
BENEVOLENCE ASSISTANCE FUND – GUIDELINES TO FOLLOW

Steps to follow when folks come to the church seeking assistance:

1. Requests are normally taken on Tuesday, Wednesday and Thursday between 2:00 and 4:00 pm.
2. Refer all people to 211 first to see if they can help them first.
3. If the individual says 211 will not help, call 211 to verify they cannot help and ask why they cannot provide assistance.
4. If 211 confirms they cannot help, check the our records Emergency Assistance notebook to see if we have helped the person before. NORMAL MAXIMUM LIMIT PER NEED IS \$50.00 - \$75.00. NORMAL ANNUAL MAXIMUM LIMIT PER HOUSEHOLD IS ASSISTANCE TWICE PER YEAR WITH A MAXIMUM TOAL AMOUNT OF \$200.00.
5. Make a copy of past-due notice as well as a copy of the individual's photo id.
6. Complete the Emergency Assistance Fund Request Form in its entirety. Make sure the individual receiving assistance signs the form verifying they did receive the assistance noted on the form. Attach the information from 5 above to the form.
7. Please make sure a check request form is completed before this form is filed in the notebook. Just leave the completed form on the Administrator's desk so she/he can complete the check request form to be sure the check is recorded on the computer records.
8. Use the same request form for any subsequent help given to the same individual or to another family member in the same household, adding new date, and all the other information that is required.

Assistance will not be give for the following reasons or under the following circumstances:

1. No cash will be given to individuals.
2. Transportation help will not be provided unless the individual can provide confirmation that they have a job waiting for them in another town. The Red Cross will help veterans with transportation on some occasions.
3. A person must have a valid driver's license before help with be given to purchase gas for their vehicle. A \$25.00 check voucher will be written to station _____ for this purpose.
4. No assistance will be provided over the telephone. The individual must bring the required information to the church before they will be considered for any assistance.
5. Never get into a car alone with a person seeking assistance for any reason.

It may be beneficial to try and counsel the individual regarding better financial management. Possibly ask about cable bill, call waiting on the phone, cell phone, etc.