indigenous/Native American or a survivor of human trafficking?

[Innovations HTC](#) - Contact: erap@innovationshtc.org, 360-706-1262

Are you an immigrant or refugee, speak Spanish or a native language of Central or South America?

[CIELO](#) – Contact: Cristian@cieloprograms.org, 360-968-0571

Do you not have access to or ability to use email, Internet or a computer?

[Thurston County Office of Housing & Homeless Prevention](#)

Contact: RentAssistance@co.thurston.wa.us, 360-490-7648

Are you working with the Eviction Resolution Pilot Program at the Dispute Resolution Center?

[Thurston County Office of Housing & Homeless Prevention](#)

Contact: RentAssistance@co.thurston.wa.us, 360-490-7648