

## St. Francis Associates for the Needy Covid-19 Crisis New Procedures

As you all know by now, PNM and New Mexico Gas Co. are NOT currently disconnecting gas or electric services. Many people's utilities will remain on during this challenging time. Some landlords are also not evicting customers so those affected by the crisis should talk to their landlord. The safety and health of our volunteers is vital to us as we continue our service to the community. We want to follow the recommendations given by the CDC such as hand washing, social distance etc.

St. Francis Associates for the Needy will be dealing with assistance in Grant County as follows-

- We are requesting that all needing help call our answering machine 575-388-4933 and leave a message with their name and phone number. Please say your name clearly, slowly and as well as your number.
- We are informing the customer that utility companies will not disconnect them and that they should pay what they can towards their bill. (It is important to tell them to pay what they can because then they will be better off once disconnects begin again)
- If the customer has not applied for LIHEAP, we tell them to do so on YESNM.Com (this gets them ready for GNF or Heat NM assistance once the disconnect begin again)
- If they have been approved for LIHEAP and are either very stressed or very concerned, we are processing them as follows-
  - We are asking the customers to take cell phone pictures of their income, LIHEAP approval paper, ID's, and PNM or gas bill or other bills or rental contract.
  - We ask the customers to email the pictures to us by the following day. If it is some other bill we need income, ID and the bill.
  - When all documents are received at the email address [stfrancisassociatesforneedy@gmail.com](mailto:stfrancisassociatesforneedy@gmail.com), they will be called for a phone interview.
  - We fill out the GNF or Heat NM and Associates application with the information customers' provides us over the phone, and on the customer signature line we write "phone appointment"
  - If all the documents are there and the customer qualifies, we give the customer a GNF Code, asking them to write it down and give them the PNM phone number or inform them how and when the other bill will be paid.

### Food Pantry

- We cannot deliver
- We will continue to hand out food and hygiene items on Monday at 4 until we have no more to give out. Our donations have been sparse. We will start requiring proof of food stamps and only provide food for those with little to no food stamps.
  - Customers will come to the pantry gate on 13<sup>th</sup> and Florida and sign in if they have been to our pantry before or get an application if they are new and return to their vehicle or the sidewalk if on foot. We will hand out bags of what we have. If there is something you do not want or have special circumstances put that on the sign in sheet. No one will be allowed into the waiting room or pantry. If the weather is bad come prepared. Only 1 person or family will be allowed on the ramp to the gate at a time to sign in.
  - We want to help those who really need the food during this stressful time.