



HELP US HELP YOU

The mission of **Matthews HELP Center** is to provide short-term crisis assistance to our neighbors in the Greater Matthews community.

Service Area

Our service area is made up of the following zip codes:
28104, 28105 — Matthews | 28226, 28270 — Charlotte
28079 — Stallings, Indian Trail

To apply for assistance, complete a client inquiry form on our website at:

www.matthewshelpcenter.org

704-847-8383

119 N. Ames Street; Matthews, NC 28105

Services Provided

Crisis Assistance

Financial Assistance	Food Pantry
Clothing & Household Items	Budget Awareness
Community Referrals/Resources	

Seasonal Programs

School Supplies	Holiday Assistance
Thanksgiving Feast	

What to Expect

Matthews HELP Center's Social Work department works by appointment. We recognize life is busy and want to respect that. After submitting a client inquiry form on our website, you will receive an email detailing next steps. To be respectful of your time, staff time, & other scheduled client appointments, these documents are required before an appointment can be scheduled. It is the client's responsibility to contact necessary individuals and gather all CURRENT documents.

At Matthews HELP Center, we partner with the client to help by being a bridge so that the client can maintain moving forward. Assistance granted is on a case-by-case basis and is also dependent upon the availability of MHC funds. As with all our services, our goal is not to give a handout but a hand up.

** MHC is currently conducting virtual appointments ONLY*

During your appointment, plan to discuss your financial crisis and what happened, out of the ordinary, to cause this. You can expect to discuss your plans to be able to maintain moving forward. When discussing your situation and budget, the social worker may also be aware of other resources that can help you maintain. MHC's help may consist of nonfinancial services such as food, clothing, budget awareness, financially helping towards your bill, or simply by providing applicable resources.

Our social work team partners with clients to help supplement basic needs including food, clothing, rent, and utilities. At Matthews HELP Center, we recognize that it is our responsibility to be good stewards of the resources that have been entrusted to us. To this end, **having submitted an inquiry does not guarantee requested assistance.**

**Please note that our No-Show policy states that if a client does not provide the necessary documentation two (2) times, that client will no longer be eligible to submit another inquiry for six (6) months.*

Matthews HELP Center is a non-profit agency established in 1979. Matthews HELP Center has the right to refuse assistance based on a number of variables. Behavior including cursing, verbal/emotional/physical abuse of staff/volunteers, intoxication, threats, or demanding behavior will result in denial of services.

Documents needed to process a request

- Client Intake Form—Linked in your email
- Client Budget Form—Linked in your email
- Valid state ID/Driver's License
- Valid social security documentation (showing last 4 digits) for each household member
- Proof of Income for all household members
 - Current pay stubs for each person working
 - Proof of unemployment, SSI or SSA, VA Pension, Retirement Pension, Disability, and/or income from family/friends are required to present a statement of income support
 - Most recent award letter(s) for SNAP, TANF, or WIC
 - Child Support Documentation
- Proof of Crisis (Reason for assistance)
- For Utility Assistance:
 - Utility Bill/Late Notice
- For Housing Assistance:
 - Lease
 - Late Notice
 - Up-to-Date Ledger from landlord
 - Landlord Agreement and Consent Form

*Utility/Housing bills must be in the client's name