



Church Collaboration Handbook

Presented by:
The Christian Sharing Center, Inc.
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Longwood, FL 32750
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Letter from the President

To Our Partner Churches, Their Staffs, and Members,

Thank you for joining with The Christian Sharing Center (CSC) and its long history of service to the Seminole County community. CSC opened its doors in 1986 when sixteen local churches recognized that the best way to serve our neighbors in need was to band together and form a single organization that could focus on assisting the many individuals and families that looked to the congregations for help. The churches wanted to become better stewards of their limited resources of food, finances and household goods by centralizing the care for needy families, avoiding duplication of benefits, and ensuring that all of the needs of the families were addressed with both services and community referrals.

The impact of CSC as a collaborative church social outreach is best understood through the voice of our clients:

“I moved here from NY and unfortunately, became divorced. I have two children who solely depend on me with one income. The Christian Sharing Center has been a place of solace and hope for me. I’ve shared many tears there. I’ve had many smiles there. The tears are tears of joy. The smiles are smiles of faithfulness, embracement and thanking of the Godliness that was bestowed upon me and my children.”

As we begin our 29th year of service to the needy in Seminole County, our sustaining church partners are a constant reminder of God’s everlasting kindness. Thank you for your tremendous generosity and your belief in the work that we do. May the Lord continue to bless you as you serve Him by fulfilling the needs of His people.

In His Name,



Angie Romagosa

President/CEO

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Agency Overview

Our Mission

The Christian Sharing Center's mission is to provide essential resources to those in need while ensuring dignity, reflecting Christian generosity, and sharing God's love.

Since 1986, we have been helping stabilize local children and families with basic food, clothing, shelter and other needs during family emergencies.

Our Vision

The Christian Sharing Center (CSC) offers a compassionate approach to alleviate hunger and homelessness by providing every individual and family in need with access to essential resources.

Our vision is to end hunger and homelessness in Seminole County. We collaborate with other local social service ministries in the faith community and the community at large to provide a circle of care for those in need without duplicating services for the same clients.

Our Faith-Based Approach

As Christians, we know that often "actions speak louder than words." Therefore, we strive to be the hands and feet of Jesus to all that we serve by providing for their physical needs, and when those needs are met, our clients are more receptive to allowing us to minister to their spiritual needs. We do believe it is important to provide a Christian environment, and therefore, our day begins with morning devotion and The Lord's Prayer recited by staff and clients together. Our Case Managers offer to pray with and minister to our clients as they share their difficulties. We also insert spiritual tracts into every food bag that we pack, and Bibles are distributed free of charge to clients and visitors to CSC.

Service Area

We have one location serving all of Seminole County in Longwood in The Sharing Center Plaza. The majority of our clients (89%) reside in Longwood, Altamonte Springs, Casselberry, and Sanford. Our history and stability is well-known in Central Florida, and as a result, we receive requests from clients that live in other counties, and we address those emergency needs on a case-by-case basis. Our homeless outreach serves all clients, regardless of the where they "slept last night."

Staff Contact List

CORPORATE OFFICE			
Name	Title	Direct Line	Email
Angie Romagosa	<i>President/CEO</i>	407-691-3112	Angie.Romagosa@TheSharingCenter.org
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Mark A. Romagosa	<i>Dir. Of Development</i>	407-691-3129	MarkA.Romagosa@TheSharingCenter.org
Val Fosburgh	<i>Development & Grants</i>	407-960-5717	Val.Fosburgh@TheSharingCenter.org
Patricia Shields	<i>Volunteer Coordinator</i>	407-691-3138	Patricia.Shields@TheSharingCenter.org
Corporate Fax			407-691-3110
THRIFT STORE & WAREHOUSE			
Name	Title	Direct Line	Email
Debra Lauffer	<i>Store Manager</i>	407-332-0925	Debra.Lauffer@TheSharingCenter.org
Crystal Echevarria	<i>Asst. Store Manager</i>	407-332-0925	Crystal.Echevarria@TheSharingCenter.org

CLIENT SERVICES			
Name	Title	Direct Line	Email
Jennifer Taylor	<i>Dir. of Client Services</i>	407-691-3114	Jennifer.Taylor@TheSharingCenter.org
Lyn Easton	<i>Oasis Manager</i>	407-691-3131	Lyn.Easton@TheSharingCenter.org
Jon Carr	<i>Pantry Manager</i>	407-691-3134	Jon. Carr@TheSharingCenter.org
Chris Lutz	<i>Service Coordinator</i>	407-691-3118	Chris.Lutz@TheSharingCenter.org
Brunilda Alvarez	<i>Service Coordinator (Bilingual)</i>	407-691-3130	Brunnie.Alvarez@TheSharingCenter.org
Suzanne Conty	<i>Service Coordinator (Bilingual)</i>	407-691-3128	Suzanne.Conty@TheSharingCenter.org
Sarah Hamilton	<i>Service Coordinator</i>	407-691-3132	Sarah.Hamilton@TheSharingCenter.org
Stella Michaud	<i>Service Coordinator</i>	407-260-9155 x135	Stella.Michaud@TheSharingCenter.org
Sagirah Cooper	<i>HHFM Case Manager</i>	407-691-3119	Sagirah.Cooper@TheSharingCenter.org
Danika Hansen	<i>SCHP Case Manager</i>	407-691-3140	Danika.Hansen@TheSharingCenter.org
Carmella Nichols	<i>SCHP Case Manager</i>	407-691-3139	Carmella.Nichols@TheSharingCenter.org
Client Services Fax		407-332-0535	
HEALTH SERVICES			
Name	Title	Direct Line	Email
Tonia Vogel	<i>Health Navigator Primary Cares</i>	407-260-2617	Tonia.Vogel@TheSharingCenter.org
Cynthia Warrick	<i>MedNet Navigator Prescriptions</i>	407-260-2317	Cynthia.Warrick@TheSharingCenter.org

Governance

CSC's governing board is comprised of community leaders that share our passion for serving those in need, and are committed to helping us remain a long-term, effective, Christian community services agency. The Board works to further our reach, fortify the resources we need to support our ministry and improve what we do. CSC has developed a 5-year strategic plan from 2011-2016 that includes a Strategic Vision and high-level Areas for Growth, and Key Strategies for the organization. The plan also includes goals and objectives for each area of the agency, including the governing board, executive team, client services, development, and operations departments. A copy of our current board of director membership is available upon request.

Financial Accountability

CSC maintains financial policies and procedures that comply with GAP standards for accounting. Annual statements are reviewed and audited yearly by an independent CPA firm and certified statements are issued to Board members, Financial Management Team, and interested parties. An annual budget is created and approved for CSC by its Board of Directors. Monthly review and analysis of financial statements are completed by corporate personnel and the Board of Directors members assigned to review financial reports.

Ministry Outcomes

We appreciate and understand the need for accountability for valuable ministry dollars, and we look forward to sharing the results and outcomes of our ministry partnership with you. We are constantly mindful of God's command for us to be good stewards of the resources we are given, and we are delighted to report that over 90 cents of every \$1 given to The Christian Sharing Center is consistently used for program services, year in and year out.

In September 2012, we dedicated the Garden of Hope, a community garden created in partnership with the Rotary Club of Longwood and the City of Longwood, who donated space on City property to house the garden. The garden has produced an abundance of fresh vegetables that we have shared with our clients. The garden is an important part of our commitment to provide nutritionally sound food to our clients. We plan to expand the value of the Garden of Hope by creating gardening education programs for our clients so that they may learn to create their own personal gardens as a sustainable source of nutritious food for their families.

In October 2011, we began a new outreach program for the homeless in collaboration with Holy Cross Lutheran Church in Lake Mary called *The Oasis*, a walk-in day service center for

showers, laundry, haircuts and computer/internet access. *The Oasis* had 1701 guest visits for these services in its first year. The guests of *The Oasis* are served by a team of compassionate volunteers working under one full-time manager. *The Oasis* is supported by donations from individuals and groups that collect and donate sample-sized or hotel soaps, shampoos, toothpaste, shaving kits, flip-flops, bottled water, or other toiletries for the clients, and laundry soap, vinegar and bleach as necessary cleaning supplies to support the ministry.

Summary of Accomplishments

With your help, The Christian Sharing Center provided over \$2,200,000 worth of services to clients last fiscal year. Here's a summary of what we accomplished together:

- *Conducted over 11,000 interviews with clients to meet their basic needs*
- *Provided over 37,000 bags of food throughout the year, and blessed client families with holiday dinner baskets for Easter, Thanksgiving, and Christmas*
- *Assisted with clothing 6,180 times and gave out 1,575 shoe gift cards for children*
- *Supported clients with financial help for shelter 437 times and utilities 298 times*
- *Provided medical assistance 2,762 times for prescriptions and medical procedures*
- *Served 873 homeless guests in The Oasis with 2,548 visits for showers, laundry, haircuts, internet access or charging cell phones*

Last year, community volunteers logged over 35,000 hours of service to our ministry to help us accomplish these outcomes.

Collaboration Meetings

We are very interested in partnering with your church on projects that fit your ministry focus areas, and work collaboratively with you to meet the needs of individuals and families that approach either one of our organizations for help. We are like minded with you in that we are all in “the body of Christ,” and as such, we work together as the “Hands and Feet” of Christ to serve in our respective ministries. If we haven’t done so already, we would love to talk with you in person to understand your local ministry focus areas, including the scope of what you are doing to serve the community and how you are doing it, and then discuss how our agency resources may be used to support you in those endeavors.

We host church collaboration meetings three times per year known as the “Hands and Feet Alliance” to share ideas, discuss unmet needs, and embrace new opportunities to collaborate.

Support Needed from Your Church

First and foremost, we need your prayers! As a Christian social services agency, we are grateful for what God has done for us and allowed us to do in our community. We need your prayers that God will continue to provide in order that we may continue the good work He has created in us! We are grateful for the loyal church support we have received in the form of finances, food drives, material donations, project sponsorships, and dedicated volunteers. The people who have a passion and a heart for what we do are most often church members in and around our community, and we thank God for them and for your church for encouraging and mentoring them into service and discipleship roles.

Second, we need your client referrals! God commands us all to be good stewards of what is entrusted to us. Both CSC and your church want to ensure that the services that we provide are reaching as many people as possible. We want to work collaboratively with you to address the needs of those who approach you for help, and maintain our commitment to reach those who have not been served by others for the same services, and reduce the number of duplicated services to duplicated clients. We realize that we cannot possibly serve every family that needs help by ourselves. We are grateful to be part of a large community of agencies that share our passion to help those in need, and have established referral partnerships to provide a complete circle of care.

Third, we need your support! We need financial donations to continue our ministry and cover program expenses, case management salaries and operational costs. We need material donations of food or other durable goods that can be gifted to clients in need, or sold in our thrift store to produce proceeds that benefit our clients. We also need congregational support for special programs throughout the year including holiday food baskets at Easter, Thanksgiving and Christmas, and shoe gift cards for “back to school” and holiday programs. We need volunteers to work with us throughout the ministry in both administrative and operational functions, and client-contact ways. We always appreciate new shoppers to our thrift store, and we run specials on a monthly basis to attract new bargain hunters. Advertising our thrift store specials in your bulletins, “liking” us or featuring us on Facebook is a great way to help our ministry.

Church Ambassadors and Ministry Contacts

It is very helpful to us to have a list of designated contacts at your church when we have opportunities to work together and share what’s new at The Christian Sharing Center. Please provide contact names, phone numbers and email addresses for the following areas:

- Community outreach/missions chair or contact person
- Church bulletins, announcements, congregational communications
- Food drives, goods drives, special collections
- Volunteers and service projects

Speaking Engagements and Tours

We are all working together in the community, and we are happy to share news about our collaboration with your church, the outcomes of our collective efforts, and “insider details” of our ministry with your congregation, school, ministry groups and partners, and clubs. We appreciate the opportunity to visit you once per year to share “what’s new” and engage with the worshippers in your church community. The heart of our ministry resonates with those who share our passion for Christ, and share His love with those in need. **Please call Mark A. Romagosa, Director of Development, to schedule a speaking engagement at 407-691-3129.**

We would also love the opportunity to give your ministry and volunteer leaders a tour of our campus for an up close and personal look at what we do and how we do it. We invite you to use our facility to host group meetings (i.e. men’s group, women’s group, prayer group), including evenings and weekends. **Tours can be scheduled at your convenience with Mark A. Romagosa (407-691-3129), or Valerie Fosburgh, Development Manager (407-960-5717).**

Food Drives

To schedule a food drive, call the Pantry Manager at 407-691-3134. Our food pantry is at the very heart of our ministry, alleviating hunger with both regular food and emergency food to those who have little or no food. Our pantry needs change on a weekly basis based on supply and demand. It is most helpful to us to have scheduled commitments for food drives (2 or more times per year) from churches on a yearly basis so that we may plan appropriately. There are times when the pantry is dangerously low due to a lack of food drives, and we then must purchase food from Second Harvest Food Bank or other local sources, which reduces funding available to help clients with shelter, utilities or medical costs. Our goal is to eliminate the need to purchase food with proper planning and commitments from churches and organizations in our community.

When you begin planning for a food drive on our behalf, the Pantry Manager will provide a current list of pantry needs and /or a special collection items for the homeless, holiday food or summer feeding programs. While it is helpful to have small food drives (a van or carload full) delivered to us by volunteer members from your church, we can also schedule a pick-up for large food drives, or leave a truck at your location over a weekend for ease of use, storage and transport later. Prior to the food drive, we would be happy to provide

information to you about our ministry, planning and collecting ideas, lists or other items needed to generate lots of interest and help to make your collection a success!

Homeless, Holiday & Special Needs Drives

Our regular clients include homeless individuals who have special needs which are dependent on their personal circumstances, the location where they stay, and the weather. We collect items to share with the homeless, and the collection varies based on time of year and supply and demand. We also serve the homeless in The Oasis, our walk-in day center. The Oasis offers showers, laundry, haircuts and internet use, and we collect personal toiletries to share with the homeless at the time of their visit, along with laundry soap and cleaning products to keep the center operational.

We collect shoe gift cards several times per year to provide to clients with children to obtain new shoes at back-to-school or as a gift for the holidays. (We feel it is important for the families to select adequate and well-fitting footwear for their children and therefore do not collect pairs of new shoes.) We also collect back to school supplies, other special items, and food for holiday food baskets throughout the year. We also collect and share Bibles and New Testament books to distribute to shoppers and clients free of charge so that they may be encouraged by His Word and His promises.

For a current list of items we are collecting for the homeless, holiday or special events, call the Pantry Manager at 407-691-3134. For a current list of items needed for the homeless in The Oasis, call the Manager at 407-691-3131.

Durable Goods Drives

To schedule a goods drive, call the Thrift Store Manager at 407-332-0925. Goods drives benefit CSC in two ways: first, we share the donated goods with clients that need clothing or household items, and secondly, we use the proceeds from the sale of goods in our Thrift Store to fund programs for our clients. When you begin planning for a goods drive (clothing, furniture and household donations), we have a truck available to leave at your location over a weekend to aid you in the collection process, storage and transport.

Prior to the goods collection, we would be happy to provide information to you about our ministry, planning and collecting ideas, lists or other items needed to generate lots of interest and help to make your collection a success!

Volunteer Group Projects

To schedule a group volunteer work day or to find out more about individual volunteer opportunities, call the Volunteer Coordinator, at 407-691-3138. (Individual church members volunteer with us on a daily, weekly or monthly basis and those interested in signing up may also call Patricia to learn more about current opportunities.) Patricia coordinates volunteer groups to work in a variety of departments for special projects or large group endeavors as the need arises. Small to medium-sized volunteer groups aged 16 and older have served in the following areas and ways:

Thrift Store: 600 N. Highway 17-92, Longwood

Up to 6 volunteers, Monday through Saturday, 9 am to 5 pm. Bag purchases, fold, sort, unpack and hang clothing donations, greet and assist customers on sales floor, voucher desk, and in furniture department; Answer phone in the thrift office; take photographs and list items on Craigslist; general cleaning and maintenance; painting and repair projects on an as-needed basis.

Warehouse: 600 N. Highway 17-92, Longwood

Up to 6 volunteers, Monday through Saturday, 9 am to 1 pm. Sort, price, organize donations, assist in loading/unloading truck, must be able to lift items, check small electrical appliances and lights to make sure they work, dust and clean to make ready for resale.

“Garden of Hope” Community Garden: 840 Orange Avenue, Longwood (formerly Longwood Elem.)

Up to 10 volunteers, Monday through Saturday, 9 am to 1 pm. Tending to the garden by weeding and feeding, harvesting sweet potatoes, peppers and other fresh veggies, mixing up soil, planting seeds, and other duties assigned per manager.

Sharing Center Plaza: 600 N. Highway 17-92, Longwood

Up to 10 volunteers, Monday through Friday, 9am to 1pm. Maintenance, clean up or repair projects such as pulling weeds from the parking lot, trimming leaves and shrubs, and other duties assigned per manager.

Special Events on Our Behalf

To coordinate special events on our behalf, call Mark A. Romagosa, Director of Development, at 407-691-3129. We would love to work with you on any special events that you may have to benefit our mutual clients. In the past, churches and other civic groups have hosted a variety of special events that fit in with their culture and interests, and included CSC as a beneficiary for the event. Examples include:

- Partnering with a local restaurant to generate business on a particular night with a percentage of proceeds from that evening's profits donated to CSC
- Hosting a free concert and collecting canned goods, pantry items, or shoe gift cards for CSC instead of selling tickets (ticket sales proceeds have also been shared with CSC)
- Youth groups engaging in a neighborhood collection of toiletries and other items for our homeless clients
- Community garage sale or flea market event with proceeds benefitting CSC, or allowing CSC to pick up the remainder to give to clients or sell in our thrift store
- Sponsoring a fixed number of family food baskets to be distributed by CSC for a holiday (50 to 300 basket commitment)

Regular Financial Giving

To discuss options or designations for regular financial giving, call Mark A. Romagosa, Director of Development, at 407-691-3129. Every day, we serve approximately 200 clients, and although many are served with food or clothing, there are those that need financial help for basic household bills due to an unforeseen crisis. The regular gifts that churches and individuals entrust to us are shared with these clients first and foremost so that we may alleviate their immediate financial burden and prevent them from becoming homeless. For each dollar in support we receive, CSC requires less than 10 cents to maintain operations and be a source of hope and light and share God's love with those who need it most.

It's because of regular donations from churches and individuals in our community that we are able to open our doors every day and offer solutions to these clients instead of apologies. Your consistent contributions to our ministry provides the regular support we need to continue to help all of the clients that your church and other local charities refer to us for help. Below are some examples of how your monthly financial donations are used within our ministry:

- \$20 buys a Christmas gift card for a new pair of shoes for a needy child
- \$30 buys a week's worth of food for a single woman who lost her job and has no income
- \$50 pays for a utility bill for a family that needs running water in their home

- \$100 buys necessary diabetic testing supplies for a senior citizen living on a fixed income
- \$250 buys a bus ticket for a homeless man to get home to family support in another city
- \$500+ can help a family pay their rent and prevent them from being homeless

We know that you have limited social ministry dollars budgeted each year, and we understand the value you may place in certain aspects of our ministry. **It is most helpful if you entrust us with the resources God is providing to us through your church and allow us to make choices about how they are allocated; however, you may designate that they be used for a specific purpose.**

Client Referrals

To schedule an appointment for a client you would like to refer to us, call 407-260-9155 and dial x295. We welcome the opportunity to receive clients that you would like us to help with food, clothing, shelter costs, utility bills, medical and basic needs. Because of our unique and supportive relationship with your church, *we will handle the clients with special care.* We will make every effort to set aside and allocate special resources to support church-referred eligible clients. We will communicate with you directly to understand the client's needs and your church's needs. We will provide the client with comprehensive case management. If you would like to stay engaged in the care for that client, we will contact you directly to provide information about our findings, what we did to help and what we believe are "next steps" in the process toward stability and/or self-sufficiency goals.

Please note: All clients are required to sign a *Consent Form for Release of Confidential Information* at the time of their visit to CSC as part of eligibility requirements.

As a Christian organization, we love all people as Christ Himself loves us. We provide services to any and all at-risk individuals and families, regardless of gender, race, or religion. Our clients include the elderly, single parents, intact families, single adults, and the homeless.

We fully expect that you would like information about the clients you refer to us after their appointment and what we did to help them. In order to share that information to you, we will obtain a signed release form from the client granting permission for us to release the information to you so that you may continue to provide guidance and help to those that may be part of your regular church family.

Client Referral Process

1. Church calls CSC to set an appointment day/time for the client, including same-day appointments, whenever possible.
2. Church completes Client Referral Form (Appendix A) and sends by fax or email to CSC prior to client's visit.
3. Client visits CSC for the appointment (scheduled from 9am to 3:30pm) and brings necessary paperwork (Appendix B or C) for case management review. Clients should allow 2-3 hours in order to complete the process with us.
4. CSC will provide client with services as deemed appropriate by the service coordinator and based upon our eligibility guidelines. All clients are required to sign

a *Consent Form for Release of Confidential Information* at the time of their visit to CSC as part of our eligibility requirements.

5. If requested, CSC will contact the church with feedback about the visit, the needs assessment, the services and referrals we provided, and recommendations for both church and client.

Frequency of Help Provided

You may refer clients to us as often as desired for case management and community referrals. As a general rule, CSC provides direct help to clients based on the schedule below, and as with most things, there are exceptions made for extenuating circumstances. We encourage you to call us and to review the circumstances of an existing client referral if you feel that the client may not be eligible based on their history with us.

- Food: Up to 5 times per year with visits a minimum of 30 days apart, plus Holiday food as offered for Easter, Thanksgiving, and Christmas
- Clothing: Twenty articles of clothing once every 6 months for each member of the family
- Financial Assistance: Once per year
- Medical Assistance: On-going as needed

Financial Assistance Referrals: Shelter, Utilities, Child and Medical Care, and Repairs

Financial assistance interviews are conducted on Mondays, Tuesdays and Thursdays only. We will begin the process with a comprehensive case management review. Our team of dedicated service coordinators in Longwood will review the client's whole circumstance of need as they experience an unforeseen crisis (Appendix D). Clients are eligible for financial assistance through CSC if they have not received financial assistance from us within one year of the date of their visit, nor from any other agency as tracked through HMIS, or other social services databases. Eligible clients will also have future management in place, which requires that they are able to meet all of their expenses based on a comprehensive household budget that includes more than food, rent and utilities. Referred clients must bring in all of the necessary paperwork at the time of their visit, or return with the paperwork at another time. Please see the Appendix for a list of required documents. Financial assistance is available to our clients once per year, however, as with most things, there are exceptions made for extenuating circumstances.

Non-Financial Assistance Referrals: Food, Clothing, Medical or Prescriptions

Non-cash assistance is provided Monday through Friday, 9am to noon. The clients referred for food may be helped with food up to 5 times per year (visits no less than 30 days apart). Those referred for clothing assistance may receive that assistance once every 6 months for each member of the family. The food we provide is nutritionally sound, and is the equivalent of one week's worth of food by way of two \$26 bags of food for each member in the family. Hence, if a family of four is in need of food, we provide a minimum of 8 bags of food valued at \$208. Homeless individuals are given a bag of food to last 2-3 days, or as much as appropriate for them to carry and store. We collect and distribute food from church, business and civic organization food drives, our own vegetable garden, local grocery stores, and restaurants on a daily basis. Additional bags of food beyond the normal distribution may be provided to the same family during the same visit when there are "extra goodies" available.

Non-cash prescription support is provided by CSC through the pharmaceutical prescription assistance programs (PAP) on an on-going basis. Non-cash medical assistance is provide to our clients for needed acute care, surgical procedures, and locating a primary care physician for chronic illnesses. The medical services provided are mostly free, but on occasion, may require the client pay a nominal or reduced fee to receive that support.

Special Assistance Referrals

CSC also offers various forms of special assistance throughout the year, often tied to holidays or the beginning or ending of school years. It is our tradition to give clients holiday food baskets for Easter, Thanksgiving and Christmas to make their own holiday meal and enjoy a celebration with their families. We also collect and distribute Christmas and Easter shoe gift cards for children, and have sometimes paired that with a collection of new socks and underwear. We have also provided back-to-school backpacks to families with school-aged children stuffed with school supplies, shoe gift cards, and/or new socks and underwear.

All of the clients you refer must meet eligibility requirements to enroll in these programs. The programs may vary slightly from year to year, as does the enrollment schedule. Please check with our Client Services department for details about the programs at least 60 days prior to the holiday or season, and for more information about the enrollment schedule.



Appendix A: Client Referral Form

Step #1: Please call 407-260-9155 x295 to set an appointment for this client between the hours of 9am and 3:30pm, Monday through Friday. In the event no one answers and you reach voicemail, please dial x118 for Chris Lutz or hang-up and call her at 407-691-3118.

Step #2: Complete this form and fax to 407-332-0535 or email to: clientservices@thesharingcenter.org.

Today's Date: _____ Referring Church: _____

Referral Contact: _____ Contact Phone: _____

Follow-up: (Check One) Please follow-up with me after appointment No follow-up requested

Membership: (Check One) This is a member of our church Non-member referral

Appointment Date/Time: _____

Client Name (print): _____ Date of Birth _____

Client Address, City, Zip: _____

Client Phone: _____ Please call client to schedule appt

Please tell us about client's needs: _____

The church would like to anonymously provide funds to CSC to help this client. Yes No

Please note: The client must meet CSC's eligibility guidelines in order to qualify for services. This referral does not guarantee eligibility or that help will be provided unless private funding is provided by the referring church.

For CSC Use Only

CSC Assigned: _____ Date of Visit: _____

New Client Existing Client If existing client, date of last visit to CSC: _____

Services Provided: _____

\$ Value of All Services Provided: _____

If not eligible for services, reasons: _____

Appendix B: Financial Assessment Information

You may apply for financial assistance Monday, Tuesday, or Thursday. We can only see a limited number of people for financial assistance each day, and therefore we select clients by using a drawing system. The financial assessment is not first-come first-serve. You must arrive by 9:00 am in order to enter the drawing. Your eligibility cannot be determined until you see a Service Coordinator.

What we look for is a recent unexpected event or crisis that has put you behind this month. We have to show **in paperwork** that you will have enough income to cover your bills for next month. You will be disqualified if we see a regular pattern of financial requests from our agency or other organizations. We also check to see if you have received financial assistance from us or any other organization in the last year, as that would disqualify you.

If you think your situation may qualify, you will need to bring the following documentation:

- 1. Picture identification of all adults in the household 18 years or older (Driver's License or State ID)**
- 2. Social Security Cards for all household members (must be original)/most recent tax return/immunization records from the Health Department**
- 3. Birth Certificates for all children in the household and proof of custodial guardianship if applicable.**
- 4. Proof of all household income (earned and unearned) including Food Stamps for last 60 days**
- 5. Proof of hardship (Documents of unemployment, loss of benefits, missed hours at work, illness, etc.)**
- 6. Rental Lease or Mortgage Statement (must be current)**
- 7. Most recent month's utility bills (electric, water, natural gas)**
- 8. All other monthly bills (car insurance, cell phone, cable/internet, car payment, etc.)**
- 9. Bank Statements/Spending Activity for all adults in household for last 60 days. (ex: Unemployment Eppicard Account, SSI Direct Express Account, etc.)**

Clients will not be eligible for financial assistance if:

- They have received financial assistance in the last 12 months from us or any other organization (ex: LIHEAP, Seminole County Community Assistance, Salvation Army, etc.)
- They live in HUD or Section 8 housing (this counts as receiving financial assistance)
- Their income is not sufficient to cover all their expenses for next month
- Their financial situation is due to an expected event (ex: job with the school system and having the summer off work, fired due to own actions, maternity leave, poor budgeting choices)
- They owe multiple months of rent and the property is already in eviction.

All clients are required to sign a *Consent Form for Release of Confidential Information* at the time of their visit to CSC as part of our eligibility requirements.

Appendix C: Required Documents for Food, Clothing or Medical Assessment

In order to receive assistance with Food, Clothing or Medical concerns, you will need to bring the following documentation with you:

1. Driver's License or Picture I.D. for all adult household members (must be original)
2. Social Security Cards for all household members (must be original)
3. Proof of Residence (document **mailed** to you within the last 30 days)
4. Proof of income (earned and unearned) including Food Stamps
5. All clients are required to sign a *Consent Form for Release of Confidential Information* at the time of their visit to CSC as part of our eligibility requirements.

This documentation is required each time you apply for services.

Please Note:

- Food assistance is available 5 times per year, with requests at least 30 days apart.
- Clothing is available once every 6 months for each member of the household.

Appendix D: Unexpected Financial Hardships

Qualified Unexpected Financial Hardship May Include, but is Not Limited to:

- Job Loss due to circumstances out of your control
- Reduction in employment hours by employer (not as a result of client actions/requests)
- Family breakup can be considered if the previous household member's name is listed on the lease
- Expenses due to taking guardianship of a minor child(ren) due to abuse/abandonment or neglect
- Documented on-going loss of child support payment
- Unemployment benefits approval that results in appeal by customer: must show appeal letter and supporting documentation
- Out of work due to medical – without pay: doctor's excuse required, medical records alone are insufficient
- Unexpected & necessary car repairs: a receipt from a shop in a household member's name required, along with car registration
- Unexpected home repairs: a receipt in household member's name required
- Lapse in payment for extended benefits for unemployment, short term disability, or workman's compensation
- Burglary/Theft with a police report within 30 days of incident
- Unexpected expenses due to death in family of immediate family members (spouse, domestic partner, parent, children, sibling)
- Fire/Arson with a written report indicating occurrence was at the household

Unexpected Financial Hardship DOES NOT include the following:

- Hardship due to inadequate budgeting and/or non-necessity spending
- Job loss due to household members own actions
- Clients show sufficient income even with a loss of income
- Clients with enough liquid assets from checking, savings, money market to cover the amount requested
- Quitting employment without documentation of just cause
- Overdrawn bank accounts, exhausting savings accounts
- Entitlements ending and/or stopping due to sanctions, failure to report income changes, or child reaching maximum age for benefits
- Family members ceasing financial assistance
- Arrests, payments of legal fees, probation, or traffic violations
- Anticipated breaks from employment (ie. School employees off for summer break)
- Higher utility bills due to summer months
- Loss of salaries that are paid "under the table" or not filed on yearly taxes
- Loans/credit debt or any garnishment of wages due to a loan or debt
- Sanctions from government programs (TANF, Food Stamps, SSI)
- Gaps in financial aid payments or delays are not considered a loss
- Loss of income for individuals not listed on lease agreement
- Loss of income due to gambling or losses in stock market
- Clients living off of credit cards that are max out and/or cash advances
- Loss of income was documented through payment on credit card

Future Management

Client must show proof of future income to cover monthly expenses: Approval letter from Unemployment, SSD, Workman's Compensation, Future Employment Documentation, Food Stamp documentation.