

If your need involves utility bills:

1. Have you submitted an application to Community Action Agency of St. Louis County (CAASTLC) since the previous November? **
 - a. **If so**, you must fax your Notice of Disconnection to 314-446-4480 or bring it to CAASTLC's office at 2709 Woodson Road in Overland IMMEDIATELY!
 - b. **If not**, DURING ALL MONTHS EXCEPT SEPTEMBER & OCTOBER** you must complete a LIHEAP* application (this is a FILLABLE FORM found online at www.caastlc.org)
 - i. If you have no computer at home, you can access this form at a local library **OR YOU CAN PICK UP A COPY AT OUR RECTORY, Mon-Thurs, 8 am - 4 pm**, 16645 New Halls Ferry Rd.
 - ii. Submit to CAASTLC by dropping it off at CAASTLC's office, **including all required documents as stated on LIHEAP application**, OR
 - c. Submit via fax (314-446-4480) OR
 - d. Deliver in person to CAASTLC's office between 8 a.m. and 4 p.m.

*LIHEAP stands for Low Income Home Energy Assistance Program

**CAASTLC begins accepting applications every October from disabled and elderly (60+), and in November from all others, for new fiscal year.

2. BEFORE YOU CAN BE CONSIDERED FOR UTILITY ASSISTANCE FROM ST. NORBERT SVDP, YOU MUST:

- a. Have a LIHEAP application submitted to CAASTLC (only for utility help)
 - b. Be prepared to pay half of the amount that is needed to avoid disconnection
3. If a home visit is required, you must have COPIES (NOT ORIGINALS) of the following:
- a. photo id of accountholder
 - b. proof of ALL household income, earned (pay stubs for most recent month) and unearned (pension, SSD/SSI/child support award letters, etc.)
 - c. Notice of Disconnection from utility company

NOTE!...If you have not been visited in the past year, NO HOME VISIT WILL BE MADE NOR ASSISTANCE OFFERED UNTIL YOU HAVE HANDLED THE ABOVE REQUIREMENTS and if Disconnection Date is less than 5 working days away, we may not be able to assist you.

If your need involves any other emergency:

1. BEFORE YOU CAN BE CONSIDERED FOR ASSISTANCE FROM ST. NORBERT SVDP, YOU MUST:

2. Be facing eviction, foreclosure or other such emergency
3. Be prepared to pay half of the amount that is needed
4. Have COPIES (NOT ORIGINALS) of the following:
5. photo id of accountholder
6. proof of ALL household income, earned (pay stubs **for most recent month**) and unearned (pension, SSD/SSI/child support letters, etc.)
7. Notice of eviction or other emergency
8. Statement of amount needed to avert the emergency
9. Tax Form W9*** from business to whom payment will be made
10. IF EVICTION/FORECLOSURE DATE IS LESS THAN 7 WORKING DAYS AWAY, WE LIKELY WON'T BE ABLE TO ASSIST!
11. A caseworker will contact you in 1-2 days to set up a visit, so you must handle the above requirements as soon as possible.

12. "There will be no help without a visit and NO VISIT WITHOUT THE ABOVE REQUIREMENTS!"

***Blank Form W9 can be obtained online. **We cannot disburse any payments without this!!** Not necessary from The Pit Crew, Greenway Chase & Crossing at Northpointe Apts. (we already have).