

## Good Samaritan Ministries

### Assistance Guidelines

Good Samaritan Ministries, motivated by Catholic social teaching, works in our community to advance family life, human dignity and the common good. We provide services to meet the physical, social, emotional and spiritual needs of individuals and families of all faiths, especially those most in need.

All requests to the Assistance Ministry (GSM) are on appointment basis only with the exception of emergency situations which are to be assessed by either the assistance coordinator or the executive director. The receptionist or assistance coordinator will make all appointments and inform clients what will be needed for their appointments, such as proper forms of identification (social security cards and photo ID). On some occasions when an individual does not have the proper identification, documents from Health and Human Services will be accepted.

The Process of Assistant Ministry from start to finish is as follows:

1. Appointment Scheduling
    - i. Cancellation Policy
    - ii. Documentation Requirements for appointment.
  2. Client Appointment with Coordinator
    - i. In-store assistance and Financial Assistance
- Appendix: Referrals

### 1. Appointment Scheduling

GSM accepts appointment for financial and in store assistance Monday through Thursday 9:00a.m to 2:30 p.m. The receptionist is the designated employee to take calls and make appointments for assistance; however the assistance coordinator is also able to make appointments. In order to schedule an appointment for assistance follow the steps below:

- Find the assistance calendar on a GSM computer
- Click on the current day, or the day the client is requesting
- Type name, assistance need, and what the individual was required to bring to the appointment

#### i. Cancellation Policy

#### Cancellations/ Rescheduling

Clients are allowed to cancel and/or reschedule their appointment by phone or in person penalty-free. We prefer at least 24 hours' notice in cancellations, but will accept cancellations as little as one hour prior to the appointment.

Anyone cancelling with less than one hour's notice is considered a "no-show" and the following policy applies to them.

#### No-Shows

A client who fails to make their appointment and does not give sufficient or any notice will be counted as a "no-show" and put on the "no-show" List. Clients who are no-shows for their appointment may not make a new appointment for 30 days. Please note this only applies to the specific need they have missed ( For example, Mr. Smith misses a household appointment, he must wait 30 days to schedule another household but is welcome to schedule a clothing appointment any time)

\* This is to be fair to those who keep their appointments- Not showing up for an appointment with no notice takes away the opportunity for someone else to get assistance at that time. Exceptions to this rule will be on a case by case basis and at the discretion of the Assistance Coordinator.

#### ii. Documentation Requirements for appointment.

The following are types of appointment requests GSM will typically have and a quick reference of what documentation is needed for the appointment. The one making the appointment must advise the client on what they need to bring:

#### In-Store

- Diapers/formula: parent Social Security Card, Identification Card/Drivers License, children's Social Security Cards-In the event the individual does not have a SSC, GSM will accept documents from Health and Human services. Individuals are allowed five (5) visits for diapers and/or formula per year. A clients year starts the date of the first diaper appointment. Individuals may also be referred to Helena Alliance Church every second Tuesday of the month for a program called: Earn While You Learn-422-1011. Also refer to Catholic Social Services at 1301 11<sup>th</sup> Avenue, 442-4130.
- Clothing: Social Security Card, Identification Card/Drivers License for all who are getting assistance
- Household items: Security Card, Identification Card/Drivers License
- Furniture: Security Card, Identification Card/Drivers License. Appointments are scheduled on Mondays and Thursdays for furniture.

#### Financial

- Utilities: Security Card, Identification Card/Drivers License, current bill, shut off notice, proof of energy share, or LIEAP that applies, and documentation if assistance has been provided or not. Ask if the individual has been contacted NWE, if they have made an payment arrangement, or made the first payment.

Individual will need proof of any appointments with NWE/LIEAP. If the individual asking for assistance has broken their payment plan; GSM will not be able to assistance.

- Rental assistance: Security Card, Identification Card/Drivers License, eviction notice, and rental agreement.
- Auto Repair : estimate ,Security Card, Identification Card/Drivers License and proof of insurance.
- Propane: Security Card, Identification Card and quote from propane provider.
- Medical Perscription: Perscription, Estimate, Security Card, Identification Card/Drivers License
- Gas (only for Medical Appointments) , Security Card, Identification Card and Drivers License, Proof of Medical Appointment, Insurance, Registration, Drivers License,

## 2. Client Appointment with Coordinator

The purpose of meeting and speaking with the client is to gather information for their database file, assess their need, refer them to other programs for addition help if necessary and brainstorm possible solutions for future, All assistance will be determined at time of the appointment depending on each individual case as is seen fit. The Coordinator is to use guidelines and prudence. When a crisis is presented GSM will do whatever possible beyond the guidelines pending information provided. All appointments with clients take place in the Coordinator's office.

### iii. In-store Assistance and Financial Assistance

#### **In-Store Assistance**

In-Store Assistance is merchandise from the store for those in need. In-store assistance is handled in the same way financial assistance is handled. As with financial assistance, in-store assistance must be by appointment and an in-store assistance form (a purple slip or yellow for donated free items). Clothing vouchers are limited to two visits per year and no new clothing, or vintage clothing are to be vouchered out. The client's year starts one calendar year from the date of their first visit for that same need. All in-store assistance must be rung up at the register before leaving the store. The Cashier will attach a copy of the receipt to the purple form and place it in the Assistant Coordinator's box. Emergency bags are available after hours with diapers and formula. Requests for formula and diapers and new employment

clothing may be handled without appointments. Any and all furniture vouched out must be taken at the time of the appointment; if the individual does not have access to move the furniture they will have until 8:00p.m. that day. If not picked up it will be placed back on the floor for sale. At the time of the appointment, individual will be told of the requirement to take any furniture the same day. The following are in-store items voucher out:

Item for voucher	Number of items	Purchase price
Beds (twin or full) used	1/family	\$20.00 range
Couch/easy chair	1/family	\$65.00 & under
Dining chairs	Depends on family size	\$12.00
Lamp	1	\$10.00
Kitchen table	1	\$45.00
End tables	1/family	\$25.00 & under
Entertainment center (small)	1/family	\$35.00 & under
Alarm clock	1/family	\$10.00 & under
Pants	3 pair	\$4.00 & under
Shirts	3 shirts	\$4.00 & under
Shoes/boots	1 pair	\$10.00 & under
Sock and undergarments	5 pair each	
Surplus items(jackets, gloves, hats, socks, sweaters)	1 of each from surplus storage	N/C
House ware items (plates, glasses, linens, blankets, pots, pans, bake ware, utensils, backpacks	According to family size	As priced on the shelves
Camping gear	Usually per person	
Food closet	2/ YR OR According to family size	25.00 (boxes pre-made in pantry)
Toiletries: shampoo, soaps, toothpaste & brush, other items available	According to family size	

Food Closet/Freezer: GSM is not a food bank; however the agency does have a small food closet with can goods, dry goods and a freezer with a small amount of meats. Individuals/families coming to GSM for food will be vouchered out available foods, as well as, referred to Helena FoodShare for additional assistance. In the

event the GS food closet runs short of food items, a call can be made on Facebook, through the churches, or to Helena FoodShare for such items. Food items will be vouchered out using a voucher, purple form.

Maximum In-Store assistance per individual/per year: \$150.00

Maximum In-Store assistance per family/per year: \$300.00

Any requests above and beyond listed guidelines will be taken into consideration with the assistance coordinator and executive director. It is important to remember that the above are guidelines and may be altered to better support the individual and family needs.

Items NOT AVAILIABLE for In-store voucher:

Televisions - Decorative items - Stereo - Coffee tables - VCR's- Media items - Speakers

Pictures - Dressers - Microwave ovens

New or vintage items Electronic devices (except for alarm clocks)

## Financial Assistance

Assistance for rent payments, emergency shelter, utility bills, gasoline vouchers for emergency medical appointments, prescriptions, medical, dental and vision assistance, infant care needs, day care assistance, home and auto repairs. Assistance appointments are limited to a maximum cash amount per year. Special care should be given to assessing the request of any family or individual and providing assistance base on the particulars of the request and situation. In the event the amount needed is higher is than the annual limit, an exception may be made with the concurrence of the assistance coordinator and executive director.

GSM financial assistance does not work on a cash basis; rather vouchers are sent to vendors, and businesses. Checks are sent to the vendor and businesses after all required paperwork is returned and submitted to the assistance coordinator for payment.

All client information will be kept in the assistance office in a designated computer documenting appointment date, type of assistance provided, an ongoing totals of

assistance provided to the individual or family, and any other pertinent information. All information will remain confidential unless the need arises to share with partnering agencies, or law enforcement, as stated in the assistance Sign-Off Sheet.

- Maximum financial assistance per individual per year: \$350.00
- Maximum financial assistance per family per year: \$400.00

## Rental Assistance

GSM requires that individuals and families have an eviction notice from their landlord/property Management before providing assistance for housing. GSM does not assist with the following:

- First month's rent
- Deposits
- Mortgage
- Mobil home payments
- Lot rent ( for trailers, vendors like Buzz In)

For rental assistance, individuals/families are required to bring the following information to the appointment:

- Eviction notice
- A copy of their lease or rental agreement
- ID
- Social Security Card

At the finish of the appointment the client will be given a GSM Rent Assistance Form to be signed by the landlord and returned to the assistance office by Friday, 1pm of the week of the appointment. No handwritten eviction notice or lease agreement will be accepted. The document must be a legal document with the property management name in the heading.

Utility Assistance: GSM provides assistance for those whose power is in threat of being disconnected or shut off. In order for the client to receive assistance, the client is required to bring the following to the appointment:

- Photo ID
- Social Security Card
- A shut off notice from Northwestern Energy(NEW) or Propane company
- Verification that they have contacted LIEAP or Energy Share and have been denied assistance or further support. In some cases, GSM is able to coordinate with LIEAP and/or Energy Share to assist the individual

- Individual seeking assistance, must have made payment arrangements with the power company and have made the 1<sup>st</sup> payment on that arrangement
- Needs expense voucher filled out and faxed with GSM coversheet to NWE
- Payment arrangement cannot be broken
- Power cannot be in complete shut off
- In the event LIEAP has denied the client assistance, a copy of the denial letter must be brought to the appointment
- Asst. Coordinator will call NWE with client in room to make a payment. Documentation will be made as to payment date.

GSM does not make payments unless the bill is in the individual's name who is requesting assistance, nor pays deposits for turning on power or switching the power over in someone else's name.

## Emergency Shelter Assistance

For those in danger of or are already homeless in the Helena Community, it is encouraged to use such resources as YWCA for single women and women with children, God's Love for men and women, and Family Promise for families with children. GSM is not a shelter, and can only provide extremely temporary shelter in the form of motel vouchers. These vouchers are granted only in very rare and limited circumstances. If no permanent housing plan in place for the client, GSM will not be able to provide temporary motel lodging but will assist by working with other agencies to create a permanent housing plan. Those eligible to receive motel vouchers are candidates that have plans of permanent housing but because of certain time constraints, they find themselves homeless for a few days during the transition. Some examples of this would be if a woman/man is on a waiting list for the YWCA or other housing, or if a family is awaiting a background check at Family Promise and/or housing, whether it be HHA, Sect.8 or Property Management. The client will have to provide proof of the housing and will be provided a hotel voucher for up to a week. GSM will pay up to \$65.00 per night. . The following is a list of hotels that take GSM vouchers:

- Family Promise - P.O. Box 939 Helena, MT 59601 - 465-9467
- Friendship Center Women's Shelter - Gallatin St. Helena, MT 59601 - 442-6800
- God's Love - 533 N. Main Helena, MT 59601 - 442-7000
- Lamplighter - 1006 Madison Helena, MT 59601 - 442-9200
- Motel 6 - 800 North Oregon St. Helena, MT 59601 - 442-9990 Use CP#547529
- YWCA - 501 N. Park Ave Helena, MT 59601 - 442-8774
- Salvation Army Transitional Living Henderson Rd Helena, MT - 442-8244

GSM assistance coordinator assists individuals/families who are homeless for future support in the community. If children are involved, further consideration will be taken for the safety and well being of the children.

Emergency shelter, rental assistance, deposits may be dependent on additional grant requirements; specifically Emergency Shelter Grant (ESG).

### Gasoline Vouchers (medical appointment only):

Gas vouchers are provided to assist the individual/family in the Helena area to get to medical appointments; ONLY. In most cases, medical gas vouchers are limited to Helena residents, however GSM does assist in case of emergency and with children for out of town appointments. The following is needed for gas voucher appointments:

- Driver License
- Social Security Card
- Proof of current registration and insurance on the vehicle
- Proof of the medical appointment

The vehicle MUST to be registered to the person who is in need of the gas voucher or the individual who is providing transportation for the client. All of the above applies to the driver and the driver must be presented at the time of the appointment.

### Gas vouchers:

- \$25.00 In-town/ \$50.00 per year
- \$50.00 Out of town/\$100.00 per year

### Fuel Assistance Vendors:

Tim's Exxon 1721 Cedar St. Helena, MT 9601

### Travel:

Rimrock Trailways 630 North Last Chance Gulch 442-5860 Helena Area

Transportation Service (HATS) 1415 North Montana Ave. - 447-8080

### Propane

We do provide Propane vouchers for households that use propane as their main source of heating. We do not provide propane assistance for recreational use ( BBQ etc). We ask that the client first try at LIEAP/Energy share. The requirements are the same as utilities.

Photo ID



- Social Security Card
- A shut off notice from Propane company
- Verification that they have contacted LIEAP /Energy Share and have been denied assistance or further support. In some cases, GSM is able to coordinate with LIEAP and/or Energy Share to assist the individual
- Payment arrangement cannot be broken
- Power cannot be in complete shut off
- In the event LIEAP has denied the client assistance, a copy of the denial letter must be brought to the appointment

GSM does not make payments unless the bill is in the individual's name who is requesting assistance, nor pays deposits for turning on power or switching the power over in someone else's name.

### Auto Repair Vouchers:

At times, individuals and families fall on hard times and are unable to pay for vehicle maintenance. GSM understands the need to have a vehicle for work, appointments and safe transportation; especially when children are involved.

GSM may pay for minimal automotive repairs enabling individuals/families to regain their daily routines. **The assistance coordinator may ask for 3 estimates**

The following are documents needed for auto repair vouchers.

- Driver License
- Social Security Card
- Proof of current registration and insurance on the vehicle
- 2-3 quotes from reputable mechanics, those who will take our vouchers
- The client must make up the difference of the total cost of the repair if any

### Vehicle Repair partners:

- Al & Buzz Rose Auto Wrecking Yard and Repair - 8290 Applegate Dr.
- Al Chaffee Tires - 987 Mill Road
- Auto Care Auto Repair - 1345 Cherry Ave
- Auto Werks
- Capital Tire Factory - 715 North Las Chance Gulch
- Chevrolet of Helena - 1501 Cedar St.
- DJ Automotive - 1691 Blaine St.
- Eagle Tire 1101 Argyle St.
- Guaranteed Muffler Shop - 1339 11<sup>th</sup> St.
- J&D Auto - 1645 N. Montana Ave

- J&D tire Factory - 1250 Prospect Ave
- J4 Automotive - 3 S. Lane Ave., East Helena
- Krinkle Korner's - 785 Carter Dr.
- Prestige Automotive Service Center - 1741 Dodge Ave
- Smith Transmission -1435 National Ave
- Smitham Brothers - 1308 Boulder Ave.
- Walen Tire - 1935 - N. Washington St.
- Walmart Auto Center - 2750 Prospect Ave.
- Woolsey's Tire Brake - 600 Euclid Ave.

## Health Care Assistance

GSM assists with optical, medical and dental appointments needs for those in critical situations and unable to afford the cost. Medical assistance is supported when applicable within the ministry's means.

Dental Assistance: GSM works with most area dentists, oral surgeons, and denture clinics.

- Rocky Mountain Dental Care (RMDC) to assist with dentures, routine dental care to include extractions, and procedures for dentures. At RMDC also gives their patients an extra 20% discount on their total bill while working with GSM.

Medical Assistance and prescriptions drugs: GSM assists with prescription medications, pending medication. Assistance coordinator may ask for 3 estimates.

Referrals for Medical care:

Shriners Children's Hospital: 442-5305

The following are medications GSM will provide assistance for:

- Heart, blood pressure, anti-biotic, and diabetes medications

The following are medications GSM will not provide assistance for:

- ADHD medications in general- however in rare situations we have provided support with review of prescribing physician and director's approval. In these cases the voucher is usually a onetime event until another form of assistance is able to step in and help the individual.
- Anti-depressants-again, same as above
- Behavioral medications - same as above
- Narcotics of any kind
- Pain killers
- Psychotropic drugs

Optical: GSM assists with vision care from exams to glasses. GSM works with most optical centers. Referrals for Eye Glass help:  
Lions Club

Other: From time to time other medical needs may arise for assistance; these requests need to be staffed with the executive director. These may include:

- Chiropractic
- Podiatrist

Child Care Assistance (day care): GSM will provide for child care expenses for those who are struggling to pay for their children in a daycare. The purpose in assisting with day care is to support the parent in returning to work, maintaining employment, or participating in another program to better their lifestyle. GSM will provide the maximum cash assistance allowed, but will assist with more based on the information and need at the time of the appointment. The following requirements must be met in order to receive assistance:

- Photo I.D.
- Social Security care for parent and the child/(ren) in day care
- Parent must be working or attending school
- Proof of assistance with Child Care Partnerships
- Certified copy of the licensed day care provider
- Billing statement from the daycare provider

Treatment Facility Assistance GSM will assist with classes that are usually court ordered and must be completed in order to maintain their sobriety and not be incarcerated. Typically, GSM assists with \$200.00 or up to 350.00 depending on the situation, towards the cost of classes; however individuals must complete the classes prior to payment being made to the treatment facility. Upon completion of such class, the facility will generate a letter of completion for GSM's agreed upon payment. GSM has worked with:

- Boyd Andrew Community Services - 60 South Last Chance Gulch Street, Helena, MT 59601 - (406) 443-2343
- NEW - Helena Indian Alliance ( Prime for life for DUI offenses only) 449-5796

The following documents must be met in order to receive assistance for treatment:

- Photo I.D.
- Social Security Card
- Letter and/or paperwork for court requiring classes
- Verification from Boyd Andrew's to GSM requesting payment for the completed course and payment agreement

A letter is generated at the time of the appointment and emailed to Boyd Andrew's stating GSM's assistance for the individual. The individual then has 60 days ( could be decreased to 30 days) from the time the individual applies at GSM for assistance to complete the courses. The letter is then mailed to Boyd Andrew's, from GSM, requesting payment for the completed course.

Miscellaneous cash supports to consider: While it is not possible to list all the requests that are received at GSM, here are a few that have been supported:

- Birth certificates or other such documents
- Medical equipment
- Formula and diapers

Assistance requests not provided by GSM: From time to time there are requests that are made to GSM which are not applicable to our mission and financial means; they are as follows but not limited to:

- Mortgage payments
- Home or cell phone bills
- Clothing allowances outside of in-store supports
- Vehicle payments
- Vehicle insurance (only in emergency start up situations)
- Deposits of any kind
- First month's rent
- Taxes
- Cable T.V. or internet bills
- Out-of-State travel, exceptions have been made for assistance when an immediate family member has passed. Documentation will be required from the hospital or funeral home handling the individual.
- Transportation out of Helena for reasons other than medical
- Post office boxes

## Appendix: Referrals

GSM has limited resources and therefore, a limited amount of assistance to give an individual/family. Part of Assistance Ministry is referring clients to other organizations that can help them once we have exhausted our resources. The referral list is a working list of organizations in the Helena Area that provide services from which our clients may benefit.