What documents do I need and how do I upload them?

Required Documentation
Depending on your responses to application questions some or all of the following documents may be required.

  - 2019 IRS Federal Form 1040

- Copies of supporting documentation for household Nontaxable Income received. **Documents must contain applicant or co-applicant name, amount received, and frequency of receipt.**
  - Social Security Income: Provide SSA-1099 or SSI statements/letters for all family members receiving benefits.
  - Welfare: Provide budget letter or notice of benefits from the appropriate agency.
  - Supplemental Nutrition Assistance Program (SNAP): Provide budget letter or notice of benefit from the appropriate agency.
  - Temporary Assistance for Needy Families (TANF): Provide budget letter or notice of benefit from the appropriate agency.
  - Housing Allowance: Provide benefit statement or enrollment and payment letter.

- Additional documents may be required if the AGI plus nontaxable income is in-between 101%-200% for the Bridge the Gap Digital Wallet and if there is a decrease in income due to Covid-19. If your income is already below the range then these documents are not required.
  - 3 months’ of bank statement only showing credits/deposits
  - Unemployment letter dated between March 2020 and present

For assistance submitting documents for your application please contact FACTS at 844-649-2921
How to upload your documents

Upon submitting your application you will automatically be taken to the document section to begin submitting documents, however if you leave the application and return then log into your FACTS account and select “View FACTS Application” or “Continue FACTS Application” from your dashboard. The option that appears will depend on if you have already fully completed the application process or had just started previously.

When viewing your Application Summary page you will be able to view what documents are required.

To upload documents you can click on either the Upload your required documents link or the Upload button on the bottom of the page. Documents can be uploaded through any device, including mobile devices.

- Once the applicant has chosen to upload their documents the upload documents window populates listing Taxable and Non-taxable document options.
- Once the document type has been selected click the “Ready to Upload” button.

You can choose to upload either PDF or Images-JPEG. If you are choosing to upload an image-JPEG this image must be vertical, as horizontal images are not accepted. Once the image has been selected click the “upload” button.

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You will then receive a message once your file has been uploaded successfully. If you have additional documents to upload you can click “upload another document” and this will allow you to continue uploading documents to your application.