



## **CRISIS ASSISTANCE MINISTRY**

The mission of Crisis Assistance is to provide assistance and advocacy for people living in Mecklenburg County who are in financial crisis, helping them move toward self-sufficiency. Their vision is to inspire our community to generosity as they provide hope and understanding to people struggling with limited financial resources.

**Hours of Operation:** Monday - Friday, 8:00 am – 1:00 pm

**Address:** 500-A Spratt Street Charlotte, NC 28206

**Phone:** 704-371-3001

**Website:** [www.crisisassistance.org](http://www.crisisassistance.org)

**Note:** The goal of Crisis Assistance Ministry is to receive the tools and support they need to move towards financial stability. To do that, the staff spends time with each customer to understand their unique situation and needs. This can be a time-consuming process, as each customer is evaluated on an individual basis. When you arrive at the Crisis Assistance Ministry Office, they will first verify that you have an immediate emergency. Next, they will verify that you have all the required documents. They then evaluate each case and address customers with the most urgent needs first, which they classify as an emergency. An emergency can be anyone who is facing eviction that day or has already been evicted. They do not see clients on a first come first serve basis.

## **What to Bring:**

- Picture ID of the applying client
- Social security documentation for all household members (social security card, documentation from the Social Security Administration verifying social security number, W2 form from an employer or paystub indicating the nine digit social security number, or W7 if applicable. If you are not registered with the Social Security Administration you are required to provide some form of identification).
- Proof of all household income for the past 30 days. Clients who are paid every week are required to present four current paystubs. Clients who are paid bi-weekly are required to present two current paystubs, and clients who are paid monthly are required to bring one current paystub. Clients who receive unemployment, SSI or SSA, VA Pension, Retirement Pension, Child Support, Disability, and/or income from family or friends are required to present a statement of income verification. Clients who are self-employed are required to present income verification.
- All disconnection and past due utility statements. These should be in the applying clients name and that person must reside in the household.
- Rental lease

# MATTHEWS HELP CENTER

The mission of the Matthews Help Center is to help our neighbors and surrounding communities survive financial crisis by providing short-term assistance.

**Hours of Operation:** Monday - Friday, 9:00 am – 4:00 pm

**Address:** 119 N. Ames Street Matthews, NC 28105

**Phone:** 704-847-8383

**Website:** [www.matthewshelpcenter.org](http://www.matthewshelpcenter.org)

**Note:** Provides assistance for life's basic needs (rent, utilities, food pantry, clothing, household items, etc.). Appointments must be made with a Matthews Help Center social worker to assess crisis and financial situation documentation required.

For a referral: Contact your Campus Pastor to send an email confirming your involvement at Elevation Church. Campus Pastors are aware of protocol for the referral. You may also call the Elevation Church Main Office at (704) 246-0800.

## **What to Bring:**

- Pictured ID for all adults: Driver's license, state picture ID, or passport
- Social Security Card of client
- Proof of Income for everyone working in household: check stubs, letter from employer verifying pay or proof of household income including roommates.
- Average expense of each household bill Proof of emergency: Doctor's disability statement, medical bills, eviction notice, disconnect notices, etc.
- Rental/Homeowners information: Rent lease, landlord's name and phone number, mortgage papers, late notices and eviction papers