



FAMILY AND COMMUNITY CENTER ELIGIBILITY GUIDELINES

As good stewards of all resources entrusted to the care of Catholic Charities of South Jersey, we seek to ensure that funding and all material goods are handled with great care and are used responsibly. As such, we must impose certain overarching guidelines in the disbursement of these resources. While we consider each situation to be unique, and as such we may, on occasion, depart from these guidelines, the following seeks to define as comprehensively as possible, what these guidelines are. Additional guidelines may be imposed dependent on the specific circumstances.

Recipients of Catholic Charities of South Jersey financial resources must:

- **Have a true hardship and must have attempted to mitigate their situation**

A true hardship is often unexpected and one in which alternative solutions are available. Among these situations are robbery, an unexpected bill or an unexpected change to a bill, or being laid off from work. At times difficult choices and sacrifices must be made before asking Catholic Charities for financial assistance. As such, we may not be able to assist if there were not some attempts to avoid or correct the situation leading to the financial problem prior to contacting Catholic Charities. Items which *do not* constitute a true hardship are those that have a foreseeable consequence or are anticipated such as paying someone else's bill, birthday parties, holiday gifts, or regular anticipated bills.

- **Be able to provide evidence of the hardship**

Unfortunately, Catholic Charities is unable to accept just the word of the person requesting financial assistance. Any cited hardship must be accompanied by some type of documentable proof. *For example, a robbery would need to be accompanied by a police report dated in the timeframe of the hardship. A medical issue would need to be accompanied by hospital or doctor's bill.* Additionally, it must be evident that the documented event had a negative impact on your financial situation. Any and all documentation requested by Catholic Charities must be produced in order to receive approval for financial assistance.

- **Be willing to produce all requested documentation including all bank and other financial statements**

Requestors of Catholic Charities financial resources will be asked to provide numerous documents to determine eligibility. Among these documents are identification documents, copies of all monthly, quarterly, and annual bills, and financial statements for

at least the last 30 days. Financial statements for the precise timeframe of the hardship are also required to ensure that all available resources have been utilized to remediate the situation. Additional documents or financial statements may be requested based on the unique situation, and as there is no way to predict in advance what these might be, Catholic Charities reserves the right to request these at any time prior to rendering a decision about client eligibility. Requestors of Catholic Charities financial resources are entitled to refuse to produce any or all requested documents, but such refusal will result in an immediate denial of assistance. *Financial statements include those from banks, credit unions, PayPal, Venmo, CashApp, etc.*

- **Have a landlord, utility company or other entity willing to work within the policies and procedures of Catholic Charities**

In order for Catholic Charities to render financial assistance, the cooperation of the landlord, utility company, or other entity is necessary. Most specifically, Catholic Charities requires certain pieces of documentation that only they can provide. If the landlord, utility company, or other entity is unable or unwilling to provide this documentation, we may be unable to complete your request for assistance even if you have provided all the information requested.

- **Be able to demonstrate sustainability**

Although payments go directly to the landlord, utility company, or other relevant entity, the resources provided by Catholic Charities are intended to assist you, the person in need. Our goal is to ensure that you maintain stable housing or utility service. As a result, because Catholic Charities seeks to ensure that recipients of our assistance be able to maintain all their expenses adequately once Catholic Charities renders any financial assistance we will review your budget and expenses with you. For example, Catholic Charities does not want to compensate the landlord and then, due to lack of resources on your part, have another eviction notice follow within a short period of time.