



## **FAMILY SERVICES EMERGENCY ASSISTANCE PROGRAM**

The Salvation Army offers needs-based assistance to families and individuals experiencing a crisis situation or financial need. This document explains the process of applying for assistance and what you must bring to determine your eligibility.

**Our Goal:** To holistically aid low-income families and individuals by meeting basic needs, providing financial, emotional and spiritual support and case management services.

### **Emergency Rental Assistance:**

Guidelines:

- Household may receive rental assistance once-in-a-lifetime.
- Household must have income to maintain rent payments.
- Must have lived a minimum of six months in place of residence.
- All prior rent amounts from lease date must be up to date and paid in full.
- The name on the lease must match the person requesting the assistance.

### ***Please bring the following documents with you to apply for assistance:***

1. Picture ID for all adults
2. Birth certificates, medical cards, or school verification letter for children under 18
3. Current rental lease agreement including Landlord/Owner's name and contact information
4. 3-Day Notice or Eviction Notice
5. **Proof of all current monthly household income** including current paystubs and public benefits
6. **Proof of emergency situation or emergency expenses affecting your ability to pay rent** (ex: unexpected auto repairs, unexpected medical bills, job loss or hours decrease, pending EDD benefit, etc.)
7. Proof that you are able to pay next month's rent (ex: pending benefits, new employment offer letter, child support court ordered documents, etc.)
8. Proof of your portion of rental payment, such as copy of personal or cashier's check money order, or a receipt of partial payment from Owner/Landlord

**Steps to obtaining emergency rent assistance—please note that this process can take up to 7-10 business days.**

**Step 1:** Visit the office with all required documentation and complete application with a Case Manager. All paperwork must be received before Case Manager can move to the next step.

**Step 2:** After preliminary interview and receiving all of the required documentation, the Case Manager will contact the Landlord/Owner to confirm the client's place of residence and rental amount, explain the rental assistance process, and verify that the Landlord will accept partial payment of rent from The Salvation Army.

**Step 3:** Client must pay their portion of the rent to the Landlord and provide confirmation of payment to the Case Manager.

**Step 4:** After receiving the client's portion of the rent, the Landlord/Owner signs the Rental Assistance Agreement letter, completes the W-9 form and sends the letter and W-9 back to the Case Manager.

**Step 5:** Case Manager submits all documentation including W-9 to TSA Finance department. Finance approves the assistance and sends the check directly to the Landlord/Property Owner. The entire process may take up to 7-10 business days.



## **FAMILY SERVICES EMERGENCY ASSISTANCE PROGRAM**

### **Emergency Utility Assistance:**

#### Guidelines:

- Utility assistance is once in a lifetime.
  - o We also offer the EAF program through United Way for cities outside of Anaheim, which can be completed once every 12 months
- We can only assist with one type of utility (Electric or Gas bill)

#### ***Please bring the following documents with you to apply for assistance:***

1. Picture ID for all adults
2. Birth certificates, medical cards, or school verification letter for children under 18
3. **Proof of all current monthly household income** including current paystubs and public benefits
4. **Proof of emergency situation or emergency expenses affecting your ability to pay rent** (ex: unexpected auto repairs, unexpected medical bills, job loss or hours decrease, pending EDD benefit, etc.)
5. Current utility bill in client's name (past due or disconnection notice only)
6. Proof of your portion of past due amount if over assistance limit (confirmation number or receipt of payment)

**Please Note:** You must pay any additional past due amount first before a pledge to the utility company is made by TSA Staff. You must provide proof of payment of your portion.

### **Food Assistance** (No food pantry available at Huntington Beach Office)

1. Picture ID
2. One time per month for Food Bags; if experiencing homelessness, you may receive two lunches per week

### **Other Assistances**

To apply for the following assistances, please bring the following items to your local Family Services office:

1. Picture ID for all adults
2. Birth certificates, medical cards, or school verification letter for children under 18
3. Proof of all current household income including current paystubs and public benefits
4. Verification of need (ex: new employment offer letter, job interview date/time, appointment confirmation for transportation assistance)

### **Clothing Vouchers for TSA Family Thrift Stores:**

- Clothing for work, employment interviews, children going back to school, and other needs

### **Furniture Vouchers for TSA Family Thrift Stores:**

- Furniture vouchers are available for those who recently moved into their own place and cannot afford necessities such as mattresses, refrigerators, sofas (limited to one item per client)
- Verification of new lease agreement (less than three months)

### **ID/Drivers License Replacement or Renewal:**

- Proof of car registration and insurance for Driver's License Replacement/Renewal
- Free CA ID forms for individuals experiencing homelessness

### **Prescription Assistance:**

- Original and current prescription script from client's doctor
- Prescription voucher is only valid at participating pharmacies and must be used within 30 days of issue date

### **Daily Bus Pass:**

- Available for transportation to and from a job, interview, or medical appointment
- Only available once every 30 days
- Must provide official appointment verification (work schedule, current pay stubs, confirmation of appointment or appointment card, etc.)

**Services are dependent on available funding.**

Updated 9/2019.