

DEACON FINANCIAL ASSISTANCE INTERVIEW QUESTIONS

The following questions are to assist in determining a course of action and decisions when meeting with or calling those approaching SPC for financial aid.

1. Tell me about your situation; or help me to understand what caused this situation. Why? How long? (These questions can be asked frequently throughout your interview.)

What are your specific needs? (Example: if utilities, list specific utility and amounts; if rent or mortgage what is the monthly amount and are you behind? If credit card debt, list each card, the total amount owed, and minimum payment on each; if medical bills, list each provider and the total amount owed.

Can your family help?

Other needs: Food, Debt Counseling, Legal Aid, Medical Counseling, other?

2. What have you done to fix or change the situation so far?

3. For each member of the household that earns an income or receives other types of financial support, please list the source and average monthly amount (Examples: wages, self-employment income, assistance such as food stamps, rent-support, etc., other?

4. Current Employment: _____ Past: _____

5. Occupation/specialty: _____

6. How are you planning to get through this? OR What are your plans to resolve this situation?

7. Have you tried shelters? (if appropriate)

8. What assistance have you received previously from this or other churches?

9. Tell me about your family support. Who is your support system? Friends, community organizations?

Comments and recommendations: _____

Signed: _____ Date: _____

Suggestions:

- During the interview take notes – it won't offend them. If they are motivated, they'll appreciate it.
- Attempt to elicit if the situation is chronic. Are they trying to problem solve and/or help themselves or do they want someone else to fix things for them?
- Whenever possible, refer them to other resources: food pantries, debt counseling, shelters, Family Promise.
- If they have Medicaid (Centennial Care) ask if they have a care coordinator.

Revised September 14, 2021