

Johnston-Lee-Harnett Community Action, Inc. STARS Emergency Assistance Policy

For the purposes of this document, Johnston-Lee-Harnett Community Action, Inc. will be referred to as “the STARS Emergency Assistance Program” and individuals requesting assistance will be referred to as “the client(s).”

1. Emergency Assistance Availability:

The STARS Emergency Assistance Program will only grant assistance through a program when funding is available through that program’s funding source(s) and the client meets the guidelines for that program. Individuals seeking emergency assistance must come into the office in the county where they live to complete an application or send a representative who has been designated to conduct business on the client’s behalf.

This is not an entitlement program and assistance is **not** guaranteed. There is no appeals process for the STARS Emergency Assistance Program.

2. No Emergency Assistance application will be completed if the bill is not in the clients’ name or the name of an authorized user who lives in the household and is over the age of eighteen (18).

3. Eligibility for Emergency Assistance

The STARS Program may only grant assistance to households meeting the following guidelines: (For the purposes of this policy, a household includes all persons related by blood, adoption or marriage) living in the same household).

- The household must be located within Johnston, Lee or Harnett counties
- Applications for assistance must be submitted in the name of the Head of Household or a spouse
- If an eligible client is approved for assistance; they must first pay the amount of the bill specified by the Counselor (if applicable) and call or return with the receipt number before the program will make a pledge to the vendor on the clients’ behalf. Clients will be given a status letter with the number of business days they have from the date of their application to submit a receipt of this payment.
- Clients must provide all documentation requested by the STARS Program in order to complete the application process.
- If approved, an individual/household is eligible for Emergency Assistance only **once** per calendar year and must attend mandatory budgeting classes as required by the STARS Emergency Assistance Program.

6. When would be the best time of the day for you to attend training's or meet with your counselor. (Check one) Morning _____ Evening _____.
7. Would you be interested in attending any of the workshops listed below, if so please check mark the ones that you'd like to attend. If one is not listed then list it under other.

- Budgeting
- Introduction to Computers
- Job Readiness
- Employment Counseling
- How to get/maintain Credit
- English as a Second Language
- First-Time Home Buyer
- Money Management
- CPR Training
- Stress Management
- Weatherization
- Continuing Education
- Proper Nutrition
- Renters Right's
- Other
