

# Department of Social Services Community Service Block Grant Policies and Procedures Manual

Purpose – To provide temporary assistance to **Hendry County Residents** who are experiencing a crisis which threatens their self-sufficiency.

1. Intake Process
  - Calls are processed by the case manager or other Social Services staff, who will make appointments based on intake with the offices at 65 S. Lee St., LaBelle or 100 El Paso St., Clewiston and advise applicants on documentation they will need to qualify.
  - Walk-ins will be seen as permissible or asked to return at a scheduled time.
  - Case Manager will complete the application on CM Tools, release form, and copies of all data needed for case eligibility.
  
2. Eligibility Determination
  - Crisis – client statement as to the emergency, if requested, evidence to back up the explanation. Case manager or staff must decide if crisis is reasonable for help.
  - Must be Hendry County residents verified by at least one item listed under requirements. Mail is not sufficient as proof alone.
  - Income – using CSBG allowable income source chart (attached), income for one full month prior to the month applied in. All paystubs or completed income form signed by employer or company representative, verification of unearned income by award letters, paystubs or computer printouts. Cash income must be stated and signed on a form. Absence of income must be stated and signed on a 'Zero Income' form by all household members over 18 years of age and claim no income to report. Anticipated income must be verified and counted in the month you are applying if you will receive this income in the same month (applied 10/10/05, 1<sup>st</sup> pay 10/24/05, you would anticipate pay for October). To average income, total all pays for the full month, divide by the number of pays and multiply by 4.3 for weekly pay and 2.15 for bi-weekly pays. This will be your monthly average. Multiply this by 12 for a yearly average income. If once a month, multiply by 12 for a yearly income. If sporadic, go back 2-3 months and total for each month then divide by the number of months used to get a monthly average, then multiply by 12 for yearly.  
**Third party verification can be used if documented, date, who contacted and phone #.**
  - Household – **all** persons living at the residence at time of application. Adults/families can apply separate from a shared family/individual if they can produce verification they rent, even if from a relative and/or parent. The separate household's income would then only be needed for eligibility. Evidenced by a rental agreement signed by both parties stipulating the shared rental agreement, ie: rent, utilities and cooking separately.
  - Assets – no asset limitations for CSBG funds.
  - County employees, board members and their families can apply but must meet income guidelines and comply with all policies and procedures for eligibility as stated by the BOCC in the CAP Plan and meet approval by county or assistant administrator.
  
3. Priorities and Limits
  - In order to serve eligible households year round, the social services has set some funds aside for twelve months of the year based on contract for emergency services.(Limited income)
  - First come, first serve as a general rule. Once every fiscal year for assistance. Homeless and displaced will take precedence as Hendry County has no emergency shelter.