



Department of Social Services
Family Crisis Unit

You're appointment will be: _____

Some of the rules for receiving emergency assistance are:

- The bill you are requesting assistance with must be past due in order for us to be able to help you.
- The bill must be in the name of the head of household.
- There is a maximum of help that we can offer, please ask what this may be when you make your appointment.
- You need to make an appointment to request emergency assistance by calling: 560-8301 or 560-8302.

You must bring the following items when you come for your appointment:

- Proof of income for the last four weeks.
- Receipts showing expenses for the last month.
- Copy of the Social Security card for everyone in the home that has one.
- Proof of identity: (License or picture ID).
- The bill that you need assistance with.
- Copy of your lease for rental / mortgage assistance.

919-560-8000



300 N. Duke St. Durham NC 277701



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Programs and levels of assistance:

AEA - may assist with up to \$400 towards rent, mortgage, and utilities once in a 12 month period

CIP (Crisis Intervention Program) may assist with up to \$600 for heating and cooling per fiscal year

Water Hardship -If eligible, client may be assisted once in a 12 month period

Burial Assistance - pays for opening and closing of the grave and grave liner: \$365 for child and \$385 for an adult.

Direct Medical - may assist with medication up to \$300 per year.

EEF Emergency Energy Fund-may assist with up to \$200 for heating and cooling

Food Card - must apply for food stamps and they will assess you.

Services for the Blind - There has to be a documented visual impairment. Casework services are available.

Medicaid Transportation - You must receive Medicaid, and be going to a Medicaid covered medical appointment.

LIEAP (Low Income Energy Assistance Program)- applications taken first two weeks in November and checks are sent out in February. You must have a heating source and meet income criteria.