

# **Jewish Family Service Agency Project Ezra Tzedakah Emergency Assistance Program Facts and Questions**

## **1. What is the Tzedakah Program and who is it for?**

The JFSA Tzedakah Emergency Assistance Fund is for Jewish individuals and families who have encountered a recent emergency that was unforeseen and beyond their control. The process takes approximately one week, and applications are only valid for 30 days. After 30 days, a new application will have to be completed.

## **2. What kinds of bills do you help pay?**

We provide a modest, limited assistance in paying utilities and/or housing expenses and some limited medical or other special need expenses. Any funds approved for the applicant will be paid directly to the vendor. For example, if we are assisting with rent, we will pay directly to the apartment complex management company. *No funds will be distributed directly to the client.*

## **3. How do I apply?**

Applications will be accepted **by appointment** during regular business hours, Monday – Thursday between 10:00 a.m. and 4:00 pm, and Friday between 10:00 am and 2:00 p.m., except holidays. Contact the office at (702) 732-0304 to schedule an appointment. We encourage clients to arrive early as they should allow 20 minutes to complete the application in the waiting room, and then another 20-30 minutes for the interview process with the case worker. All required documentation will need to be submitted at the time of application. Sorry, no exceptions. The Case Worker will briefly review your application for accuracy and answer any questions you have in addition to asking you some questions to better serve you, before forwarding the information to the Supervisor for review.

## **4. I need my utility bill paid today or it will be shut off. Why do I have to wait for a decision?**

Unfortunately, we are unable to process same-day financial assistance. We will contact the utility company to notify them that your application is pending and to request they keep your service on during the application process. Once an application is reviewed and the completed file is prepared for committee, the non-identifying information is then presented to the committee who will make a decision on all funding requests. If you feel you cannot wait to complete the process we can refer you to other agencies for possible assistance.

## **5. Why do you check my employment and credit history and ask for references?**

There are times when the Tzedakah committee may request additional information, and that is why a history and references are obtained. All information is kept strictly confidential within the clinical staff.

## **6. What is a case management plan?**

A case management plan is mandatory. It involves the client working with the case worker to achieve certain goals that will help with self-sufficiency. These goals will be mutually decided upon by the case worker and the client. Failure to participate in the case management plan can result in denial of application and ineligibility for future services.

## **7. What happens after I submit my application? Who decides if I get funding?**

After an application is reviewed by a case worker and supervisor, a three member committee is presented your case. The committee may approve the entire amount, a partial amount, or deny with reasons and or referrals given. This process may take up to a week to complete. The case worker will notify the applicant in writing, or by a phone call when appropriate, when a decision has been made.

## **8. What are some things that I can do that will guarantee I will be turned down for the emergency assistance?**

Not providing all requested information and/or inaccurate or incomplete information can result in delays or a denial of application. A checklist has been provided so that the client will not forget any important documentation.