

Quartz Valley Indian Reservation Hardship Program Policies and Procedures

Mission:

The mission of the Hardship Program is to assist Tribal families within the community who have demonstrated a need for immediate financial assistance. In providing financial assistance to individuals and our Tribal families, the Hardship Program is able to reduce highly stressful financial troubles and to prevent disconnection, repossession, cancellation, and hunger of client's.

Purpose:

The Quartz Valley Indian Reservation developed the NGD Hardship fund in hopes to assist Tribal Families in their times of need; to ensure families are assisted the tribe has allotted \$5,000.00 to this Program; this program will be structured as a reimbursement assistance program and be paid back in full when funds are received from Non-Gaming Disbursements (this happens Quarterly).

Award

- Each award shall be no more than three hundred and fifty dollars (\$350.00).
- Each award shall be determined on a case-by-case basis.
- Each individual is eligible to receive two hardship awards for food or any bills they prefer to receive payment towards.
 - A Third and Final Hardship award can be processed if the hardship board members decide a hardship would be caused on the family if not awarded; all third hardships will be determined on a case-by-case basis; on the third hardship the board will determine the awarded amount and can ask the individual requesting the award to submit more supporting documentation this could include a letter; on third hardship requests all members of the Hardship Board will be notified.
 - Third Hardships can be used for:
 - Electricity Bill for household
 - Propane or any heating fuel
 - Car Payment if repossession is a threat for household.
 - Car or health Insurance if cancellation is a threat for household.
 - Food for household
 - City Water payment
 - Rent
 - Family Emergency Hardship – Medical Travel/Bereavement Travel

BILLS:

- All bills requesting payment must have documentation present for the hardship board to review.
- Documentation must state:
 - Amount to be paid,
 - Account number,
 - Mailing address for billing agency,
 - Name of billing agency (check made payable to), and
 - Name listed on the bill/account.
- Payment will be sent to the organization(s) owed the following Wednesday if approved in the name of the Applicant.
- No Checks will be released to applicants – all payments will be sent in the mail; however, if requested, a pledge can be made on behalf of the applicant by the Quartz Valley Indian Reservation stating the payment amount.

FOOD/PERSONAL ASSISTANCE:

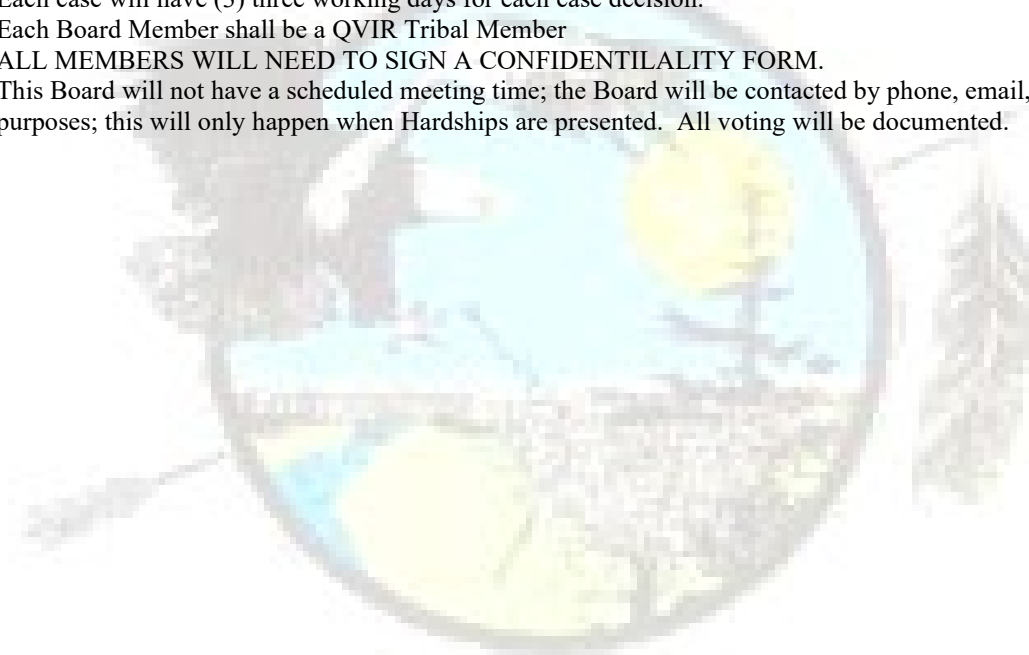
- Food will be purchased at Raley's or Wal-Mart, both located in Yreka, CA, please understand all applicants requesting this assistance will be accompanied by a QVIR Card Holder.
- All fuel purchases shall be made at a Chevron Gas Station in either Fort Jones or Yreka, CA; please understand all applicants requesting this assistance will be accompanied by a QVIR Card Holder.

PAYMENT PLAN:

- APPLICANTS SHALL HAVE ONLY ONE AWARD OPENED AT A TIME, EVEN IF THE FIRST AMOUNT IS NOT THE FULL \$350.00
- APPLICANTS SHALL ONLY RECEIVE ONE AWARD PER QUARTER- THESE DATES ARE BASED ON PER-CAPITA DISBURSEMENTS.
- IN THE EVENT A TRIBAL MEMBER HAS RECEIVED THREE HARDSHIP AWARDS IN A YEAR, THE APPLICANT WILL NOT BECOME ELIGIBLE FOR THIS PROGRAM AGAIN UNTIL JANUARY 1 OF THE FOLLOWING YEAR.
- ALL GRANTEEES SHALL NEED TO SIGN A “HARDSHIP CONTRACT” BEFORE PAYMENTS CAN BE RELEASED; THIS CONTRACT WILL SHOW PROOF OF TERMS AND CONDITIONS.
- ALL AWARDS WILL BE DEDUCTED DIRECTLY FROM THE APPLICANTS PER-CAPITA DISBURSEMENT PRIOR TO THEM RECEIVING THEIR CHECK.

THE HARDSHIP FUND BOARD

- A. Will consist of five (5) representatives.
- B. The Hardship Board shall be elected officials selected by the General Community Council; with 2-year terms.
- C. The Board will determine a “spokesperson” for denial purposes; this will be the only determined position.
- D. Majority vote needed to grant the applicant’s funding; (3) three votes count as majority.
- E. Each case will have (3) three working days for each case decision.
- F. Each Board Member shall be a QVIR Tribal Member
- G. ALL MEMBERS WILL NEED TO SIGN A CONFIDENTIALITY FORM.
- H. This Board will not have a scheduled meeting time; the Board will be contacted by phone, email, or in person for voting purposes; this will only happen when Hardships are presented. All voting will be documented.



Procedures-

Applicant shall attempt to apply for other resources QVIR offers before applying for this fund, such as ICWA, Health, Social Services, Loan, etc. In the event the applicant is not receiving a steady income however is eligible for a loan, but the loan would cause a greater "Hardship," the applicant can choose to bypass the loan process.

COMPLETELY FILL OUT HARDSHIP FUND APPLICATION

- Applications must be completed before the application can be processed.
- Must sign and submit last 4-digits of Social Security number at required section of Application or it will be considered incomplete.
- Applicants must fill in all required fields for application to be considered complete.
- If living out of the local area, a fax number shall be submitted to help the application process.
- Telephone number shall be listed.
- Amount asking shall be determined by the applicant in the "Amount Box."
- Based on the information gathered from the application a contract shall be developed for signature purposes; this will ensure a clear understanding between the Tribe and Applicant.
 - a. Attach all bills that pertain to the hardship fund.
 - b. All bills will be paid to the organization(s) owed.
 - c. All bills will be paid the following Tuesday of the award if all documentation needed is submitted to the Hardship Board the prior Friday.

FOOD and PERSONAL ITEMS (Credit Cards will be used) – a shopping list must be included with requests for food and personal items in order for it to be honored; it will be the responsibility of the tribe to process a Purchase Order for this request. The recipient will need to set a maximum limit that does not exceed \$350.00; stating this, the recipient will be responsible for any additional costs incurred that exceeds the set limit determined by the recipient at the time of request; it is also an understanding that in the event the recipient should receive less than the amount determined then the overall Hardship Request the award will reflect the actual cost spent.

- A Shopping list will need to be supplied at time of Hardship request:
 - This list should be as detailed as possible.
 - This list shall not include any Alcoholic Beverages, Tobacco products or Hot food.
 - Only Social Service tasks will be performed on this transportation.

The Hardship Program was developed using Tribal Funds; this gives all applicants the right to go before the General Council to appeal a decision regarding their request if they feel the decision was unjust. Please understand all hardships are confidential; stating this, only the applicant can appeal a decision; also, if an applicant should choose to appeal a decision to the General Community Council the case will be opened for discussion and a Hardship Board Member shall be present to answer questions.

In the event of a denial the Education Department will contact the applicant by letter correspondence with reason for denial within 5 business days of decision. The letter will state the appeal process for denials. See Below:

As a Quartz Valley Indian Reservation Tribal Member trying to receive assistance through a Tribal Program, you have a right to appear before the General Community Council to appeal a decision made by the Hardship Board. If you would like to appear before the General Community Council to appeal the decision made, please contact the Tribal Secretary to be placed on the next General Community Council Agenda under "New Business," for discussion purposes only; your appeal will then be placed under "Old Business," for the following meeting, to be voted on. Please understand, this is the final step to the appeal process; what the General Community Council decides is final.

