**Guidelines for Helping Hands (social services)**

| **Grant Term** | One year (may be shorter or longer on occasion due to timing of grant)  
Likely opportunity to apply for renewal toward the end of the year |
|----------------|-------------------------------------------------------------------|
| **Administrative Costs** | Portion of grant may be used for direct administrative costs, typically 10%  
To be discussed with Program Director prior to application submission |
| **Criteria** | Emergency triggered the need  
Need must be urgent, concrete, discrete and can be remedied by the grant  
Situation that the grant resolved likely to be stable going forward  
No other resources available to help, after using reasonable efforts to look for other sources (e.g., government or other nonprofit program) |
| **Emergency** | Event that could not reasonably have been foreseen or avoided  
Acute specific situation rather than chronic general difficulties  
Urgent need  
Examples (not exhaustive)  
• homelessness or threat of eviction  
• medical emergency  
• natural disaster  
• domestic violence  
• loss of employment or other income source  
• theft |
| **Eligible Expenses** | Examples (not exhaustive)  
• rent  
• utilities  
• clothing  
• furniture  
• medical expenses  
• temporary child care  
• clean-up after natural disaster |
| **Ineligible Expenses** | Examples (not exhaustive) |
| **Grant Limits** | Maximum $2,000 per grant

Grant for slightly higher than $2,000 may be considered in special circumstances to be discussed with Program Director in advance of grant

Grants typically average around $1,000, though not a requirement

Grant to household for more than one need permitted but total can’t exceed $2,000

Grant to household on more than one occasion permitted in special circumstances |
| **Application** | Must have internal process that includes standard written application (samples available)

Client must provide documentation evidencing the need, and information to support likelihood of maintaining stability post-crisis |
| **Staffing and Training** | Senior program person must manage and provide final approval of grants

May be assisted by administrative, finance, or other staff as appropriate

Must do initial and ongoing training across agency on how to determine appropriate cases and the process |
| **Funds Management and Disbursement** | GFF funds must be held and accounted for separately

Organization should keep payment records on file for three years

Grant payment must be made directly to third party rather than to client

In rare circumstances when check not possible, gift card to vendor may be provided (e.g., debit card to gas station for domestic violence survivor travel to safe location); client must provide receipt after use |
| **Support Services** | Connect client with additional support services whenever possible |
| **Reporting** | Quarterly reports

- Due on the last Friday of the month following each quarter end
- Submitted through GFF online system
- Brief narrative questions |
<table>
<thead>
<tr>
<th>Case studies</th>
<th>Quantitative data tabulating grants made (e.g., category, average grant size, funds disbursed) and impact (e.g., grant recipients stably housed one year from when grant received)</th>
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</thead>
<tbody>
<tr>
<td><strong>Check-in Calls</strong></td>
<td>In conjunction with each quarterly report, there will be check-in phone call with Program Director unless otherwise communicated</td>
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