**COVID-19 Crisis Response**

**Policy: Emergency Financial Assistance**

The Salvation Army will provide emergency financial assistance to individuals and families experiencing negative financial consequences related to the COVID-19 pandemic. On March 6, the Governor of Indiana declared a Public Health Disaster Emergency. On March 16, restaurants were closed for inhouse seating, and service was limited to take out or delivery. On March 24, in Executive Order 20-08 citizens of Indiana were ordered **to stay at home or place of residence** with the exception of essential travel. As a result, many Hoosiers’ income was immediately impacted.

Financial assistance available from The Salvation Army in the Indiana Division may take many forms with the **maximum amount of financial assistance of $1,500 per household**. Average assistance $350.00 for Vigo County Residents. Case by case basis.

* Rental/Mortgage Assistance
* Utility Assistance
  + Electricity
  + Gas
  + Telephone (in the case where a documented medical condition indicates a potential need for immediate emergency medical assistance)
  + Internet (in the case of children residing in the home in need of internet services to participate in online school activities, when such assistance is not available from the school system)
* Food Assistance (one time gift card and/or ongoing assistance from the food pantry and/or feeding program)
  + The maximum amount of financial assistance towards food is $75/per person in the household
* Transportation Assistance (gas card or bus tickets to ensure transportation to return to a previous position or to assume a new position following a lay off due to COVID-19)
  + Total amount of assistance is not exceed $25

**Procedures:**

1. Individual or family will telephone the Salvation Army facility located in their county of residence.to make an appointment and complete an application. An individual may not apply on behalf of more than one household. In the event the head of household is ill or for another medical reason confined to their home, a proxy may be sent. The need for a proxy must be indicated on the telephone and specific instructions followed\*
   1. Through April 6, 2020 or a date determined by the rescinding, modification or extension of Indiana Executive Order 20-08 ordering individuals to stay at home, application will be made online or via telephone
   2. Upon conclusion of Executive Order 20-08, application may be made in person *by appointment only*
   3. Given the widespread, long-term nature of this health crisis, households may make multiple requests for financial assistance with the maximum total assistance not to exceed $1,500.
2. No matter the form of financial assistance requested, the following must be provided:
   1. Individual or family will provide documentation of current financial challenge being related to COVID-19
      1. Letter of notification or documentation of lay off due to COVID-19
      2. Documentation of positive testing or physician’s statement resulting in loss of job or income
   2. Photo ID of head of household
   3. Identification for all members of the household (birth certificate, medical card, state issued ID)
   4. Documentation of residency (state issued ID with current residence, lease, mortgage statement, utility bill, etc.)
3. Depending upon the type of assistance requested, the following must be provided
   1. Rent:
      1. Copy of ***current*** lease; name and address to whom the check is to be sent
      2. Rent will be paid for amounts due on or after March 16, 2020
   2. Mortgage:
      1. Copy of mortgage payment schedule including account number, name and address to whom the check is to be sent
      2. Mortgage will be paid for amounts due on or after March 16, 2020
   3. Utility:
      1. Copy of current utility bill in the name of the head of household
      2. Utility bills will be paid for amounts due on or after March 16, 2020
      3. In the case of assistance to pay a telephone bill, proof of medical necessity (high risk to include age, physical conditions, etc.)
      4. In the case of internet assistance, school must not be in session and providing e-learning experiences for children
   4. Transportation:
      1. Documentation of return to a job
4. Individual taking the application and reviewing the documentation will complete the check request form (rent, mortgage, utility assistance) and present it to their local individual for approval and submission to Divisional Headquarters for processing and issuance of the check
5. Individual taking the application and reviewing the documentation will issue the gift card for food assistance or transportation assistance utilizing the gift card log which must be signed by the individual who receive the actual gift card(s) and/or bus ticket(s)
6. The Salvation Army Information Management System (SIMS) will be utilized to document assistance

**Eligibility for assistance is not based on income. It is based upon being impacted by COVID-19.**

It must be recognized that the impact of COVID-19 has touched the entire country and crossed all demographics, including income. Assistance from other organizations or resources should be considered. Care should be taken to avoid duplication of benefits to maximize the number of individuals assisted.