**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

**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/UTILITY BILL
4. PICTURE ID OF ALL ADULTS
5. CHILDRENS BIRTH CERTIFICATES/CUSTODY PAPERS
6. LEASE
7. MUST BE A CUMBERLAND COUNTY RESIDENT
8. MUST NOT BE ON PRE-PAY OR PAY AS YOU GO

* **RENTAL ASSISTANCE:** WHEN FUNDS ARE AVAILABLE/FIRST COME FIRST SERVE (COORDINATED ENTRY)

**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/ACCOUNT PAYABLE SUMMARY
4. PICTURE ID OF ALL ADULTS
5. CHILDRENS BIRTH CERTIFICATES/CUSTODY PAPERS
6. LEASE
7. MUST BE A CUMBERLAND COUNTY RESIDENT

* **HOMELESS RAPID REHOUSING:** WHEN FUNDS ARE AVAILABLE/COORDINATED ENTRY

**CLIENT MUST PROVIDE THE FOLLOWING DOCUMENTATION:**

1. VERIFICATION OF HOMELESSNESS
2. PICTURE ID OF ALL ADULTS
3. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS
4. PROOF OF INCOME (IF APPLICABLE)
5. 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 IS 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

**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. LEASE

* **FIRE VICTIMS/DISASTER VICTIMS:**

1. RED CROSS REFERRAL
2. NEW LEASE OR LETTER FROM LANDLORD THAT THEY WILL CONTINUE TO STAY AT THEIR CURRENT ADDRESS
3. PICTURE ID OF ALL ADULTS (IF POSSIBLE)
4. CHILDREN’S BIRTH CERTIFICATES/CUSTODY PAPERS (IF POSSIBLE)
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.
* **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.

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