**FAYETTEVILLE URBAN MINISTRY EMERGENCY ASSISTANCE PROGRAM DESCRIPTION**

\*\*IN ORDER TO QUALIFY FOR EMERGENCY ASSISTANCE, THE CLIENT MUST BE A CUMBERLAND COUNTY RESIDENT and CANNOT EXCEED THE NORTH CAROLINA INCOME GUIDELINE DETERMINED BY DSS AND OR THE FEDERAL GOVERNMENT.

* **UTILITY ASSISTANCE :** WHEN FUNDS ARE AVAILABLE/FIRST COME FIRST SERVE(UP TO $250.00)

**CLIENT MUST PROVIDE THE FOLLOWING DOCUMENTATION:**

1. DOCUMENTATION OF THE CRISIS ALONG WITH ANY NECESSARY VERIFICATION
2. VERIFICATION OF ALL HOUSEHOLD INCOME
3. DISCONNECT NOTICE
4. PICTURE ID OF ALL ADULTS
5. CHILDRENS BIRTH CERTIFICATES/CUSTODY PAPERS
6. LETTER ON LETTER HEAD FROM LANDLORD STATING THEY ARE NOT BEHIND IN RENT OR FACING AN EVICTION
7. LEASE
8. RECEIPT OF CLIENT’S PAYMENT IF BILL EXCEEDS $250.00
9. CERTIFICATION OF COMPLETION OF FINANCIAL LITERACY PROGRAM
10. MUST BE A CUMBERLAND COUNTY RESIDENT

* **RENT ASSISTANCE:** WHEN FUNDS ARE AVAILABLE/FIRST COME FIRST SERVE(UP TO $250.00)

**CLIENT MUST PROVIDE THE FOLLOWING DOCUMENTATION:**

1. DOCUMENTATION OF THE CRISIS ALONG WITH ANY NECESSARY VERIFICATION
2. VERIFICATION OF ALL HOUSEHOLD INCOME
3. EVICTION NOTICE OR COURT DOCUMENTS
4. LETTER FROM LANDLORD ON LETTERHEAD STATING THEY ARE WILLING TO WORK WITH THE TENANT OR VERIFY CLIENT IS NOT BEHIND IN RENT OR MORTGAGE.
5. PICTURE ID OF ALL ADULTS
6. CHILDRENS BIRTH CERTIFICATES/CUSTODY PAPERS
7. THE BILL RECEIPT OF CLIENT’S PAYMENT IF BILL EXCEEDS $250.00
8. UTILITY BILL
9. CERTIFICATION VERIFYING COMPLETETION OF FINANCIAL LITERACY CLASS
10. MUST BE A CUMBERLAND COUNTY RESIDENT

* **LUMBEE RIVER ASSISTANCE:** WHEN FUNDS ARE AVAILABLE/FIRST COME FIRST SERVE(UP TO $150.00)

**CLIENT MUST PROVIDE THE FOLLOWING DOCUMENTATION:**

1. CLIENT MUST HAVE A QUALIFYING CRISIS THAT LUMBEE RIVER EMC APPROVES.
2. CLIENT MUST PROVIDE ANY NECESSARY PAPERWORK SHOWING THE CRISIS SITUATION.
3. RECEIPT SHOWING THE BALANCE WAS PAID IF BILL IS OVER $150.00
4. VERIFICATION OF ALL HOUSEHOLD INCOME
5. DISCONNECT NOTICE
6. PICTURE ID OF ALL ADULTS
7. LETTER FROM LANDLORD ON LETTERHEAD STATING THE CLIENT IS NOT BEHIND IN RENT OR FACING AN EVICTION
8. CHILDREN’S BIRTH CERTIFICATES
9. MUST NOT BE ON PRE-PAY OR PAY AS YOU GO
10. MUST BE A CUMBERLAND COUNTY RESIDENT

* **EMERGENCY CASH ASSISTANCE:** TO RECEIVE ASSISTANCE FOR EMERGENCY CASH ASSISTANCE THE CLIENT MUST BE IN A DIRE SITUATION. MOST CLIENTS IN THIS SITUATION ARE REFERRED FROM OTHER AGENCIES AND PARTNERS. THIS TYPE OF ASSISTANCE CAN INCLUDE BUT NOT LIMITED TO:
* SINGLE DAY/30 DAY BUS PASS
* GREYHOUND- ONE WAY TICKET
* HOTEL STAY
* GAS CARD FOR $10.00 TO $20.00

***FOOD PANTRY:*** TO QUALIFY FOR THE FOOD PANTRY SHOPPING EXPERIENCE BASED ON FAMILY SIZE THE CLIENT MUST BE A CUMBERLAND COUNTY RESIDENT AND BE-ABLE TO PROVIDE CERTAIN DOCUMENTS TO QUALIFY EVERY SIX MONTHS.

1. PICTURE ID’S OF ALL ADULTS IN HOME
2. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS
3. CURRENT LEASE/UTILITY BILL
4. VERIFICATION OF ALL INCOME

**FAMILY ALTERNATIVE FOOD BAG:** IF A CLIENT LIVES WITH FAMILY, FRIENDS OR HOTEL THEY DO NOT QUALIFY FOR OUR SHOPPING EXPEIRANCE AND HAS CHILDREN. HOWEVER, THEY DO QUALIFY FOR ENOUGH FOOD TO FEED THEIR FAMILY WITH FOR A FEW DAYS. TO QUALIFY THEY JUST NEED TO PROVIDE US WITH A PICTURE ID AND THIS SERVICE IS PROVIDED ONCE A YEAR.

**ALTERNATIVE FOOD BAG:** IF A CLIENT WITHOUT CHILDREN LIVES WITH FAMILY, FRIENDS, OR HOTEL THEY DO NOT QUALIFY FOR OUR SHOPPING EXPEIRANCE. HOWEVER, THEY DO QUALIFY FOR ENOUGH FOOD TO FEED THEIR SELVES WITH FOR A FEW DAYS. TO QUALIFY THEY JUST NEED TO PROVIDE US WITH A PICTURE ID AND THIS SERVICE IS PROVIDED ONCE A YEAR.

**HOLIDAY FOOD BAG:** HOLIDAY FOOD BAGS ARE GIVEN ONCE A YEAR IN THE MONTH OF DECEMBER TO QUALIFYING CLIENTS. TO QUALIFY A CLIENT MUST PROVIDE THE FOLLOWING DOCUMENTS:

1. PICTURE ID’S OF ALL ADULTS
2. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS
3. VERIFICATION OF ALL INCOME
4. CURRENT LEASE/UTILITY BILL

* **FIRE VICTIMS/DISASTER VICTIMS:** IF YOU GET ONE OF THESE CLIENTS THEY MUST PROVIDE THE FOLLOWING DOCUMENTATIONS:

1. RED CROSS REFERRAL
2. THEIR NEW LEASE OR LETTER FROM LANDLORD THAT THEY WILL CONTINUE TO STAY AT THEIR CURRENT ADDRESS
3. PICTURE ID OF ALL ADULTS IF ABLE TO
4. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS IF ABLE TO
5. MUST BE A CUMBERLAND COUNTY RESIDENT

**FIRE/DISASTER KITS CONSIST OF:** GENTLY USED KITCHEN APPLIANCES AND UTENSILS, TV, MICROWAVE, COMFORTER SET, HYGIENE ITEMS, LAUNDRY SOAP WHEN AVAILABLE, KITCHEN TOWELS, CLOTHING AND FOOD. THIS VARIES DEPENDING ON AVAILABILITY AND DONATIONS.

* **SCHOOL UNIFORMS:** SCHOOL UNIFORMS AND SUPPLIES ARE GIVEN OUT 2-4 WEEKS BEFORE SCHOOL, UNLESS A FAMILY HAS RELOCATED OR PROVIDES A REFERRAL FROM THE SCHOOL SOCIAL WORKER EXPRESSING THE NEED.
* **CLOTHING ASSISTANCE FOR HEAD OF HOUSEHOLD:** THOSE CLIENTS THAT QUALIFY CAN SHOP IN OUR CLOTHING CLOSET EVERY 3 MONTHS. CLIENTS ARE ALLOWED 3 VISITS WITHIN A 10 DAY PERIOD BEFORE RETURNING IN THREE MONTHS. CLIENTS ARE ALSO ALLOWED UP TO 50 LBS. OF OUR COOLER ITEMS ON EVERY CLOTHING VISIT. TO QUALIFY A CLIENT NEEDS TO PROVIDE THE FOLLOWING:

1. PICTURE ID’S OF ALL ADULTS IN HOME- (FIRST VISIT ONLY PICTURE ID)
2. CURRENT LEASE/UTILITY BILL OR TYPED STATEMENT FROM LANDLORD
3. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS
4. VERIFICATION OF INCOME
5. MUST BE A CUMBERLAND COUNTY RESIDENT

* **CLOTHING ASSISTANCE FOR THE HOMELESS:** OUR HOMELESS CAN SHOP IN OUR CLOTHING CLOSET TWICE A WEEK FOR A CHANGE OF CLOTHES, SNACK PACK ONCE A WEEK AND A HYGIENE KIT EVERY OTHER WEEK. THEY ARE ALSO ALLOWED UP TO 50 LBS. OF PERISHABLE/COOLER ITEMS TWICE A WEEK. THIS PART OF THE SERVICE MAY CHANGE TO DAILY BASED ON FOOD DONATIONS AND VOLUNTEERS. THOSE WHO QUALIFY FOR THIS SERVICE MUST BE LIVING ON THE STREETS, LOCAL HOTELS, LOCAL SHELTERS OR LIVING WITH SOMEONE. CLIENTS MUST PROVIDE BIRTH CERTIFICATES/CUSTODY PAPERS OF ALL CHILDREN AND PICTURE ID IF POSSIBLE.
* **DIAPERS AND WIPES:** THIS IS AVAILBABLE BASED ON DONATIONS AND CLIENT NEEDS TO PROVIDE THE NECESSARY DOCUMENTS TO QUALIFY. A CLIENT CAN RECEIVE THIS ASSISTANCE EVERY SIX MONTHS FROM THE DATE THEY LAST RECEIVED THE SERVICE.
* **HOUSEHOLD ITEMS:** CLIENTS WHO ARE HEAD OF HOUSEHOLD AND SHOP IN THE CLOTHING CLOSET CAN RECEIVE UP TO FOUR HOUSEHOLD ITEMS EVERY THREE MONTHS BASED ON DONNATIONS. SOMETIMES THE CLIENT CAN RECEIVE MORE DEPENDING ON DONATIONS AND CRISIS.
* **HYGIENE ITEMS:** THOSE SHOPPING IN OUR FOOD PANTRY CAN RECEIVE HYGIENE ITEMS IF THEY ARE AVAILABLE. THIS SERVICE IS BASED ON DONATIONS.
* **HOMELESS ANGEL TREE:** STARTING AROUND THE BEGINNING OF NOVEMBER WE WILL PUT UP A TREE FOR OUR HOMELESS. ONLY THOSE THAT ARE ON THE STREETS OR IN LOCAL SHELTERS WILL HAVE THEIR NAME PUT ON THE TREE WITH UP TO 3 MOST NEEDED ITEMS AS GIFTS. THIS IS SOLEY BASED ON PARTICIPATION FROM OUR DONORS AND SPONSORS AND THIS SERVICE IS NOT GUARANTEED AS IT IS SOMETHING NEW OUR PROGRAM IS TRYING OUT. HOWEVER, THOSE CONSIDERED HOMELESS WHO ARE NOT PLACED ON OUR TREE RECEIVE A SPECIAL HOLIDAY BAG THAT CONTAINS HYGIENE ITEMS, FOOD ITEMS, SOCKS, AND MISC. ITEMS.

ALL CLIENTS ARE ENTERED INTO A DATABASE AND EA STAFF MAINTAINS A PAPER FILE OF ALL CLIENTS FOR 3 YEARS.