

Help's On the Way
5358 South Beech Daly Rd
Dearborn Heights, MI. 48125-7104
Phone: (313)908-7104
On the web: www.helpsontheway.org

CLIENT ASSISTANCE POLICIES

1. Clients must present a Michigan driver's license or State of Michigan ID card in order to receive assistance. A valid out of state driver license or ID card or Canadian driver's license or ID card may also be used for purposes of identification. United States Passports or a foreign passport with supporting documents may be accepted at our discretion.
2. Clients services are provided on Thursday evening only from 6:00PM until clients on the Line Coordinator's list are served. Clients must be in line and have their name listed before 7:30pm. We reserve the right to turn away clients before 7:30PM if we reach the maximum number of households we are able to serve, which is currently seventy (70) families per week.
3. If you must leave the line, please inform the Line Coordinator or have someone in line inform the Line Coordinator. If this is not done you will need to go to the end of the line and this may result in not receiving assistance that day.
4. Notice to clients: Federal Laws protect donors from liability. Public Law 104-210 protects donors from civil and criminal liability should a fit and wholesome products donated in good faith later cause harm to the recipient.
5. Assistance will not be provided prior to the interview process. Every client must be interviewed each time they come for assistance. Assistance is provided on a first-come-first-served basis.
6. Client assistance is limited to one (1) time per month, no more than twelve (12) times per calendar year.
7. For our purposes, a "household" is an individual, family or a group of people who are living at the same address.
8. Clients are required to report any changes in their name, address, telephone number or the number and names of persons residing in their household. Income of all members of the household must be reported during the interview process.
9. Help's On the Way is a non-smoking facility. Smoking is only permitted outside of the building and at a distance of at least fifty (50) feet from any entrance, exit or from any person waiting in line.
10. We reserve the right to refuse assistance to any client who is intoxicated or under the influence of illegal drugs. We reserve the right to refuse assistance to clients, or their children who are uncooperative, abusive towards volunteers or other clients or who refuse to provide the information required during the interview process. At all times, minor children must be in close proximity to and supervised by a responsible adult.
All client information is held strictly confidential.

Help's On the Way Calendar Year INCOME ELIGIBILITY GUIDELINES

Help's On the Way Guidelines are based upon 200% of the
Federal Poverty Guidelines

Persons in family	Annual Income	Monthly Income	Weekly Income
1	23,540	1961.6	453
2	31,860	2655.0	613
3	40,180	3348.3	773
4	48,500	4041.6	933
5	56,820	4735.0	1093
6	65,140	5428.3	1253
7	73,460	6121.6	1413
8	81,780	6815.0	1573
For each additional	8,120	693	160

For all states (except Alaska and Hawaii) and for the District of Columbia
Income is calculated using gross income from all sources, including items such as Section 8
Housing Allowances, food stamps, Social Security, Disability payments, DHS, FIA, child
support, pensions, unemployment, alimony, full or part-time work.

2016 MINISTRY CLOSED DATES

Day	Month	Date	Year
Thursday	March	24	2016
Thursday	May	26	2016
Thursday	June	30	2016
Thursday	September	1	2016
Thursday	November	24	2016
Thursday	December	22	2016
Thursday	December	29	2016