



Chandler NAS
 345 S. California St,
 Chandler, AZ 85225
 nas@azcend.org

Gilbert NAS
 132 W. Bruce Ave. (ELLIOT & GILBERT RD)
 Gilbert, AZ 85233
 nas@azcend.org

Appointment TIME:	
Appointment DATE:	
Scheduled with:	

I prefer an appointment before 8am

******If you are more than 10 minutes late you may be rescheduled******

List of documents you MUST PROVIDE IN ORDER TO RECEIVE ANY ASSISTANCE:

- Social Security cards for ALL household members, CAP 2 or Household Summary print out from DES, Print out from Social Security Office showing social security numbers
- US Birth Certificates, Certificates of Naturalization, US Passport, Permanent Residence Cards for ALL household members or Current decision letter stating eligibility for Food Stamps or Cash Assistance
- If you or a member of the household is disabled, provide a statement from your doctor verifying disability
- Proof of income for ALL household members **for the last 30 days CHECK ALL THAT APPLY**
 - Award letters for Cash Assistance or Social Security benefits: SS, SSI, SSDI
 - Pay stubs for last 30 days for all household members
 - Child support payment history for last 30 days and Atlas number
 - Unemployment 'Weekly Claims Information' print out for last 30 days from www.azui.com
 - If Self Employed:
 - Journal or ledger including name, phone number, and amount paid for all clients in the last 90 days.
 - If no longer employed:
 - Statement from most recent previous employer stating last day worked, reason for release, date last pay was issued, gross amount, vacation and sick pay received.
 - If starting new employment:
 - Statement from your employer stating start date, rate of pay, hours schedule to work and pay date schedule
 - If there has been NO INCOME in the past 30 days:
 - Bank statement if surviving on savings
 - Survival statements or letters from friends or relatives who have provided assistance.

List of documents you MUST provide for Rental Assistance:

- Current Lease Agreement
- Original "PAST DUE RENT/MORTGAGE LETTER" completed by the landlord or mortgage company. **Form provided by NAS office. Please request this form.** Landlord's signature cannot be more than 10 days as of the date of the appointment including weekends. If Landlord is located out of state a faxed copy is acceptable.
- **if applicable** 5 day notice or eviction notice if you have received one
- **Proof of Crisis: MUST HAVE VERIFICATION OF ONE OF THE FOLLOWING:**
 - Verification of Loss of income within the last 90 days
 - Verification of Reduction of income within the last 90 days
 - Receipts from unplanned or unexpected expenses that occurred in last 90 days (car repairs, medical, or funeral expenses)
 - Verification of Health and Safety condition that endangers the household(condemned property, infestation, domestic violence) that occurred in the last 90 days

List of documents you MUST provide for Utility Assistance:

- Most recent APS, SRP, or SWG utility bills - **all pages of bill required**
- M-Power clients must bring recent receipt with account number or last 30 days payment history
- Utility Deposits: Verification that rent and rental deposit has been paid. Copies of receipts of paid rent/rental deposit.

List of documents you MUST provide for Housing Repairs/Weatherization:

- Title/Deed for home.
- Property tax statement for home.
- Most recent water bill

If you are missing ANY of the above items, please email nas@azcend.org for information on acceptable substitutes PRIOR to your appointment.



**Neighborhood Assistance Services (NAS)
Prescreening and Needs Evaluation**

*****NAS Use Only*****
Date rec'd: _____
Appt. Date: _____
Appt. time: _____
Appt with: _____

PLEASE READ— This form must be completed in its entirety or it may be dismissed due to lack of information.

Applicants Name: _____ Date: _____

Current Address: _____

City: Chandler Gilbert Sun Lakes Queen Creek State: AZ Zip Code: _____
(PLEASE CIRCLE)

Mailing Address: _____
Street or PO Box # City State Zip Code

Home Phone: _____ Cell Phone: _____

Message Phone: _____ Email: _____

Do you have an open application with Maricopa County/have applied in the Client Portal? Yes No
Do you have a crisis related to COVID-19? Yes No

This is not a guarantee of assistance. This is a list of the information needed to determine eligibility.

Client Name: _____ Due Date: _____

Please provide ALL of the marked items:

- _____ Driver's License (Applicant)
- _____ Social Security Cards (All Household Members)
- _____ Birth Certificate (Applicant)
- _____ 30 Days Income (All Household Members)
- _____ Current Utility Bills: SRP, APS, SWG, TOG
- _____ Rent/Mortgage Letter & W9
- _____ Current Lease
- _____ Proof of Crisis _____
- _____ Completed Application

CLIENT NAME: _____

Phone # _____

What assistance is the client requesting?

- Past Due Rent
- Past Due Mortgage
- First Months Rent
- Utility (electric, gas)
- Utility Deposit
- Emergency Home Repairs (please explain)
- Weatherization (insulation, weather proofing etc.)
- Case Management
- (budgeting, goal setting, etc.)
- Job Training

Do you receive Food Stamps? Yes No

Would you like to sign up for SNAP (food Stamps), AHCCCS? Yes No

Are you a current/former employee of AZCEND or NAS office? Yes No

Are you a current volunteer or have ever volunteered with AZCEND or NAS office? Yes No

Are you an unemployed Veteran? Yes No

Do you have children 5 and under? _____ Yes _____ No

Are you interested in receiving more information about children's programs? _____ Yes _____ No

Do you have documents to verify your lawful presence in the United States (Citizenship or Qualified Non-Citizen Status)? Please see reverse side for examples. YES NO

*****Please note that some of our funding sources may require verification of applicant's lawful presence. Any applicant who declares verbally or in writing that s/he is here illegally or in violation of USCIS law will be reported to Immigration and Customs Enforcement pursuant to ARS §1-501 and §1-502 and A.R.S.**

Family Type:

- Single Parent/ Female
- Single Parent/ Male
- Two Parent household
- Single person
- Two adults(no minor children)
- Other

Housing Type:

- Rent
- Own
- Subsidized/Section 8
- No Pay
- N/A
- Homeless

Living Arrangement/Dwelling

- House
- Mobile Home
- Apartment
- Other

REFERRALS GIVEN:

- MARICOPA COUNTY (602-506-0594)
- CITY OF CHANDLER (DYLAN)
- SOUTHWEST BEHAVIOR
- FOOD BANK
- OTHER: _____
- SNAP/AHCCCS
- VITA
- OPEN ARMS
- SENIOR CENTER
- FRC/DIAPERS
- WIC
- HOMEOWNER ASSISTANCE FUND (HAF)
- CLOTHES CABIN
- LIHWAP
- DIGNITY HEALTH
- EMPLOYMENT ASST.

Please Complete the following with information about the your household

*****DO NOT COMPLETE GREY AREAS*****

Social Security #	NAME First, Middle, Last	Gender	Date of Birth	Hmbd	Hdcp	Health Ins	Vet	Edu	Mrtl Stats	Lang	Citz	ETH	Race	Rel
				Y N	Y N	Y N								
1.Applicant's		M F		Y N	Y N	Y N								
2. Household member		M F		Y N	Y N	Y N								
3. Household member		M F		Y N	Y N	Y N								
4. Household member		M F		Y N	Y N	Y N								
5. Household member		M F		Y N	Y N	Y N								
6. Household member		M F		Y N	Y N	Y N								
7. Household member		M F		Y N	Y N	Y N								
8. Household member		M F		Y N	Y N	Y N								
9. Household member		M F		Y N	Y N	Y N								
10. Household member		M F		Y N	Y N	Y N								

Services Provided: *CIRCLE ALL THAT APPLY*

UTA RPR FBR FSR CMA ONR Other: _____ Date: _____

Funding rec'd(circle): Ch-16 GL-18 United Way SRP Bill Asst. SWG-ES APS Crisis URRD EFSP Ph39 EFSP ARPA-R

Service Amount: Rent: \$ _____ Utility: \$ _____ Utility Deposit: \$ _____ First Mo. Rent: \$ _____

Mortgage: \$ _____ Other: _____ Other Amount: \$ _____

Gross Income(30 days):\$ _____

Income Type: **Empty** **Empty&Ben** **Other** **No income**

Benefits: **CA** **GA** **SSI** **SS** **Pension** **UI**



**Neighborhood Assistance Services (NAS)
Chandler/Gilbert
Confidentiality Policy**

AZCEND – Neighborhood Assistance Services (NAS) staff recognizes the importance of the highly sensitive information given to them by their clients. The NAS staff will not violate the trust and confidence of their clients. Failure to adequately protect confidential information regarding NAS clients may be grounds for employee dismissal.

The following guidelines were designed to help ensure that privileged information is treated with confidentiality and respect:

- Client files will be stored in locked cabinets
- Access to files is limited to NAS caseworkers and AZCEND supervisory staff.
- Clients have the right to review their files. AZCEND staff must be present while a client reviews their files.
- Photo identification must be presented at the time of the request.
- Only applicants and their spouses (listed as a household member on the application) may view the files.

The following guidelines will govern the release of confidential client information:

- The “need to know” principle will govern which information will be released.
- Information will only be released when a client has authorized such release, as outlined on the client assessment form.
- Requests for client information from police or court personnel will be referred to AZCEND’s NAS Program Manager immediately.
- Any questions related to the release of client information will be referred to AZCEND’s NAS manager.

I have read and received a copy of the Confidentiality Policy as outlined above.

Client Signature: _____ **Date:** _____

Caseworker’s Signature: _____ **Date:** _____



AZCEND
Neighborhood Assistance Services
Chandler/Gilbert
Grievance Process

We hope your contact with the Neighborhood Assistance Services (NAS) is beneficial to you. If you feel, for any reason, you have been treated unfairly you have a right to seek a solution as outlined below.

Step 1: Discuss your concern with the NAS manager to try to reach a satisfactory solution. You can call 480-892-5331 ext. 204 to discuss verbally or schedule a meeting. You must contact the manager within 10 days of the problem occurrence. The NAS manager will document your complaints as well as any steps taken to resolve the situation. The NAS shall maintain the files and records relating to complaints for a period of three years. Such documents shall be maintained as confidential records. You may request a copy of this documentation.

Step 2: If you are dissatisfied with the results of your meeting with the NAS manager, you may present your complaint to AZCEND's Program Operations Manager (480-963-14231 ext. 110). You must contact the Program Operations Manager within 10 days of completing step one. The Program Operations Manager will respond within 2 weeks of discussion and will document your complaint as well as any steps taken to resolve your complaint. You may request a copy of this documentation.

Step 3: If you feel your complaint has not been satisfactorily resolved, you may present your complaint in writing within 10 business days to AZCEND's Executive Director (345 S. California St. Chandler, AZ 85225 Phone number 480-963-1423). Upon review of your complaint, and in no more than 10 business days, you will be provided a written response addressing your concerns. AZCEND's Executive Director shall review all client grievances for the purpose of continuous quality improvement. A record of client grievances shall be kept as part of the Chandler/Gilbert quality improvement documentation. The NAS senior management and Board shall review as appropriate.

I have read and received a copy of the Grievance Procedure outlined above.

Client Signature: _____ Date: _____

Chandler location
345 S. California St
Chandler, AZ 85225
480-963-1423

Gilbert location
132 W Bruce Ave.
Gilbert, AZ 85233
480-892-5331

CLIENT RIGHTS AND RESPONSIBILITIES

I understand that it is my responsibility to keep all appointments and to notify the Application Intake Worker if I am unable to keep my appointment.

I will provide all necessary documents and verifications as requested. In the event that I am not able to obtain a requested document or verification, I will notify the Application Intake Worker who will provide me with direction or assistance concerning this matter.

I understand that, without all necessary documents and verifications, an application for direct financial assistance cannot be processed.

I understand that I must provide full and accurate information regarding all persons in my home, to include income, resources, property and all other items that pertain to my household's possible eligibility for services.

I understand that failure to cooperate fully with the application intake process is grounds for denial of an application for direct financial assistance.

I understand that, if I believe my application should not have been denied, I may appeal this decision. I will notify this agency if I wish to appeal this decision or the quality of service I was provided. I understand that, upon request, I will be provided assistance with my request to appeal. If I have not already received one, I will request from this agency, a copy of their written appeal, grievance, or problem solving procedure. I understand that, if I wish to appeal, I or my authorized representative must do so in writing to this agency within ten (10) days of the receipt of the denial notice.

With my signature below, I confirm that I fully understand my rights and responsibilities.

Applicant Signature

Date