



## Almighty's House of Restorative Services Policies

### Mission

The Almighty's House of Restorative Services is committed to improving the health of our community, helping hunger with culturally appropriate clean food. In addition, we are committed to goals that promote food justice in our community, and efficiently provide emergency food to strengthen our Nationwide community and economy.

### Food Assistance Program Policy

1. Eligibility Criteria
  - a. Individuals or households in dire need of grocery assistance.
  - b. Residency: Applicants must be legal residents of the designated service area.
2. Application Process
  - a. Submission of Application: Applicants must complete a formal application form, providing accurate and up-to-date information about household income, expenses, and other relevant details.
  - b. Documentation: Supporting documentation, such as proof of income, residency, and household composition, may be required if necessary.
3. Confidentiality
  - a. Confidential Information: All information provided by applicants, including personal and financial details, will be treated with utmost confidentiality and used solely for the purpose of determining eligibility for food assistance.
  - b. Security Measures: The agency will implement security measures to safeguard applicant information, in compliance with relevant privacy laws.
4. Benefits Calculation:
  - a. Calculation Method: The agency will use a standardized method to calculate the amount of food assistance benefits based on household size, income, and other relevant factors.
  - b. Limitations: Applications are able to receive benefits no more than 2x/per month. Applicants must apply for services at each request for assistance.
  - c. Approval Notification: Claims have a 24-72 hr processing time due to funding, and benefit awards will be subject to periodic assessments to ensure continued eligibility. Applicants will be notified in writing of the approval or denial of their application, along with details of the benefits they are eligible to receive. Approvals will be based on the amount of funding we have available during the week.
5. Recertification
  - a. Periodic Review: Recipients must undergo periodic reviews to ensure continued eligibility. The agency will communicate the recertification process



and timelines.

- b. Changes in Circumstances: Recipients are required to promptly inform the agency of any changes in their circumstances that may affect eligibility.

6. Rights and Responsibilities

- a. Client Rights: Applicants and recipients have the right to be treated with dignity and respect, to receive clear information about the application process, and to appeal decisions.
- b. Client Responsibilities: Applicants and recipients are responsible for providing accurate information, attending interviews when required, and reporting changes in their circumstances.

7. Appeals Process

- a. Right to Appeal: Applicants have the right to appeal if their application is denied or if they disagree with the number of benefits awarded.
- b. Appeals Procedure: The agency will provide a fair and timely appeals process, including a designated appeals officer and opportunities for a hearing.

8. Outreach and Education

- a. Community Outreach: The agency will engage in outreach activities to ensure that eligible individuals are aware of the food assistance program.
- b. Education: Provide educational materials to applicants and recipients about nutrition, budgeting, and other relevant topics.

9. Program Evaluation and Improvement

- a. Regular Evaluation: The agency will conduct regular evaluations of the food assistance program to assess its effectiveness and identify areas for improvement.

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