



Special Crisis Bill Assistance Program

Vincentian Guide to Completing the Application

July 18 2018

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Step 1 - Vincentian picks up a call from a Client asking for help with the APS Bill

Vincentian calls Client back and explains that there may be help through this grant.

Question #1 – Ask the client how many people in the household and household gross salary. If more than 200% Poverty Level, process stops.

Question #2 - What is the crisis? If not valid, process stops.

If the household gross income is less than or equal to 200% Poverty Level and the crisis is valid then:

The Client is asked to gather the following documents for Vincentian review:

1. Photo Id – this can be an AZ License, AZ Id, Visa, Green card, etc.
2. Most recent APS Bill
3. Household Income statements for the past 30 days
4. Crisis documentation – i.e. reduced income, car repair bill, medical bills
5. Number of household members – proof is SNAP, lease with household names listed, Immunization records for children, school id or registration

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Step 2 - Vincentian makes a Home Visit appointment with Client

Vincentian takes the following forms to the Home Visit:

1. Application for APS Funding
2. Annual/Monthly 2018 Poverty Guidelines showing 200%
3. APS Exhibit C / Statement of Truth (same form)
4. Affidavit – in case this is needed to document income or crisis

Step 3 - Vincentian Reviews documents during Home Visit

Vincentian makes sure that:

1. the name of the Client is the name on the APS Bill
2. the Photo Id is current and shows the same address as on the APS bill
3. the Client is an Arizona resident
4. the gross household income is less than or equal to 200% as shown on the Annual/Monthly 2018 Poverty Guidelines chart
5. The crisis is valid and includes at least one of the following:
 - a. Loss or reduction of household income
 - b. Unexpected or unplanned expenses that cause a lack of resources
 - c. A condition has occurred or exists that endangers the health or safety of the household of which the individual is a member – example: needs electricity for oxygen or CPAP machine

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Step 4 - Vincentian Completes Application during Home Visit

Vincentian completes the Application by entering in the following information on the form:

1. Client Name (please print), phone, APS Account Number, Crisis
2. Has Service been disconnected and if yes, when
3. Is Service pending disconnection and if yes, when
4. Has Client obtained an extension from APS
5. Number of household adults and children
6. Household gross income circling whether it is weekly, bi-weekly, monthly
7. Checks each box under “For Vincentian/Interviewer Use Only” noting each document that was reviewed by the Vincentian

Step 5 - Client signs the following documents during the Home Visit:

1. APS Exhibit C / Truth Statement
2. Affidavit if this was needed to explain reduction

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Step 6 – Vincentian Submits Application for Approval/Guarantee

1. Once the Vincentian has returned home, the Vincentian signs/prints name, adds phone number, Conference Name and Date. This is done at home to protect the Vincentian's personal information, especially phone number.
2. Vincentian scans* and attaches the following documents in an email to crisisbill@svdpaz.org:
 - a. Application for APS Funding – completed and signed by the Vincentian
 - b. APS Exhibit C / Statement of Truth – signed by the Client
 - c. APS Bill – most recent
 - d. Affidavit – if client filled this out to explain crisis or pay stubs explaining how household was sustained for the past 30 days

*If scanner is not available, email crisisbill@svdpaz.org providing client's name, address, phone number and APS account number.

Immediately mail the documents to The Society of St. Vincent de Paul, P.O. box 13600, Phoenix, AZ 85002
Attention: Jackie Solares