Society of St. Vincent de Paul
Archdiocesan Council of St. Louis
Helping Neighbors Starts at Home

Council Programs Handbook
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# Table of Contents

- Overview ........................................................................................................... 3
- Telling Our Stories ............................................................................................. 4
- Council Contact Information .............................................................................. 5
- Other Key Contacts ........................................................................................... 6
- Home Visits Program ......................................................................................... 7
- Air Conditioning Assistance Program ............................................................... 8
- Bridges Program ................................................................................................. 9
- Burial and Cremation Program .......................................................................... 11
- Car Donation Program ....................................................................................... 12
- Car Purchase Program ....................................................................................... 13
- Car Repair Program ........................................................................................... 15
- Disaster Relief .................................................................................................... 17
- Food Pantries Program ...................................................................................... 18
- Mattress/Bed Program ......................................................................................... 19
- Prescription Drug Program ................................................................................ 21
- Thrift Stores Program ......................................................................................... 22
- Thrift Stores Locations ........................................................................................ 23
- Utility Assistance Program ................................................................................ 24
- Appendix ............................................................................................................. 26
Overview

OUR MISSION: Inspired by Gospel values, the Society of St. Vincent de Paul Archdiocesan Council of St. Louis is a Catholic volunteer organization dedicated to growing spiritually and helping our neighbors in need, regardless of faith. In the words of our founder, Bl. Frédéric Ozanam, the vision of the Society of St. Vincent de Paul is “to embrace the world in a network of charity.” In doing this work, we enrich our lives and our neighbors’ lives spiritually.

Many of the Society’s services are recognizable from the Catholic Corporal Works of Mercy

- Feed the hungry.
- Give drink to the thirsty.
- Clothe the naked.
- Shelter the homeless.
- Visit the sick.
- Visit the imprisoned.
- Bury the dead.

OUR STRUCTURE: One of the great strengths of the Society of St. Vincent de Paul is that we are organized in such a way that the people we help are truly our neighbors. The Society of St. Vincent de Paul is organized into all-volunteer (“Vincentians”) groups (“Conferences”) generally based in parishes. There are 142 of these parish-based Conferences through the St. Louis area and eastern Missouri. While Conferences function locally and flexibly on the parish level, they are also organized into 10 Districts to encourage mutual cooperation and support.

Districts are organized into an Archdiocesan Council structure which provides a variety of support services and helps maintain a uniform standard and adherence to the Vincentian rule.

COUNCIL’S ROLE: The St. Louis Archdiocesan Council exists to help the Conferences in their ministry to neighbors in need. The Council respects the principle of subsidiarity (“decisions made as close as possible to the neighbor in need”) in everything it does. The Council has several important roles:

1) Assist the Conferences in providing for the spiritual and Vincentian formation of members, and the promotion of a spirit of friendship among Vincentians.

2) Help Conferences connect with area resources when it is more effectively coordinated at a regional level or where formal partnerships are desirable.

3) Assist Conferences in their work by helping Conferences to close a funding gap in certain circumstances where Conference finances make it impossible to completely meet a neighbor’s needs and resources from other Conferences or the District (“twinning”) have been exhausted. This handbook is provided to Conference members to describe programs and operating procedures for the services coordinated through the Archdiocesan Council of St. Louis. Regular updates on programs and services will be provided.
Telling Our Story

While Vincentians help their neighbors out of their own desire to be more Christ-like, and not for personal glory, information on the impact of the services you provide is helpful in designing new programs and securing funding. You are encouraged to complete a “Tell Us Your Stories” form, to share the stories of people you have helped or how your fellow Vincentians are helping others. Names will be changed as appropriate to protect confidentiality. See Appendix 1 for a copy of the form. Below are real examples of letters from Vincentians:

**Our Work Continues  St. Vincent de Paul Emergency Utility Assistance**

Home visits for St. Vincent DePaul are always touching and faith-filled. One time, Bill and I visited Jeannie, who needed utility assistance. We walked into her bare living room and she set up two folding chairs for us. These were the only chairs she had. One bed in the single bedroom was the only furniture she had. She and her children made do with this. Jeannie was a trained nursing assistant who had lost her job and was having difficulty finding another. Her young son had autism and she was dealing with providing for his special needs over the summer. After assuring her of assistance with her utility bills, we were able to put her in touch with Dorothy, who managed to find her living room furniture and a couch that could serve as an additional bed for her family. This is what St. Vincent DePaul is able to do for our neighbors, thanks to the generosity of the St. Cronan Community.

**Incredible Story!**

When you are cold—very cold—you will do just about anything to get warm. One family was desperate and St. Anthony, High Ridge Vincentian Bill Matlach came to the rescue.

As told by Conference President Art Lafser, “Yesterday Bill Matlach responded to a request for help with an electric bill. He probed further as he always does and found out the lady’s furnace was out and she was heating her trailer with her oven. He felt this constituted an emergency, especially with the weather forecast.”

Art went on to say, “Bill made a home visit and arranged to have her furnace fixed. They noticed she had mildew on her walls as a result of venting her dryer to the inside to provide additional heat. The dryer was vented back outside and that should resolve her mildew issue.”

Art finished by saying, “I feel this was not only charitable in the true Vincentian way, but also heroic. He may have saved her life. Way to go Bill!! God bless you!”
Council Contact Information

Conference leaders may receive more information on Society of St. Vincent de Paul Archdiocesan Council programs by contacting:

**Council Staff**

**John Heithaus**  
Director of Vincentian Services  
(314) 881-6020  
JohnH@svdpstl.org

**Steve Rupp**  
Manager of Member Support  
(314) 881-6018  
SteveR@svdpstl.org

**Ronda Nesser**  
Manager, Vincentian Formation  
(314) 881-6008  
RondaN@svdpstl.org

**Timothy Massey**  
Coordinator of Direct Assistance  
(314) 881-6028  
Timothym@svdpstl.org

**Contact for Thrift Store and Bed Questions**

**Varrietta Anthony**  
(314) 881-6039  
varrietta@svdpstl.org
### Other Key Contacts

#### Car Coordinator

<table>
<thead>
<tr>
<th>District</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northwest</td>
<td>Kevin Kolasch</td>
<td><a href="mailto:kevin@doublekleather.com">kevin@doublekleather.com</a></td>
</tr>
<tr>
<td>Festus</td>
<td>Bill Johnson</td>
<td><a href="mailto:Mjocelyn240@gmail.com">Mjocelyn240@gmail.com</a></td>
</tr>
<tr>
<td>Southeast</td>
<td>Wayne Basler</td>
<td><a href="mailto:wfbasler@yahoo.com">wfbasler@yahoo.com</a></td>
</tr>
</tbody>
</table>

#### Utility Coordinator

<table>
<thead>
<tr>
<th>District</th>
<th>Contact</th>
<th>Fax Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Festus, Southeast, West</td>
<td>Mary Murphy</td>
<td>314-881-6076</td>
<td><a href="mailto:marymurphysvdp@gmail.com">marymurphysvdp@gmail.com</a></td>
</tr>
<tr>
<td>Northwest</td>
<td>Theresa Weber</td>
<td>888-997-8088</td>
<td><a href="mailto:northwestutility@svdpstl.org">northwestutility@svdpstl.org</a></td>
</tr>
<tr>
<td>North</td>
<td>Annette Bligh</td>
<td>314-881-6082</td>
<td><a href="mailto:northutility@svdpstl.org">northutility@svdpstl.org</a></td>
</tr>
<tr>
<td>North Central, Southwest</td>
<td>Richard Nix</td>
<td>314-881-6080</td>
<td><a href="mailto:centralutility@svdpstl.org">centralutility@svdpstl.org</a></td>
</tr>
<tr>
<td>South, South Central, and Gravois Districts</td>
<td></td>
<td>314-881-6075</td>
<td><a href="mailto:southutility@svdpstl.org">southutility@svdpstl.org</a></td>
</tr>
</tbody>
</table>
Home Visits

From the Society’s beginning, the central and most basic activity of Conferences has been **home visits** to our needy neighbors. Our founder, Frederic Ozanam, described the importance of home visits in this way: “The knowledge of social wellbeing and reform is to be learned not from books nor from the public platform, but by climbing the stairs to the poor man’s garret, sitting by his bedside, feeling the same cold that pierces him, hearing the secret of his lonely and troubled mind.”

The home visit is at the heart of what we do and distinguishes us for several reasons:

1. Our neighbors meet the loving **Face of Christ** in the Vincentians who visit them.
2. Our neighbors in need meet a **caring neighbor** in the Vincentian.
3. Vincentians are better able to **understand the real situation** and assess the true needs of the neighbor, while maintaining their dignity and privacy.

**GUIDELINES AND PROCESS FOR HOME VISITS**

- Always visit in pairs.
- Prayer (before, during, after) is an essential element of the Home Visit.
- Be pleasant – let them see the Face of the loving Christ in you.
- Use good judgment but do not be judgmental.
- Maintain the confidentiality of the neighbor in need.
- Trust your decision. We are responsible for our efforts, not for success.
Air Conditioning Assistance

Air conditioning units may also be provided to clients in need during the hot summer months. The following process is used for air conditioner assistance.

1. **Conduct a home visit** to determine the neighbor’s need and eligibility.

2. **Complete a Council Program Form** [www.svdpstlouis.org]. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided.
   - Council Program Form. *(See Appendix 2 or www.svdpstlouis.org)* Be sure the form records the date of the home visit and the names of the visitors. We will not be able to process an application until the form is complete and all required information is provided.
   - Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support.) If the neighbor has no income, please ask him/her to complete the Certification of Zero Income form. *(See Appendix 3).*
   - Copy of photo identification, such as a current driver’s license or state identification card.
   - Signed and witnessed Release of Confidential Information. If a Release has not already been signed, the Release of Confidential Information section of the Council Program Form must be signed and witnessed.

3. **Submit the documentation** to Timothy Massey at the Council office by fax 314- 881-6078 or email timothym@svdpstl.org. The Conference will be notified when the application is approved and should then make the appropriate arrangements to pick up and deliver the air conditioner. Upon delivery, additional forms may be required if HEAT UP ST LOUIS program funds are being used.

4. **Plan for a follow-up visit** with the neighbor to confirm that they received the air conditioner and get feedback on how the program helped their family. *(see Appendix 1)*
The Bridges Program is intended to assist Conferences in building a bridge to help our neighbors move out of poverty.

The Council office has funds available to help Conferences address those emergency cases which are usually outside of and/or greater than the Conference’s current programs or capabilities. As with all Council programs, it is intended to close the funding gap after Conference, District funds, and twinning sources have been identified.

Funding from Bridges is meant to facilitate the removal of obstacles to longer-term solutions that improve our neighbor’s quality of life. Situations and needs will vary, and we recognize that our assistance doesn’t guarantee a solution to poverty. At the same time, the Bridges program is not intended as a band-aid or short-term solution (for example, help with past-due rent which will only help until rent comes due again). The Conference must be able to present reasonable evidence, (e.g. evidence of a one-time catastrophic event, or high potential for employment) that this funding, either by itself or with other efforts that are in place, will help the neighbor move out of, or avoid falling back into, poverty. Bridges funding is available up to $5,000 per case.

Cases that qualify will generally require more funding than the Conference or District can afford, after considering twinning opportunities. For example, qualifying cases include, but are not limited to:

- Needs based on temporary unemployment
- A homeowner in need of large, costly emergency repairs
- A family who was evicted and needs housing.

**Check List**

- Home Visit
- Complete the Conference Assistance Packet
- Submit Documents
- On approval follow up with neighbor.
1. **Conduct a home visit** to determine the neighbor's need and eligibility.

2. **Complete a Council Program Form [Appendix 2 or www.svdpstlouis.org]**. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided.

   - Be sure the form records the date of the home visit and the names of the visitors.
   - Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support.) If the neighbor has no income, please ask him/her to complete the Certification of Zero Income form. (See Appendix 3).
   - Copy of photo identification, such as a current driver's license or state identification card.
   - A detailed description of why the case qualifies, how the funding will resolve the client’s situation and recommendations of how the funds will be used.
   - Signed and witnessed Release of Confidential Information.
   - Additional supporting documentation may be required to verify the client’s situation.

3. **Submit the documentation** to the Conference president and District president. The Conference president must then refer cases to Timothy Massey (314) 881-6028 at the Council office.

4. After the client packet and all supporting documentation have been provided, the Conference and/or District president, in collaboration with the Council program team, will decide how to proceed with the client.

5. **Plan for a follow-up visit with the neighbor** to get feedback on how the program helped their family. (see Appendix 1)

   For more information, contact Timothy Massey at (314) 881-6028 or timothym@svdpstl.org.
Even the poorest among us is a person infinitely loved by God. Since its founding in 1833, the Society of St. Vincent de Paul has made the burial of those who die alone or without resources part of the Vincentian mission. Referrals are made by Vincentians and area hospitals, and the Council office works in cooperation with local funeral homes.

The Society of St. Vincent DePaul works with Calvary Cemetery to provide Christian burials for people and families who have no insurance or material means for a burial. If Conference representatives are contacted by a family who lacks the resources for an adequate burial for a loved one, they should contact Timothy Massey at the Council office and provide contact information for the family. The Council staff will deal with the family directly.

The Society also partners with two local funeral homes that provide the transportation and coffins for the burials. Assistance may be provided for burial only. There are no resources to cover the costs of a wake, funeral or headstone. In most but not all instances, the burial is arranged at no cost to the family. Cremations are also available at little or no cost. The Council cannot cover costs or reimburse costs for funerals that have already been arranged.

To access this program, contact Timothy Massey at (314) 881-6028, or timothym@svdpstl.org.
Car Donation Posters are available from the Council office at (314) 881-6000.
Car Purchase

A car can make a tremendous difference in someone’s journey to self-sufficiency. Reliable transportation helps people secure employment and take care of their family. The Society has created partnerships with various organizations to provide a menu of services, including repair services and car purchases to help those in need maintain reliable transportation.

The Conference is asked to contribute to the purchase of the car to the extent their finances permit, and to twin with other Conferences or the District to assist in the car purchase. The expectation is that the recipient of the car has sufficient income to support the use and maintenance of the vehicle and is able to pay insurance, sales tax, title fees and inspection. The Society’s Car Purchase Program provides up to $5,000 to help a neighbor in need buy a car.

Vehicle Purchase Program Process:

1. Conduct a home visit to determine the neighbor’s need and eligibility.

2. Complete a Council Program Form [Appendix or www.svdpstlouis.org]. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided. Be sure the form records the date of the home visit and the names of the visitors.

Check List

- Home Visit
- Submit Council Program Form to Transportation Coordinator
- On approval, select a sales outlet and vehicle
- After vehicle is selected, the client should contact an insurance provider
3. Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support).

4. Copy of current driver’s license.

5. Copy of the recipient’s driving record, obtained by the recipient from the Department of Revenue.

6. Signed and witnessed Release of Confidential Information. If a Release has not already been signed, the Release of Confidential Information section of the Council Program Form must be signed and witnessed.

7. Submit the documentation to the transportation coordinator assigned to your area. The coordinator will review the materials and forward to Timothy Massey at the Council office for approval.

8. After approval is received from the Council office, lend support to the client in selecting a sales outlet and vehicle. See appendix 6 for approved car purchase partners.

9. After the vehicle is selected, the client should contact an insurance provider with the vehicle’s make, model and VIN number to arrange for insurance. The Council will not provide funding without proof of insurance.

10. When ready to purchase the vehicle, submit the following items to Timothy Massey at (314) 881-6078 or timothym@svdpstl.org:
   - The car purchase contract and invoice
   - A copy of the insurance card

11. Plan for a follow-up visit with the neighbor to get feedback on how the program helped their family.

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**Car Purchase Partner**

**Schicker Automotive Group**

John Luzecky  
(314) 402-1596  
johnl@autobuycredit.com

Three Locations:
- 10250 W. Florissant St. Louis, MO 63136
- 4104 Chippewa Street St. Louis, MO 63116
- 2245 S Kingshighway St. Louis, MO 63110
Car Repair

The Society’s vehicle repair program will pay **50% of repair costs, up to $300**, for eligible and approved clients. The Conference is expected to pay **25%, up to $150**, with the client paying the balance.

The following process is used for the vehicle repair program:

1. **Conduct a home visit** to determine the neighbor’s need and eligibility.

2. **Complete a Council Program Form [Appendix or www.svdpstlouis.org]**. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided.

   - Intake Form. (See Appendix) Be sure the form records the date of the home visit and the names of the visitors.
   - Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support). If the client has no income, please ask him/her to complete the Certification of Zero Income form. (See Appendix)
   - Copy of client’s current driver’s license.
   - Signed and witnessed Release of Confidential Information. If a Release has not already been signed, the Release of Confidential Information section of the Council Program Form must be signed and witnessed.

3. **Contact a garage or repair facility to determine the scope of repairs**. [See Appendix for a list of Car Repair Partners.] Use of a business on the approved list is preferred, but not required. Complete the Car Repair voucher, noting an estimated cost for repairs. Note that the Council will pay 50% of repair costs, up to $300, and a Conference co-pay of at least 25% is required. Any additional costs would have to be assumed by the neighbor, and the Conference representative may need to help him/her determine if the repair is a good use of resources.
4. Fax or email the assistance packet, along with the voucher, to the transportation coordinator assigned to your area. The coordinator will review the materials and forward to Timothy Massey, (314) 881-6078 or timothym@svdpstl.org: at the Council office for approval.

5. After approval, provide the voucher to client; keep the yellow copy for Conference records.

6. The Conference and neighbor’s portions of the repair are paid after the work is completed. Approved facilities will bill the Council for the Council portion.

7. Plan for a follow-up visit with the neighbor to ensure that the car repair was completed properly and to get feedback on how the program helped their family. (see Appendix)
Disaster Relief

As second responders after disasters such as floods, fires, and tornadoes Vincentians help victims build new lives after the first responders’ rescue efforts. But perhaps more importantly, Vincentians offer fellowship, reassurance and the hope of Christ after the trauma of a disaster.

Most often, Vincentians provide at no cost, vouchers to the Society’s thrift stores, where people in need can purchase the beds, furniture, clothing and other household goods to replace what was lost in the disaster. Shopping with dignity for the things they need is the first step as flood victims rebuild their lives.

The Society partners with a variety of community partners such as the American Red Cross of Eastern Missouri to help victims access the resources they need.

When a disaster strikes

1. A MARC (Multi-Agency Resource Center) will be set-up.
2. Vincentians will be asked by their Conference Presidents to volunteer for various shifts at the MARC.
3. Those Vincentian volunteers will meet with disaster victims who present a Red Cross referral sheet.
4. Vincentian volunteers will complete an Intake Form with the families’ information and then forward that Intake Form to the SVDP Council office.
5. The Council will then forward the Intake Forms to the appropriate Conferences.
6. Vincentians in those Conferences will do home visits to determine the disaster help needed with utilities, food, prescription drugs and write store vouchers for needs such as clothing, furniture and household goods.
7. Plan for a follow-up visit with the neighbor to confirm that program item(s) were received and get feedback on how the program helped their family.

Check List

- Red Cross Referral
- Intake Form Completed
- Submit documents as needed
- Home Visit
- Follow-up
Food Pantries

Food is delivered to the homebound and families in need through home visits. In addition, 83 FOOD PANTRIES are operated by Society Conferences and their partners.

If your Conference does not operate a food pantry, you may find a nearby location by contacting the St. Louis Area Food Bank. Check this link for an interactive map that will help you locate a pantry or soup kitchen in your community: http://stlfoodbank.org/find-food/

If a neighbor is in need of food and there is not a nearby pantry, or if they need items not available at the pantry, the Council can provide them through a FOOD VOUCHER that can be used under an agreement with Schnuck’s and Shop ‘n Save Markets.

Food Pantry Process Details

1. Request a supply of food vouchers, to be used to assist clients, by contacting Council (314) 881-6042.

2. Conduct a home visit to determine the neighbor’s need and eligibility.

3. Provide the neighbor with a food voucher, with a designated dollar amount. The voucher may not be used to purchase tobacco or alcohol and should be redeemed at a Schnuck’s or Shop ‘n Save location with 30 days.

4. The Conference will be billed for the amount of the voucher, after it is redeemed.

5. Plan for a follow-up visit with the neighbor to confirm that the food was received and get feedback on how the program helped their family.

For I was hungry and you gave me food, I was thirsty and you gave me drink, a stranger and you welcomed me.

-Matthew 25:35
The Council office has limited funds available to cover the costs of beds (mattress sets and bed frames) for neighbors in need when the Conference can’t meet the whole need. The Society partners with Chicago Mattress Company to produce remanufactured mattresses, testing each one to ensure it meets Consumer Product Safety Commission standards for comfort and quality.

Conferences can give a neighbor a voucher which may be redeemed for a bed at one of the thrift stores. Vouchers may be redeemed for twin and full, promo mattresses, box springs and bedframes. Any upgrade (queen, king, quilted, memory foam etc.) would have to be paid for by either the Conference or the neighbor in need. It should be noted on the voucher if there is to be an upgrade and who is to pay the difference. If the neighbor in need decides to upgrade at the time of purchase, they would be responsible to pay the difference at that time.

The difference in price would be the difference between the price of a twin or full, promo bed (whichever is written on the voucher) and the price of the upgraded bed.

The following process is used for the mattress program:

1. **Conduct a home visit** to determine the neighbor’s need and eligibility.

2. **Complete a Council Program Form** [see Appendix 2 or www.svdpstlouis.org]. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided.
   - Be sure the form records the date of the home visit and the names of the visitors.
   - The voucher number should be left blank at this point, and will be added after the application is approved.
   - Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support.) If the neighbor has no income, please ask him/her to complete the Certification of Zero Income form. (See Appendix).
   - Copy of photo identification, such as a current driver’s license or state identification card.
• Signed and witnessed Release of Confidential Information. If a Release has not already been signed, the Release of Confidential Information section of the Council Program Form must be signed and witnessed.
• A completed voucher. Please write “Mattress Funding” at the top of the voucher. Incomplete vouchers will not be accepted.
• The voucher should also indicate the mattress/bed frame size(s) and quantity.
• Bed frames must be listed separately.
• Please also list the total number of beds requested in the “total” box, to avoid situations where clients may fill in a larger amount.
• Conferences will be charged for extra beds if no total is included.

3. **Submit the documentation to Timothy Massey at the Council office by fax (314) 881-6078 or email timothym@svdpstl.org.**

4. **After the application is approved, a voucher number will be assigned and the Conference representative will be notified.**
   • The Council office will maintain a list of approved voucher numbers and will process only those voucher numbers listed under the program.
   • Vouchers that have not been pre-approved will be charged to the Conference.

5. **Upon approval, notify the neighbor and provide the voucher form.** The neighbor in need should be encouraged to redeem the voucher within 30 days of issue. Vouchers will not be redeemed without a legitimate form of identification.

6. **Plan for a follow-up visit or call with the neighbor to confirm that they received the mattresses and get feedback on how the program helped their family.** (see Appendix)
Prescription Drug Assistance

The Society continues to see an increased need for assistance with prescription drug costs among our neighbors. Often Timothy, people trapped in a cycle of poverty make the choice to spend what money they have on food or shelter, at the expense of necessary medical care and prescriptions. The SVDP partners with LDI Integrated Pharmacy Services to provide pharmaceuticals at no cost to those in need.

Prescription Drug Assistance Process

1. Request a supply of vouchers from Council (314) 881-6042.

2. Conduct a home visit to determine the neighbor’s need and eligibility.

3. The Conference representative should work with the client to complete the voucher. A list of eligible prescriptions is included on the back of the voucher.

4. The client delivers the voucher to his/her physician to complete and sign the voucher, and then fax it to LDI Integrated Pharmacy Services (314) 652-2126. The covered prescriptions are then shipped to the client at no cost. Co-pays are billed to the Council office.

5. Plan for a follow-up visit with the neighbor to confirm that prescriptions were received and get feedback on how the program helped their family. (see Appendix)

Check List

- Request a supply of vouchers
- Home Visit
- Work with the client to complete the vouchers
- Client delivers the voucher to his/her physician
- Follow-up

If a needy person requires medicine or other help during prayer time, do whatever has to be done with peace of mind. Offer the deed to God as your prayer.

- St. Vincent de Paul
Our six area thrift stores offer new and lightly used clothing, furniture, and household items at affordable prices. Shoppers in the thrift stores can find bargains, while also helping us generate revenue to fund our programs year-round.

Often during home visits, Vincentians discover that the family does not have furniture to sit on, a kitchen table at which to eat, or beds for children to sleep in. In these cases, a voucher may be provided which the family can redeem for specific goods at our thrift stores.

The following process is used to issue thrift store vouchers.

1. **Request a supply of thrift store vouchers** by Council (314) 881-6042.

2. **Conduct a home visit** to determine the neighbor's need and eligibility.

3. After determining the need, a Conference representative may provide a thrift store voucher for specific items and a specific dollar amount, to be redeemed at one of the St. Vincent de Paul thrift stores*. The Conference representative should keep the bottom copy of the voucher for record-keeping.

4. After the voucher is redeemed, the Conference will be billed for a percentage of the client’s expenditure*.

   *Some thrift store voucher programs (e.g. Disaster Relief) are fully funded and not billed back to the Conference. Check with the Council office for details*.

**Important Note:** Clients may **not** spend the same voucher at different thrift stores. For example, if they spend $200 of their $500 voucher at one store, they cannot take the balance of $300 to another store. They will need another voucher for another thrift store.

Vincentians may accumulate thrift store credits for their conference by volunteering at the store on a regular basis or hosting a thrift store truck at their church parking lot. Those credits can then be used to assist clients in need. Arrangements may be made with the store manager.
### Society of St. Vincent de Paul Thrift Store Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>City, State, Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ballwin</strong></td>
<td>14660 Manchester Road</td>
<td>Ballwin, MO 63011</td>
<td>(314) 881-6034</td>
</tr>
<tr>
<td><strong>Dellwood</strong></td>
<td>10052 W. Florissant Rd.</td>
<td>Dellwood, MO 63136</td>
<td>(314) 881-6045</td>
</tr>
<tr>
<td><strong>Fenton</strong></td>
<td>625 Old Gravois Road</td>
<td>Fenton, MO 63026</td>
<td>(314) 881-6041</td>
</tr>
<tr>
<td><strong>Lemay Ferry</strong></td>
<td>3924 Lemay Ferry Road</td>
<td>St. Louis, MO 63125</td>
<td>(314) 881-6046</td>
</tr>
<tr>
<td><strong>St. Charles</strong> (Regency Square Shopping Center)</td>
<td>1069 Regency Parkway</td>
<td>St. Charles, MO 63303</td>
<td>(314) 881-6047</td>
</tr>
<tr>
<td><strong>St. Ann</strong></td>
<td>10585 St. Charles Rock Road</td>
<td>St. Ann, MO 63074</td>
<td>(314) 881-6032</td>
</tr>
<tr>
<td><strong>South Kingshighway aka The Christy Store</strong></td>
<td>4928 Christy Blvd.</td>
<td>St. Louis, MO 63116</td>
<td>(314) 881-6043</td>
</tr>
</tbody>
</table>
Utility Assistance

A primary need of neighbors in crises is utility assistance, particularly during St. Louis’ harsh winters and sweltering summers. One of the Society’s first services was to provide firewood to those in need. Today, that commitment to providing utility assistance remains. In fiscal year 2014, utility assistance made up the largest distribution (57 percent) of the Society’s direct aid, totaling more than $3.3 million provided to St. Louisans in need.

Conferences are frequently asked to help with utility bills that have become unmanageable, often because they’ve been left unpaid for some months and the neighbor may be facing utility shut-off*. When complete payment of larger bills is outside the capability of the Conference and resources from other Conferences or the District (“twinning”) have been maximized, the Council can often help Conferences respond to this great need for a safe and healthy place to live. * A shut-off notice is not always required. Utility assistance is need-based, but you should be aware that some sources of funding require different levels of income for eligibility.

The following process is used for Council assistance.

1. **Conduct a home visit** to determine the neighbor’s need and eligibility.

2. **Complete a Council Program Form** [Appendix or www.svdpstlouis.org]. The following information must be gathered and submitted. We will not be able to process an application until the form is complete and all required information is provided.
   - Be sure the form records the date of the home visit and the names of the visitors.
   - Proof of income (e.g. pay stub or award letter noting government benefits, pension, alimony or child support).
   - If the neighbor has no income, please ask him/her to complete the Certification of Zero Income form. (See Appendix)

---

Table: Check List

- Home Visit
- Council Program Form
- Submit documents to Utility Coordinator
- Follow up
- Copy of photo identification, such as a current driver's license or state identification card
- A copy of the latest bill from each utility company.
- Signed and witnessed Release of Confidential Information. If a Release has not already been signed, the Release of Confidential Information section of the Council Program Form must be signed and witnessed.

3. Submit the documentation to the Utility Coordinator assigned to your District. (See p. 6) The utility coordinator will work directly with the utility company to arrange for payment, and will notify the Council representative of the amount approved. At that point, the Conference representative can update the neighbor requesting help.

4. Plan for a follow-up visit with the neighbor to confirm that they received the mattresses and get feedback on how the program helped their family. (see Appendix)

A violent clash of opulence and poverty is shaking the ground under our feet. Our duty as Christians is to throw ourselves between these two camps in order to accomplish by love what justice alone cannot do.

– Bl. Frédéric Ozanam
## Appendix

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix 1</td>
<td>Tell Us Your Stories</td>
</tr>
<tr>
<td>Appendix 2</td>
<td>Council Program Form</td>
</tr>
<tr>
<td>Appendix 3</td>
<td>Certification of Zero Income</td>
</tr>
<tr>
<td>Appendix 4</td>
<td>Car Repair Partners</td>
</tr>
<tr>
<td>Appendix 5</td>
<td>Other Resources</td>
</tr>
</tbody>
</table>
Appendix 1: *Tell Us Your Story Form*

Neighbor in Need’s Name ____________________________________________

Vincentian’s Name ________________________________________________

Vincentian’s Contact Information ____________________________________

What was the *Neighbor in Need’s* situation when they came to you?
________________________________________________________________________________
________________________________________________________________________________

Describe the his/her emotional state (i.e. distraught, scared, devastated, etc.)
________________________________________________________________________________
________________________________________________________________________________

What did he/she need?
________________________________________________________________________________
________________________________________________________________________________

What did we do for him/her and who was involved?
________________________________________________________________________________
________________________________________________________________________________

How did the *Neighbor in Need’s* situation improve as a result of helping him/her?
________________________________________________________________________________
________________________________________________________________________________

Other thoughts and reflections from the Vincentian.
________________________________________________________________________________
________________________________________________________________________________

Will the Neighbor in Need agree to be interviewed? __________________________
Appendix 2: Council Program Form

**SOCIETY OF ST. VINCENT DE PAUL**
HELPING NEIGHBORS STARTS AT HOME

**CONFIDENTIAL\**

**COUNCIL PROGRAM FORM**
Please submit to Council

Date ________________

Client Name ____________________
Client Phone ____________________
Client Address ____________________
Client City/State/Zip code ________________

**Conference Name ________________**
Conference District ________________
Head of Household ____________________
Client County ____________________

**HOUSEHOLD INFORMATION**

<table>
<thead>
<tr>
<th>Adult Female(s)</th>
<th>Adult Male(s)</th>
<th>Number Only of Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Ethnicity</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Ethnicity</td>
<td></td>
</tr>
</tbody>
</table>

Total 17 and Under in the Household

**HOME VISIT**

Name of Vincentian
Phone # of Vincentian
Email Address of Vincentian

**SIGNED VERIFICATION OF INCOME AND ID**

<table>
<thead>
<tr>
<th>Client ID #</th>
<th>Date</th>
<th>Gross Income Source</th>
<th>Gross Income Amount</th>
</tr>
</thead>
</table>

Vincentian Initials: I have verified the client’s ID and Income. X

**UNIVERSAL DOCUMENTATION** Submit as Needed

- Signed and Witness Confidentiality Release
- Copy of Photo ID
- Proof of Income or Certification of Zero Income
- Client Story/Reason for Request (pg. 2)

**RELEASE OF CONFIDENTIAL INFORMATION**

All information collected by the Society of St. Vincent de Paul (SVDP) staff, volunteers, and/or interns regarding clients or potential clients is confidential. SVDP is committed to protecting the privacy of all clients as completely as possible. However, in some cases, it is necessary or desirable for us to either receive and/or share information with others. The purpose of obtaining and/or sharing this information is to ensure clients receive the assistance needed.

_________________________________________, hereby authorizes THE SOCIETY OF ST. VINCENT DE PAUL to access and release any information or records that are relevant for purpose of providing assistance for my needs for twelve months.

Client signature ________________ Date ___________ Social Security Number ________________

Witness Signature ________________ Date ___________

(For utilities only)
Client's Name _______________________________

### PROGRAMS AND REQUIRED DOCUMENTATION

(See individual program instructions for further details.)

<table>
<thead>
<tr>
<th>Program</th>
<th>Documents Needed</th>
<th>Amount</th>
</tr>
</thead>
</table>
| **Utility Assistance**  | □ Account # ____________________________  
□ Copy of Bill                       | $      |
| **BRIDGES**             | □ Invoice  
□ Two Bids (for repairs)  
□ Signed, Current Lease/Mortgage Agreement  
□ W9  
□ Written detailed explanation of reason for request  
□ Additional Supporting Documentation | $      |
| **Car Purchase**        | □ Driving Record  
□ Copy of Driver's License  
□ Proof of Insurance  
□ Car Purchase Contract/Invoice  
□ W9 | $      |
| **Car Repair**          | □ Estimate/Invoice from Repair Shop  
□ Voucher  
□ W9 | $      |
| **Disaster**            | □ Red Cross Referral  
□ Other Documents as Needed  
□ Voucher or W9 | $      |
| **Air Conditioner**     | □ Heat Up Release if HUSTL | $      |
| **Beds**                | □ Voucher | $      |

**IF A VOUCHER IS REQUIRED, PLEASE INCLUDE A COPY OF THE VOUCHER.**

### PLEDGE INFORMATION

□ Amount Needed $________     
□ Conference Pledge $________
□ Council Pledge $__________

□ Date ______________
□ Initials ____________

### NOTES AND COMMENTS

Details of reason(s) for assistance. Attach additional pages if needed

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Appendix 3: Certification of Zero Income Form

Society of St. Vincent de Paul
1310 Papin Street ✉ St. Louis MO 63103 ✉ O: 314-881-6000 ✉ F: 314-531-6712

Certification of Zero Income

Client Name: _________________________________

1. I hereby certify that I do not individually receive income from any of the following sources:
   a. Wages from employment (including commissions, tips bonuses, fees, etc.)
   b. Income from operation of business
   c. Rental Income from real or personal property
   d. Interest or dividends from assets
   e. Social Security payments, annuities, insurance policies, retirement funds, pensions, or death benefits
   f. Unemployment or disability payments
   g. Public assistance payments
   h. Periodic allowances such as alimony, child support or gifts received from persons not living in my household
   i. Sales from self-employed resources (Avon, Mary Kay, Shaklee, etc.)
   j. Any other source not named above

2. I currently have no income of any kind.

Under penalty of perjury, I certify that the information presented in this certification is true and accurate to the best of my knowledge. I, the undersigned, further understand that providing false representations herein constitutes an act of fraud.

____________________  ______________________  ________
Signature of Applicant  Printed Name  Date
## Appendix 4 Car Repair Partners

### FESTUS

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albers Auto</td>
<td>3401 E. Romaine Creek Rd.</td>
<td>Imperial</td>
<td>63052</td>
</tr>
<tr>
<td>Baker's</td>
<td>11431 Hwy 21</td>
<td>Hillsboro</td>
<td>63050</td>
</tr>
<tr>
<td>Best Auto</td>
<td>2120 Michigan Avenue</td>
<td>Arnold</td>
<td>63010</td>
</tr>
<tr>
<td>Propst Auto</td>
<td>301 N. Mill St.</td>
<td>Festus</td>
<td>63028</td>
</tr>
<tr>
<td>Squires Services</td>
<td>110-B Industrial Drive</td>
<td>Arnold</td>
<td>63010</td>
</tr>
<tr>
<td>Sustran</td>
<td>12760 Hwy 21</td>
<td>Desoto</td>
<td>63020</td>
</tr>
</tbody>
</table>

### NORTH

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete</td>
<td>2001 Woodson Rd.</td>
<td>Overland</td>
<td>63114</td>
</tr>
<tr>
<td>Miller's Auto</td>
<td>12300 Bellefontaine Rd.</td>
<td>St. Louis</td>
<td>63138</td>
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</table>

### NORTH CENTRAL

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henry's Auto &amp;</td>
<td>8595 Page Ave.</td>
<td>St. Louis</td>
<td>63114</td>
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### NORTHWEST

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dan's Foreign</td>
<td>700 W. Pearce Blvd. - R</td>
<td>Wentzville</td>
<td>63385</td>
</tr>
<tr>
<td>JC Car Care Inc.</td>
<td>135 N. Kingshighway</td>
<td>St. Charles</td>
<td>63301</td>
</tr>
<tr>
<td>JC Car Care Inc.</td>
<td>4429 Tumbleweed Trail</td>
<td>St. Charles</td>
<td>63304</td>
</tr>
<tr>
<td>Jim Thro's Auto</td>
<td>923 First Capitol Drive</td>
<td>St. Charles</td>
<td>63301</td>
</tr>
<tr>
<td>Lou Fusz Ford</td>
<td>#2 Caprice Drive</td>
<td>Chesterfield</td>
<td>63005</td>
</tr>
<tr>
<td>Miller's Auto</td>
<td>520 Little Hills Industrial Blvd.</td>
<td>St. Charles</td>
<td>63301</td>
</tr>
<tr>
<td>Zisser Tire</td>
<td>1250 Mexico Rd</td>
<td>Wentzville</td>
<td>63385</td>
</tr>
</tbody>
</table>

### SOUTH

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fred's South</td>
<td>9201 Gravois Rd.</td>
<td>St. Louis</td>
<td>63123</td>
</tr>
<tr>
<td>Integrity</td>
<td>9741 Gravois Rd.</td>
<td>St. Louis</td>
<td>63123</td>
</tr>
<tr>
<td>Squires Services</td>
<td>8900 Gravois Rd.</td>
<td>St. Louis</td>
<td>63123</td>
</tr>
<tr>
<td>St. Louis Hills</td>
<td>5300 Hampton</td>
<td>St. Louis</td>
<td>63109</td>
</tr>
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</table>

### SOUTH CENTRAL

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combs Auto</td>
<td>10520 Big Bend</td>
<td>Kirkwood</td>
<td>63122</td>
</tr>
<tr>
<td>Willbrand Fleet</td>
<td>18207 Edison Ave.</td>
<td>Chesterfield</td>
<td>63005</td>
</tr>
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</table>

### SOUTHEAST

<table>
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<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mill Hill Car Care</td>
<td>679 Highway 61</td>
<td>Bloomsdale</td>
<td>63627</td>
</tr>
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</table>

### SOUTHWEST

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combs Auto</td>
<td>10520 Big Bend</td>
<td>Kirkwood</td>
<td>63122</td>
</tr>
</tbody>
</table>

### WEST

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
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</thead>
<tbody>
<tr>
<td>Whited</td>
<td>1871 Pottery Road</td>
<td>Washington</td>
<td>63090</td>
</tr>
<tr>
<td>5th &amp; Oak</td>
<td>5222-A Highway 100</td>
<td>Washington</td>
<td>63090</td>
</tr>
<tr>
<td>J &amp; B Auto Sales</td>
<td>1180 Clearview rd.</td>
<td>Union</td>
<td>63084</td>
</tr>
<tr>
<td>Bill Palmer</td>
<td>268 Hwy J</td>
<td>Stanton</td>
<td>63079</td>
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</tbody>
</table>

### SALVAGE COMPANIES

<table>
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<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Parts</td>
<td>1850 East Outer Hwy. 61</td>
<td>Moscow Mills</td>
<td>63362</td>
</tr>
<tr>
<td>J&amp;B Auto Sales</td>
<td>1180 Clearview Rd.</td>
<td>Union</td>
<td>63084</td>
</tr>
<tr>
<td>Jack's Auto</td>
<td>2106 N. Main St.</td>
<td>St. Charles</td>
<td>63301</td>
</tr>
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</table>

### TOW COMPANIES

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>City</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardinal Towing</td>
<td>3991 Elm Point Road</td>
<td>St. Charles</td>
<td>63301</td>
</tr>
</tbody>
</table>

Appendix 5 Other Resources

Society of St. Vincent DePaul: Archdiocesan Council of St. Louis
More information on services and programs may be found on the Society of St. Vincent DePaul’s website at https://svdpstlouis.org/. If you receive a request from a client who lives in another area in the St. Louis region, you can use the website’s Conference finder tool for referral. Check it out at https://svdpstlouis.org/Conferences.

The website also provides information and instructions for Conferences only. You may access this information at https://svdpstlouis.org/Conferences.

Mercy Neighborhood Ministries
Mercy Neighborhood Ministries provides a list of resources on their website to help Vincentians when referring clients to seek additional help. You can access the website at https://www.mercy.net/practice/mercy-neighborhood-ministry/resources.

Mercy Neighborhood Ministries also provides a telephone number to be used only by Vincentians, in cases where they are conducting a home visit and are unable to access the website. The number is (314) 865-0927, extension 1 or 6. Please note that this number should not be given to clients.

United Way 211
United Way maintains a 24/7 connection to agencies and resources in the St. Louis area and throughout the state of Missouri. To receive information, dial 211 or (800) 427-4626, or visit 211Helps.org. Multilingual services are available.