



Elevate MV Frequently Asked Questions (Updated January 10, 2023)

Participant Specific

Q: How can I apply (*closed no more applications*)?

A: An online application was made available on September 16, 2022, at 8 am. A link to the application was found at <https://www.mountainview.gov/elevatemv>.

Q: How many participants will be selected?

A: 166 extremely low-income residents will be randomly selected by the University Pennsylvania Center for Guaranteed Income Research (UPenn CGIR) to receive the cash payment of \$500 a month for two years.

Q: When will participants be notified if they are selected or not? When will the program begin?

A: The application/survey was available on September 16, 2022, at 8 am through September 25, 2022, at midnight. On the 1st week of October, Community Services Agency (CSA) began contacting the randomly selected treatment group of 166 participants. Eligibility was verified and confirmed by CSA. Information and provided to Community Financial Resources the fiscal payment processor to establish payment. The first payment was disbursed on December 15, 2022.

Q: What if my contact information has changed?

A: If your contact information changed after you have been confirmed in the program please contact CSA, the non-profit implementation partner.

Q: How many participants have been selected and by whom?

A: There will be 166 extremely income low-income residents, chosen randomly by the University of Pennsylvania Center for Guaranteed Income Research (UPenn CGIR) to receive \$500 a month for 2 years. Additionally, another 132 applicants will be randomly selected by UPenn CGIR to participate in the research component of the program called a “control group” receiving no monthly cash deposit.

Elevate MV Frequently Asked Questions Continued

Q: What is a “control group” for? Is there a benefit to participating?

A: This program is a research study. A “control group” is a group of participants in the research study who will not receive monthly cash deposits but will participate in surveys and interviews about wellbeing and will receive gift cards for their participation. This allows us to compare the information with the “treatment group” which is the group selected to receive the monthly cash deposit. This will help us see changes each group has depending on their access to the monthly cash deposit. Participants for the control group will be randomly selected and invited. If an individual chooses to participate in the research study as part of the control group, they will receive a \$50 gift card for each survey completed (there will be four future opportunities to complete surveys)

Q: If selected to participate in the program, how much money will I receive? Does the money have to be used in a certain way?

A: Elevate MV treatment participants receive a no-strings-attached \$500 monthly cash deposit for 2 years. Participants can use the money however they see fit to meet their needs

Q: Is there any reason that the City of Mountain View would stop payment to a participant?

1. If you provide inaccurate information to the City in your application or at any other time
2. If you are no longer a resident of the City and you do not notify the City
3. If you no longer qualify to participate in the Elevate MV program for any reason

Q: I was not selected to participate but I still need help. Are there any resources available to me?

A: Yes, there are many programs available throughout the City of Mountain View you can access. Visit the [Resources page](#) on this website to learn more about what programs and resources are available to you.

Q: Will Elevate MV funds impact my existing public benefits?

A: We are invested in ensuring that existing public benefits are minimally impacted by Elevate MV funds. All selected participants were offered benefits counseling to ensure they fully understand their unique situations before deciding to continue in the program. [The City of Mountain View received a waiver approval for income exemption for both CalWORKs and CalFresh eligibility purposes.](#)

Q: If I was selected, when and how will I receive the \$500 each month?

A: Selected participants who complete program enrollment are provided a debit card or a savings account which will be loaded with funds on the 15th of each month for 24 months.

Elevate MV Frequently Asked Questions Continued

Q: I didn't get a confirmation e-mail or text, was my application received?

A: Completing the application should get you to a final screen that reads:

We thank you for the time spent completing this application survey! This message confirms that your application has been received and recorded. You will not receive confirmation other than this message. If you need a copy for your records, please screenshot or take a picture of this page.

If you are selected to participate in the study, you will be contacted at a later date. For more information and updates, please visit the pilot website [here](#).

As long as you saw that screen, you have been entered into the random selection process! Because the information you shared in the application is protected and confidential, the program partners, including CSA and the City of Mountain View are not allowed to know who has applied for the pilot—only the independent research team at the Center for Guaranteed Income Research has access to that information right now.

Q: The application asks very personal questions about my life. Why do you want to know things like how I identify, how I feel, or what my finances are like?

A: The application is designed by researchers at the Center for Guaranteed Income Research—the questions are chosen because they will help build a better understanding of the impact that finances may have on our well-being and everyday lives. There are many unanswered questions about how guaranteed income works—including whom it works for, and what effects it can have. Learning more about the answers to these questions will help us build better policies and programs in the future. The information you share will never be linked to you directly and it will be de-identified before it is analyzed, so your information will remain confidential and private.

Q: I finished my application, and it was recorded, what happens now?

A: The applications are processed by independent researchers at the Center for Guaranteed Income Research at the University of Pennsylvania to make sure there are no duplications and that all entries meet the Mountain View eligibility criteria. Once the applications are cleaned, they are then randomly sorted into three different groups to ensure no bias:

- Treatment participants: people who will receive the monthly cash and will be eligible to participate in compensated surveys so we can learn more about guaranteed income.
- Control participants: people who will not receive the monthly cash, but who will be eligible to earn gift cards by taking research surveys during the pilot so we can learn more about Mountain View and our residents' needs.
- Non-participants who are not a part of the study and will not be contacted in the future.

Q: How will I know if I've been chosen to participate?

Elevate MV Frequently Asked Questions Continued

A: Staff from the Mountain View Pilot (CSA) will start contacting recipient participants to notify them as soon as the random selection process has been completed.

If you have been selected to participate in the control participant group or “survey” group, you will receive notification from staff who are helping with the research and who will have more information for you.

Q: I haven't heard from anyone, does this mean I haven't been chosen?

A: The City of Mountain View will be updating this website once all notifications are complete. If you check the website and it says we have finished notifications to participants, but you have not been contacted, then you have not been selected to participate.

Q: Why won't I get a notification if I am NOT selected?

The information you shared through the application can only be used for research purposes, so the program team for Elevate MV is not allowed to have access to the data for non-selected individuals. This means we can't contact you to tell you if you haven't been chosen to participate. Check this website to stay up to date on the notification process.

Q: If someone submits more than one application, does that increase their chances of getting selected?

A: No, researchers at the Center for Guaranteed Income Research will remove duplicate entries before randomly selecting participants. Multiple entries won't increase the likelihood that someone is selected.

Q: I want to start the application over but when I open the link, it takes me back to where I left off. What should I do?

A: Clear all cookies and your browser or history or open the survey in a private browsing window.

Elevate MV Frequently Asked Questions Continued

General Audience

Q: Who will be eligible to participate in the pilot program?

A: Mountain View Residents that are at or below 30 percent of the Santa Clara County *Area Median Income* (AMI); are pregnant or are custodial care giver to a child at home 18 years or younger.

Q: What criteria will be used to evaluate the program's effectiveness?

A: Working with a qualified research partner, one such mechanism to evaluate the program's effectiveness is utilizing a Randomized Control Trial (RCT) developed by the University of Pennsylvania Center for Guaranteed Income Research (UPenn CGIR). An RCT includes both a treatment group (166 people) and a control group (132 people).

Since the control group does not receive the cash payment, outcomes will be compared across both groups to ascertain whether members of the treatment group report better physical, mental, social, and economic situations after the pilot.

Q: What is the purpose of the control group, and the benefits for participants in the group?

A: The control group will be made of households who do not receive the monthly cash payment, but closely resemble the participants who are receiving payments. This allows researchers to determine the impact of the additional income on those who received it and those who did not. Participation incentives are being developed for control group members.

Q: Will participation in the program affect a participant's existing public benefits?

A: Prospective participants will receive counseling regarding the impact the cash payments will have on all benefits. The prospective participants will sign an Informed Consent stating that they understand the risk at the time of selection and enrollment into the program.

Q: How will payments to program participants be disbursed?

A: Payment will be through one to two mechanisms. The first will be a debit card. The second will be a savings account.

How is the program being funded?

A: Mountain View City Council approved the use of the City's American Rescue Plan Act (ARPA) allocation for the Department of Community and Human Services. ARPA, enacted by Congress

Elevate MV Frequently Asked Questions Continued

and signed into law by President Biden on March 10, 2021, provides funding for many programs and services nationwide. The City also received a \$100,000 donation from the Silicon Valley Community Foundation.

Q: Whom are the partners supporting the initial planning and development of this pilot?

A: Elevate MV is operated through the City's partner Community Services Agency (CSA), supported by YMCA, working with the payment processor Community Financial Resources. This pilot program is at its heart a research study and will be a part of a national study conducted by the University of Pennsylvania Center for Guaranteed Income Research.

Q: How can I learn more about the pilot?

A: The City of Mountain View has additional information posted at <https://www.mountainview.gov/ElevateMV>

Q: What is guaranteed income?

A: Guaranteed Income is a cash payment, provided to participants monthly with “no strings attached” – meaning participants have the freedom to choose how to spend the money as they see fit.

Q: Will participants need to claim this money on their taxes as income?

A: No; Elevate MV funds are structured as a “gift;” which will ensure program participants will not be required to claim payments as income on their taxes. As a result, participants will not be required to pay taxes on this money.

Q: Will this be available to any City of Mountain View resident regardless of immigration status?

A: Yes, those who otherwise do not qualify for enrollment in federal benefit programs are eligible to apply and participate in the Elevate MV pilot.

Q: Do you have to be 18 years of age or older to apply?

A: Yes, you must be 18 years of age or older to apply.

Q: Is there a limit to how many people per household can apply?

A: Yes, only one application per household will be allowed.

Q: Would someone with a 100% disability be able to apply for this program?

Elevate MV Frequently Asked Questions Continued

A: Yes.

Q: Is there a paper option or other opportunity to apply to the program if I don't have internet access?

A: Applications will be electronic only. However, there will be several sites/locations around the city for people to get online and submit an application. You can find an application hub and sign up to use a computer to apply: <https://www.mountainview.gov/elevatemv>