

FREQUENTLY ASKED QUESTIONS

Q. How long does it take to receive a response once referral has been submitted?

- A. Crisis Assistance Ministry has peak seasons where responses could take longer, however all emergencies are triaged based on severity of emergency. In non-peak season responses range from 1-2 days, in peak seasons 2-4 days.

Q. What is the triage system used?

- A. We triage emergencies based on the severity of the emergency in order to ensure service is provided to the most at-risk individuals:
1. Utilities off already
 2. Utilities off the day of referral
 3. Padlock situations due to rent
 4. Utilities off later
 5. Rent
 6. New Moves (limited to specific circumstance)

Q. How do I access the form?

- A. In order to access the form, you need to open your Web Browser and enter the **unique URL** you received upon completing the Partner Agency Referral training.

Q. Can I save my work?

- A. Yes, you can save your work and return later to complete the form. On the top and bottom of each page of the form there is a link that says, "Save my progress and resume later." You will be prompted to create a password, and you will then receive an email with a link that can be used to return to the incomplete form. You can save multiple forms at a time and will receive a different link for each one you save without completing.

Q. How do I add Household Members?

- A. Additional household members are entered on Page 7 of the form after marking "Yes, I have additional members in my household."

Q. Can I print my responses for my records?

- A. Yes, when you complete the form you will be presented with a "Review Submission" page and there is a link at the bottom to print the form including all of the responses you entered.

Q. What if my client/customer has an additional request within 30 days after I've submitted one?

- A. Once the form is completely submitted, you cannot return to it and will need to send an email to referrals@crisisassistance.org to request assistance if any changes or additions need to be made.

Q. Does Crisis Assistance Ministry help with Hotel payments?

- A. Yes, client would have to reside in same room at hotel for a minimum of 60 days.

Q. What if I forget to upload additional documents?

- A. On the “Review Submission” page, you will have an opportunity to review all the files you attached and add any files which may be missing. The system will provide you with the specific documents needed for the applicant’s scenario.

Some helpful sample scenarios for your reference:

1. Adult family recently furloughed requesting assistance with all three utilities and rent assistance?

- Unearned Income Verification – Unemployment, SSA or SSI benefits, VA benefits, Pension
- CIP Form
- Customer Eligibility Checklist (CITY) Form
- Self - Declaration Form
- Earned Income for past 30 days
- ID, Social Security Cards, Consent Form
- Utility Statement(s)
- Rent Lease
- Rent Late Notice and/or Court Papers

2. Single family household requesting assistance with mortgage?

- Unearned income verification – Unemployment, SSA or SSI benefits, VA benefits, Pension
- Customer Eligibility Checklist (CITY) Form
- Self - Declaration Form
- Earned Income for past 30 days
- ID, Social Security Cards, Consent Form
- Mortgage Statement

3. Single Parent with minor children receiving unearned income requesting electric and rent assistance.

- Unearned Income Verification – Unemployment, Child Support, Foster Care Assistance, Adoption Assistance, SSA or SSI benefits, VA benefits, Pension
- Customer Eligibility Checklist (CITY) Form
- Emergency Application (EA) Form
- Self - Declaration Form
- Earned Income for past 30 days
- ID, Social Security Cards, Consent Form
- Utility Statement(s)
- Rent Lease
- Rent Late Notice and/or Court Papers