



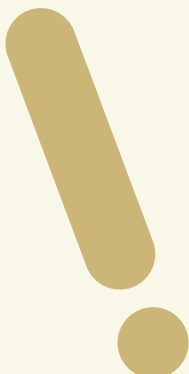
GUIDELINES FOR WRITING EMERGENCY ASSISTANCE VOUCHERS FOR EMERGENCY VOUCHER WRITERS

“Yes, We Can Help You!” Many rural communities may have at least a food bank but not a local organization to help residents pay for gas, utilities or prescriptions in emergencies. The Emergency Voucher System offers rural communities a flexible tool for assisting their neighbors. Voucher writers should follow these guidelines.

Follow Established Procedures

To serve clients and pay businesses in a timely way, follow Catholic Charities’ procedures for writing and reporting vouchers to the diocese. The voucher system is straightforward. The local Catholic Charities funds the program and your parish or organization develops relationships with local businesses and vendors. When a client knocks on your parish or organization’s door:

- Verify their need and send them to the vendor with the **1st** and **2nd copies** of the voucher. Mail the **3rd copy** to Catholic Charities.
- The client “pays” the vendor for their needed service by providing the **1st** and **2nd copies** of the voucher.
- The vendor retains the **2nd copy** for and obtains payment from Catholic Charities by mailing them the **1st copy** of the voucher and an invoice.
- Catholic Charities cuts a check to the vendor upon receipt of voucher & invoice.



Never Give Out Cash

The voucher system is designed to help people with real and specific needs in a transparent way. Cash cannot be reimbursed by Catholic Charities.

GUIDELINES FOR WRITERS TO MANAGE THE EMERGENCY VOUCHER SYSTEM

Submit Signatures to Catholic Charities

- 1** Submit the names and signatures of voucher writers to Catholic Charities. Signatures must be on file before vouchers can be honored.

Cultivate Relationships with Businesses

- 2** Leverage your existing relationships with local businesses to recruit them to participate in the voucher program. (See the flyer "Recruiting Businesses into your Voucher Program" for more information about recruiting businesses.) For simplicity, we recommend a maximum of two local vendors for gas, groceries prescriptions, etc. Review the voucher with the vendors to clarify the process.

Establish a Policy for Voucher Amounts

- 3** You have discretion to write the voucher amount you feel is appropriate based on your local situation and relationship with the client. Write specific amounts for bills with specific amounts, like utility bills or prescriptions. For assistance with food, gas or other services without specific bill amounts, set a policy such as \$25 per vehicle or \$10 per person per family for groceries.

We generally recommend a limit of \$100 per voucher for any need and a limit of one voucher per household per 12-month period.

Track and Report Your Vouchers

- 4** Track your individual and total voucher expenses. Each quarter, you will receive a report from Catholic Charities detailing the amount left in the voucher fund. Catholic Charities will advise you if the fund runs out before the end of the year or reporting period.