*St. Vincent de Paul Society*

*Hope Conference*

# Processes, Rules, & Guidelines

# Overview

This policy outlines the procedures, rules, and documentation guidelines for submitting and reviewing applications to the SVdP Hope Conference.

# Objective

To ensure a consistent, timely, and organized process for submitting, reviewing, and evaluating Hope Conference applications.

# Applicability

This policy applies to:

* All members of the SVdP Hope Conference
* All SVdP Parish Conference members submitting applications

# Procedure

# 1. Application Submission Requirements

* Deadline: Applications must be submitted by Wednesday before the upcoming Hope Conference Meeting.

Late submissions will be reviewed at the following scheduled meeting.

* Document Format: All documents must be submitted in PDF format. JPEGs or image files will not be accepted.
* File Consolidation: If possible, combine all documents into a single PDF.
* Email Limit: Submit no more than two emails per application. Only send multiple emails if necessary.

# 2. Application Intake Process

* A designated Hope Conference Case Manager will screen each email.
* Documents are saved in a case folder and assigned:
  + A Case Number
  + A Case Manager
* A confirmation email is sent to the Vincentian submitting the application and the Case Manager.

# 3. Required Documents *(these are the funder's requirements)*

**\*\*Tier One – Non-Housing Assistance\*\***

Required:

* Completed Application
* Signed Release of Information
* Photo IDs *(for all household members 18+)*
* Proof of need or crisis
* Proof of Income *(for all household members 18+)*
* Utility or Other Bills:
  + The last 3 months of complete utility bills
  + Invoices or receipts for other expenses

*Important:* ***Cases will not be reviewed unless all required documents are submitted in full and correctly completed. This will delay payment if approved.***

**\*\*Tier Two – Housing Assistance\*\***

**All Tier One documents** *(except utility bills or other expenses)*, **plus:**

* Past Due Rent Notice *(if applicable)*
* Signed Lease Agreement *(minimum required first and signed pages)*
* Rental Ledger *(if available)*
* Completed W-9 Form from Landlord
* Tenant/Landlord Information Form
* Section 8 Documentation *(if applicable)*

*Important:* ***As with Tier One, cases will not be reviewed unless all required documents are submitted in full and correctly completed. This will delay payment if approved.***

# 4. Initial Review – Incomplete Submissions

* The Case Manager will review submissions for completeness.
* The Case Manager will check the Seattle DB for previous assistance provided.
* If documents are missing and or incomplete:
  + The Case Manager will contact the Vincentian for the documents or information needed.
  + The case is placed on “Pending" status.
* If missing or incomplete documents are not received by the return date requested, the case will be deferred to the next Hope Conference Meeting.
* If missing or incomplete documents are not received by the second meeting, the case will be “Closed”. A new application with updated information will be required.

# 5. Case Review – Complete Submissions

Once all documents are received:

* The Case Manager conducts a thorough review focusing on:
  + The need or crisis
  + Household income and expenses
  + Sustainability plan
  + Support or twinning options from the Parish Conference
  + Willingness of the landlord or utility company to establish payment plans

# 6. Final Review – Hope Conference Decision

The Case Manager presents the case to the Hope Conference, including:

* Summary of facts
* Analysis and recommendation *(approval/denial)*
* The Hope Conference members discuss and vote too:
  + Approve full or partial assistance
  + Deny the request
* The Case Manager will notify the Vincentian of the decision and provide reasons if partially funded or denied.

# Summary of Key Rules and Guidelines

1. Before submission to the Hope Conference, the Vincentian ***must*** vet the neighbor with Season of Sharing (SOS) and Catholic Charities (CCEB).
2. Applications must be submitted by Wednesday before the next scheduled Hope Conference Meeting.
3. PDF format only; no JPEGs.
4. Combine documents into one PDF when possible.
5. Limit to two emails per submission.
6. Applications with missing or incorrect documents will not be reviewed and will be placed on “Pending” status.
7. If missing or incomplete documents are not received by the return date requested, the case will be deferred to the next Hope Conference Meeting.
8. If missing or incomplete documents are not received by the second meeting, the case will be “Closed”. A new application with updated information will be required.