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**Utility assistance disclaimer**

**Please note the following regarding utility assistance provided by The Valor Crisis & Training Center:**

* When reviewing the case of a client facing a utility termination, Valor will calculate the amount owed based on the current total outstanding balance on the client's account, **not just the amount needed to avoid termination**. This is to ensure that there is no outstanding delinquency on the account after the amount to avoid termination has been paid. Valor wishes to avoid a situation where a client is assisted with addressing a termination only to face another impending termination during the next billing cycle.
* Valor will contact the utility provider directly to verify what the total balance was on the date the client came to Valor for their intake appointment. If a new bill arrives any time after the date of intake, the original amount will still be used and the new amount will be disregarded in calculating the amount owed.
* If it is determined that a client is within Valor’s program guidelines to be eligible for financial assistance, a pledge will be made (not to exceed $150.00), the client will be notified, and a pledge form will be emailed and/or faxed to the utility provider, as well as to any other agencies involved in the client’s crisis case.
* Pledges made by Valor are generally conditional, requiring that the client fulfill any outstanding requirements (including providing proof that the remaining balance has been paid or pledged). **This must occur before Valor will release a check to the utility provider.**
* Although other agencies may only require that the client address the amount needed to avoid termination, Valor will always consider the total outstanding account balance as of the day of the client intake. As this is part of Valor’s Crisis Intervention program guidelines, there is no flexibility in this policy.