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The Valor Crisis & Training Center **- Crisis Assistance Program Guidelines**

The Valor Crisis & Training Center offers financial assistance for rent, security deposits, utility shutoffs, and birth certificate/ID assistance. All services are provided without regard to age, ancestry, disability, national or ethnic origin, race, religious belief, sex, sexual orientation, gender identity, marital status, political belief, or veteran status.

**A US photo ID is requested in situations where a client is seeking financial or material assistance. If you do not have a US photo ID, Valor can assist you in getting one as long as you are a legal resident.**

**Financial assistance intakes are available Monday through Wednesday from 9:30 am-2:00 pm and Thursdays from 9:30 am– 1:30 pm by appointment only.  In addition, clients must:**

* Be an adult resident (16+) of the United States and Washington County, MD **for at least 30 days immediately prior to seeking assistance.**
* Present photo ID and income verification upon application.
* Be at or below 50% of area median income for Washington County as defined by HUD guidelines.
* Visit CAC and Reach; also visit DSS if there are children in the household.
* Sign a confidentiality agreement, client consent/release of information authorization.
* Have an initial consultation with a Case Worker, answer all questions on the assessment form and provide details about their monthly income/expenses.

**ADDITIONAL ITEMS:**

* All information provided to the Valor Crisis & Training Center will be shared with partnering organizations. If permission is denied, client will not be assisted.
* If the client states they have been to other agencies and have been turned down, we ask for paperwork confirming the denial or names of the people they worked with at the agency.
* Clients seeking eviction assistance will be asked to provide proof that they have a scheduled District Court appearance for failure to pay rent, and/or have received an eviction or lockout notice. Clients seeking utility payment assistance will be asked to present a termination notice from the utility company stating that services have been or will be cut off, as well as written documentation of the total amount owed to bring the utility account balance to $0.
* We request that clients seeking financial assistance attend up to (5) ‘Earn While You Learn’ classes (“Money Management” and “From Crisis to Thriving Together” are required classes; the client may select the other (3) classes from those available in the current class schedule). During the intake interview, the Case Worker will determine if there are any circumstances which would exempt the client from fulfilling this obligation.
* Clients seeking assistance with obtaining a birth certificate/ID will generally be directed to other agencies who assist with this need, providing that the agencies have current funding. If the agencies do not currently have funding, the client may schedule an intake interview at Valor and attend a Life Development Class in order to receive the financial assistance.
* We call or send emails to verify information, check the HMIS database for prior community assistance, verify funds pledged by other agencies/service providers and/or client contributions, confirm compliance of requirements for assistance (attending classes, providing additional paperwork, etc.), communicate with

landlord, housing authority, or utility provider, and ask for further details so we can make an informed decision as to whether or not we will be able to provide financial aid.

* Information will be reviewed and a decision regarding assistance will be made within (3) business days of the client’s assessment, if all information has been received from the client. If the Case Worker requests that the client bring back documentation of income, rent/utility balance, pre-lease, etc., the review process will be delayed until all information has been provided.
* The client must have documentation of the emergency situation, the related bills or expenses and a plan to meet future expenses. If clients do not have enough income to maintain their stability, assistance will most likely not be given.
* All pledges are made pending proof of the remaining outstanding balance having been paid.
* If the client fails to attend scheduled classes or return with requested paperwork by target date, the request for assistance will be denied.
* In the event a pledge is not made, the Valor Crisis & Training Center always offers additional referral/resource information to help provide the client with further options for potential assistance.

**Taking classes does not guarantee payment toward your financial assistance request. The Valor Crisis and Training Center reserves the right to deny any request where falsified information is given, where written documentation of the need is not provided, or where verified finances (such as wages, SSI, SSDI, child support, etc.) do not sustain the income needs of the household.**

**If you are financially assisted by the Valor Crisis & Training Center, you will not be eligible for further financial assistance for a period of one year from the date of the assistance having been given. Also, you are not eligible to receive financial assistance in the current year if you received financial assistance from Valor during the previous year for the same crisis need.**

***By signing below, I acknowledge that I have read and understand the above guidelines and agree to the conditions explained in them.***

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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