

Assistance Services Provided at HOPE

Types of Assistance:

| | | |
|-------------------------------|-------|------------------|
| Rent | Water | Electric |
| Natural Gas | Food | Budget Awareness |
| Community Referrals/Resources | | |

An emergency is defined as something that has happened in that was out of your control and/or unexpected to cause you to have a financial hardship due to a loss of household income or has caused you to pay out of pocket funds that would have ordinarily been used for monthly expenses.

At HOPE, we partner with you by being a bridge to aid you in moving forward from the **crisis you are experiencing**.

Assistance granted is on a case-by-case basis AND is also dependent upon the availability of HOPE funds. As with all of our services, our goal is not to give a handout but a hand up.

At HOPE, we recognize that it is our responsibility to be good stewards of the resources that have been entrusted to us.

By partnering with HOPE you agree to help us by returning required documents, paying your contingency portion, attending required classes, or keeping appointments with other resource agencies.

Documentation can be

- dropped off at our office between 8am-4pm M-F, after hours in the Drop Box on the front porch.
- emailed to: jhammond@hopeinlancaster.org
- texted to [803-289-9625](tel:803-289-9625)

What to expect

- ⇒ **The process will go much faster** if you bring all required documentation at the time of application. This includes any documentation **for the emergency that has caused you not to be able to pay your bills**. This can include receipts, doctor notes, hospital discharge papers, repair bills, unemployment status, etc.
- ⇒ Assistance Decisions can take up to 2–3 days to process once we have received all the requested information or documents, even cut-off notices or evictions. **DECISIONS WILL NOT BE MADE AT THE TIME OF YOUR APPLICATION! DON'T WAIT!**
- ⇒ **You will meet with a Client Advocate** at the time of your application for assistance.
 - *Be prepared to discuss your financial crisis and what happened, out of the ordinary, to cause this.
 - *You can expect to discuss your plans to be able to move forward.
 - *When discussing your situation **and budget**, the Client Advocate may also be aware of other resources that can help you maintain your household bills each month.
- ⇒ **HOPE may help** in a variety of ways, such as:
 - Financially assisting you with your bills, nonfinancial services such as food and budget awareness, and/or providing applicable resources.
- ⇒ **HOPE may also ask for a contingency** when assisting you. Contingencies may include you paying a portion of your bill and HOPE paying a portion of your bill or requiring you to attend a budget class or make an appointment with an outside resource.

HOPE in Lancaster, Inc. is a 501(c)3, faith-based agency established in 1983. HOPE has the right to refuse assistance based on a number of variables. Behavior including cursing, verbal/emotional/physical abuse of staff/volunteers, intoxication, threats or demanding behavior will result in a denial of services.

Documents needed to apply for assistance and meet with Client Advocate

- Valid passport, Visa, or State Issued ID (can be on file, photo must be clear)
- DSS Food Stamp Verification/Support Statement

Documents needed for decision to be made

- A. Proof of address showing you live in Lancaster County or Fort Lawn (lease agreement or utility bill)
- B. Social Security number of applicant will be requested.
- C. Documentation showing what has happened that you are not able to pay your bills
- D. All the bills you are needing assistance with (must be the current bill and in your name)

Below are examples of emergencies that HOPE has assisted with. Documentation that supports each of these may look different in every case. In general, we are asking for proof that the emergency has occurred causing a financial hardship due to loss of household income or has caused you to pay out of pocket funds that would have ordinarily been used for monthly expenses. Receipts must be on letterhead or be prenumbered.

- ⇒ Job Loss or Job hours reduced
- ⇒ Car repairs or Car accident
- ⇒ Unexpected Home Repair
- ⇒ Unexpected hospital stay or loss of work due to unexpected medical reason
- ⇒ Unexpected medical cost paid out of pocket
- ⇒ Out of pocket expenses related to death in family

The above list includes the most common emergencies; however, does not cover every possible emergency.

Mission Statement

HOPE in Lancaster, Inc. provides support and education that will promote food security and a path to economic mobility.



Client Service Hours

***Serving the Communities of Lancaster County & Fort Lawn
(HOPE serves all communities in Lancaster County including Van Wyke, Heath Springs, Kershaw, and Indian Land)***

Mon, Tue, Wed, & Fri 8:30-11:30

(Appointments at other times may be available upon request)

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www.hopeinlancaster.org

This institution is an equal opportunity provider.