Frequently Asked Questions: Township Assistance

What is Township Assistance?

Township Trustees assist residents that are having difficulty meeting their basic needs. Basic needs include having access to adequate shelter and food. This means the Trustee can assist residents with rent/mortgage payments and payment of utilities that make a residence livable. The Trustee also runs an onsite food pantry for all residents of Hamilton Southeastern School district.

How do I apply for Township Assistance?

Call the Trustee's office at 317-842-8595 and leave a message. If you have an emergency (i.e., electric is going to be disconnected within 24 hours), please note this in your message and we will work to get you in as soon as possible.

What happens next?

An intake appointment will be set for you. At your intake, please bring your photo ID and proof of residency (Utility bill, lease, mortgage statement, etc.). A staff member will conduct a brief intake and to set up an appointment for assistance. This will allow us to gather basic information and confirm that you are a resident of Delaware Township. An appointment time for you to talk with township staff and review the Application for Township Assistance will be set, typically this appointment is within a few days of your intake. Staff will provide a list of documents. This list will include several documents that will be necessary for the Trustee to determine if you are eligible for assistance. Please bring items with you to the appointment or you mail email documents to beth@delawaretownship.net prior to the appointment. You may also fax documents to 317-288-7620.

Are appointments for Township Assistance in person?

Yes, we are returning to in person appointments effective May 1, 2021. Clients and all adults in the household are required to appear and sign the application in person.

What happens at the appointment?

You will be meeting with the Director of Client Services. The appointment for assistance typically lasts between 60-90 minutes. In order to complete the application, we will need to review the documents requested at the intake. Additionally, all adults in the household will need to sign the application in the presence of a Township employee. In the application, you will be attesting under oath to the truthfulness of the information provided on the application and that the Trustee has permission to investigate the details and circumstances surrounding the application. The appointment is your opportunity to talk with staff and provide information that you would like the Trustee to consider when reviewing your application.

What if I am not able to get up to date bank information or print bills?

You may submit screenshots from your phone as documentation and email them to beth@delawaretownship.net. If you have difficulty obtaining information, please let staff know and we will work to assist you.

What happens if I do not have all the documents requested?

Still attend your appointment. We will review documents that you have and determine if additional documents are needed to determine your eligibility. We can assist with printing out documents or locating information on the computer if you do not have access to a printer. Please note that not having complete documentation may delay or prevent you from receiving assistance.

When will a decision about assistance be made?

The Trustee makes a determination on your Application for Township Assistance within 72 business hours. The Trustee may pend the decision for an additional 72 hours if further information is needed. If a case is still missing information after the pending period, the case may be denied due to lack of documentation.

What does the Trustee consider?

The applicant must show that they are unable to provide those needs through personal effort and that they have exhausted all other means. Township assistance is a service program. Unlike entitlement programs (i.e., food stamps, Medicaid) there is not solely an income threshold. The Trustee is

given authority consider all circumstances surrounding a resident's need to determine if providing assistance is appropriate. The Trustee will consider, did the residents exhausted all of their resources in attempt to meet their basic needs, prior to seeking township assistance.

What decision can the Trustee make?

The Trustee can approve your application as a whole. This means that the Township will provide assistance for all amounts requested on the application. The Trustee can approve in part and deny in part, meaning that the Trustee can agree to cover some of the expenses, but would ask you to cover part of the expenses as well based on your resources. The Trustee can deny your request completely. Whatever decision is made, you will be sent a copy of the decision in writing. In most cases, we will call and let you know the decision, so you can plan the next steps.

What happens if my application is approved?

After you are notified, it will be necessary for us to work with the person you are requesting that we pay to sign the purchase order. The primary applicant will be required to return to our office to sign a purchase order and may need to take the order to the apartment complex. We work with many apartment complexes in the township, and they are familiar with the need to sign the purchase order. For utilities, we can secure vendors' signatures on those orders. Once a purchase ordered has been signed, we will issue a check payable to the vendor and place them in the mail. This process usually can be completed within 24 hours of the decision.

What happens if my application is denied?

After you are notified, you may seek assistance from non-profit organizations that may or may not provide assistance. If you are in need of a list of these organizations, please let staff know and we can assist you in locating these resources. Many non-profits require that you see your Trustee first. Some may require a referral from the Trustee, the denial can be used as a referral. We can either email the denial to you or we can provide it directly to the agency.

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