

# Emergency Assistance Program

---

## General Guidelines

---

Your may reach the Emergency Assistance Program by dialing (336) 271-5959 ext. 329 or 340, 343 or 344. Financial assistance available: Monday-Friday 8:30 A.M. – 4:00 P.M.

Assistance is available for:

1. **Past due rent (after written late notice from landlord). Rental and water assistance is provided for Greensboro residents only. Assistance for hotel, room and board is not available.**
2. **Rent, water, electric and gas deposits available for subsidized housing only. All deposits are limited to one per lifetime.**
3. **Past due mortgage payments (after written late notice from the mortgage company).**
4. **Past due utility bills (after late notice for gas, electric, water, propane, oil and water).**
5. **Propane and heating oil assistance**
6. **Food**
7. **Clothing/Small household items**

**An applicant must have the following for any type of assistance:**

- A referral from the Department of Social Services, a local non-profit human service agency, or your faith community.
- Have called 336-271-5959 ext. 340 or 329 to be pre-screened before coming in for an interview.
- A picture identification card or birth certificate.
- Social Security cards for all members of your household or an official print out from an agency or organization.
- A signed lease or mortgage contract.

**In addition an applicant must have the following documentation for financial assistance:**

- Proof of household income for the past two months and current month. Please provide us with your income verification such as Work First, Social Security benefits, unemployment benefits, child support, etc. If you are working, we need to see copies of your pay stubs.
- Receipts of all paid household expenses for the past three months. Examples: utilities, daycare, telephone, car repair, appliance or furniture, life insurance, hospital or doctor, taxes, legal expenses, etc. Grocery and/or transportation receipts not needed.
- Signed Financial Aid Intake Form that determines eligibility (Form will be provided).
- Signed necessary documentation to determine eligibility (Forms will be provided).
- A lease or mortgage agreement in the names of the person(s) applying for assistance.
- Proof that the situation will not be an ongoing crisis.

**In addition for utility assistance you must have:**

- Past due, disconnection or final notice for your current utility account or a letter from the utility company to verify the amount due.
- A statement of obligation verifying the amount needed for the utility deposits.
- Proof of residency in Guilford County but cannot be a resident of High Point.
- Proof of residency in Guilford County for six (6) months.

**In addition, an applicant for rental or mortgage assistance must have:**

- Written past due or late notice from the landlord or the magistrate summons from the sheriff.
- Written past due notice from Mortgage Company.
- Written verification of the amount needed for a rental deposit. If eligible you must show proof that funds are available for your utility deposits. Section 8 resident must have proof that the apt or home has passed inspection.

**An applicant cannot receive financial assistance if they:**

- Applied for a service that the Emergency Assistance Program does not provide.
- Used financial resources, which could have been used to meet the need.
- Caused a crisis situation that was self-inflicted, self imposed, self-caused that produced the inability to pay the bill.
- Received financial assistance within a year's period of time. (Example: A consumer receiving assistance in June of 2003 cannot receive assistance until June 2004.)
- Owe on an Urban Ministry loan made within the last 2 years.
- Are banned due to inappropriate behavior.
- Met the Emergency Assistance Program's lifetime limit for financial assistance of \$1,000. (Consumer will be eligible for food and clothing and other non-financial services offered by the Emergency Assistance Program.)
- Are less than 18 years of age.

---

**CLOTHING BANK/THRIFT STORE**

---

**Free Clothing Bank**

Monday	9:00 A.M. - 11:00 AM.
Tuesday	9:00 A.M. - 11:00 A.M.
Thursday	9:00 A.M. - 11:00 A.M.
Friday	9:00 A.M. - 11:00 A.M.

**Thrift Store Distribution:**

Wednesday	8:30 A.M. - 10:30 A.M.
-----------	------------------------

**Items purchased in the Thrift Store may not be resold.**

Clothing Bank visitors are eligible to shop for free clothing twice per month and household items are available once within a twelve month period. Visitors may obtain free clothing once without proper identification.

Food pantry visitors with a referral and proper identification are eligible for food up to four times within a twelve month period. A one-time overnight order will be given to those who are unable to provide the proper paperwork to obtain a full food order.

**Hours of operation for the Food Pantry**

**Monday 9:30-4:00**

**Tuesday 9:30-12:30 and 2:00-4:00**

**Wednesday 10:00-4:00**

**Thursday 9:30-12:30 and 2:00-4:00**

**Friday 9:30-4:00**