

THE FOLLOWING LOCATIONS CAN
BE CONTACTED DIRECTLY
TO OBTAIN AN INITIAL APPOINTMENT:

APOPKA OFFICE

1111 North Rock Springs Rd.
Apopka
407-254-1075

BITHLO OFFICE

18501 Washington Ave.
Bithlo
407-254-9290

HAL MARSTON CENTER

3933 W.D. Judge Dr.
Orlando - Pine Hills
407-836-8410

MABLE BUTLER CENTER

2100 East Michigan St.
Orlando - Downtown
407-836-6500

OCOEE OFFICE

475 West Story Rd.
Ocoee
407-254-6870

EAST ORANGE COMMUNITY CENTER

12050 E. Colonial Drive
Orlando
407-254-9290



Testimonials

"Everyone was very nice and treated me with kindness, specially in my situation. I need help, and I felt good coming here. I feel I will get the help I need. Thank you very much for everything".

"This was the first agency that has not had me in tears over the situation and treated me like a person. The Social Worker was wonderful, very patient and understanding".

Everyone was very polite. The worker gave me information about other agencies (in the community that might also be able to help me). This is a fair program and I appreciate the help".

"Very thorough and helpful. Good to know when you need help there are services and friendly people out there to help".

"Thank you for taking the time to help myself and my family. Thank you and God Bless".

"The worker was very polite and nice. Everything was explained well. Thank you! Great job!"

Orange County Human Services Department
Youth and Family Services Division

CRISIS ASSISTANCE PROGRAM



407-836-6500

Crisis Assistance Program

THE CRISIS ASSISTANCE PROGRAM provides financial assistance to Orange County citizens who are experiencing a temporary financial emergency but will be self-sufficient within the following month.

There is a two-year time limit before a family, who has already received financial assistance under the Crisis Assistance Program, can re-apply for services.

Applicants must meet all requirements to be eligible for assistance.



Partnership

Orange Cares 4U: Orange County residents who are Orange County Utilities customers and who have an emergency can apply for this service. Crisis Assistance Program requirements apply.



Community Services

Crisis Assistance Program refers to other Community Agencies when their services are more appropriate and provides internal linkages to other Division programs when indicated.



Eligibility Requirements:

- 1. Documentation of Legal Residency:**
In Orange County
- 2. Unforeseen Event:** Crisis should be the direct cause of the emergency that could not be predicted or prevented.
- 3. Emergency Need:** Must be able to document emergency need with an official notice such as an eviction notice, past due or late notice for rent, mortgage, or utilities or foreclosure notice.
- 4. Insufficient Resources:** Must not be able to meet emergency need from own resources.
- 5. Resolution:** Must be able to demonstrate that the one-time assistance will address the financial needs and solve the problem.

Financial Assistance Categories

- 1. Shelter/Mortgage/Rent:** There are maximum payment limitations. Deposits are not covered under this program.
- 2. Utilities: Electric, Gas, Oil and Water:** There are maximum payment limitations. Telephones are not considered utilities. Deposits are not covered under this program.
- 3. Food and Incidentals:** Every effort will be made to refer individuals and families to the local food stamp office and local pantries. Limited financial assistance for food is available in extreme emergencies only if otherwise eligible for services.
- 4. Transportation:** Assistance with local bus service may be authorized as part of a case plan when needed.

Call on Monday, Wednesday & Friday between 8:00 a.m.-5:00 p.m.

for an appointment:

407-836-6500