



## John Coughlin Hope Fund of United Way St. Croix Valley - Guidelines & Policies

### Overview:

The purpose of the John Coughlin Hope Fund is to provide funding to individuals and families with verifiable emergency needs when other services or funds are unavailable. Grants are approved for rent, damage deposit, utility costs, medical expenses, transportation and other critical needs.

### Accessing Financial Assistance

Agencies: Requests to the JCHF on behalf of individual clients are available through our website. Agencies can access an editable form by visiting [www.unitedwaystcroix.org](http://www.unitedwaystcroix.org). Requests for printed applications sent via mail should be sent to [Alyson.Sauter@unitedwaystcroix.org](mailto:Alyson.Sauter@unitedwaystcroix.org). All printed forms and required documents must be mailed to UWSCV, emailed to [Alyson.Sauter@unitedwaystcroix.org](mailto:Alyson.Sauter@unitedwaystcroix.org), or faxed to 715-377-0774.

Individuals: Individuals requesting assistance through the JCHF can do so by calling 211 St. Croix Valley. I&R specialists will refer to appropriate agencies prior to initiating application process.

### Referrals

Clients should not be referred directly to John Coughlin Hope Fund. John Coughlin Hope Fund relies on agency staff to gather necessary background information and ensure that Fund criteria have been met. Direct referrals may complicate matters for clients because they will be referred back to a community agency.

### Criteria for Funding:

- The applicant must reside in Pierce, Polk, St. Croix or Burnett County
- The applicant, or any member of their household, has not received a grant through the JCHF within the last 12 months
- The request must be for a basic health and human services related need (including, but not limited to, rent, food, utility cost, etc)
- The request must be made for a need resulting from an unforeseen event that has resulted in an emergency
- The grant will solve a problem that is not expected to reoccur in the future
- The applicant has exhausted all other community resources

### Required Documentation

Additional documentation may be required based on type of assistance request. To expedite the application process, please provide additional documents as appropriate:



- Employment/Income verification – paystub, W-2, employer verification letter, etc.
- Rent/Deposits/Mortgage Payments – Copy of rental/lease agreement - *As part of your application from the John Coughlin Hope Fund, staff may contact the landlord and/or owner to verify information that is pertinent for the application.*
- Utilities - Disconnection Notice **and** evidence of personal payment history for previous 6 months (examples of payment history include: Xcel Energy's Energy Assistance Portal or case worker's confirmation from utility company)
- Car Repair/Insurance/Impound/Car Payments - Wisconsin Driver's License/Car Insurance/Estimate for Repair
- For all other categories, please provide a Statement of Cost

### **Determinations**

- All requests will be reviewed within 3 business days of receiving a completed application and requested documentation
- Determination requests of less than \$1,000 will be made by the 211 Community Impact Director
- Determination for requests of more than \$1,000 will be made by the Executive Director, in conjunction with 211 Community Impact Director and Board member from Community Impact Committee as necessary
- Final grant amount may vary depending upon the availability of funds. Not all requests are able to be approved, even though there may be a clear need for assistance
- If grant request is denied, applicant will be given appropriate referral(s) to other agency(ies) for help as possible
- Any funds dispersed above-and-beyond the final need will be returned to United Way St. Croix Valley and not refunded to applicant

### **Payment of Requests**

Cash grants are **not** made to clients. JCHF grants are payable to referring agencies for use as specified in the grant agreement via invoice. Payments to vendors (landlords, utility company, etc.) are made directly to appropriate vendors via invoice.

In the case of immediate food need, a grocery gift card or emergency bag of food may be provided, based on availability.

In case of immediate gas (fuel) needs for medical appointments, social service appointments, etc., a gift card for gas only may be provided, based on availability.