



**Catholic  
Charities**

Archdiocese of Dubuque

*Providing Help. Creating Hope.*

To: Archdiocesan Parishes & Schools  
From: Tracy Morrison, Catholic Charities  
Re: Emergency Financial Assistance to People in Need  
Date: March 26, 2020

Catholic Charities has an emergency disaster fund to assist individuals and families in the Archdiocese of Dubuque who have been economically impacted by COVID-19 beginning March 26, 2020.

### **I know of people who have been negatively impacted by COVID-19, what should I do?**

Connect people in need to local existing community resources by encouraging them to call 211 or 1-800-244-7431, a hotline that has been established for Iowans to be connected to local resources that may assist with rent, utilities, food, etc. A listing of resources is also available online at [www.211iowa.org](http://www.211iowa.org). If local assistance is not available after calling 211, parish and school staff can provide this person or family a referral to the Catholic Charities disaster fund.

Referrals are accepted 2 ways: (English & Spanish speaking staff available)

1. Individuals can call 800-772-2758 to speak with a Catholic Charities staff member Monday-Thursday 8:00am – 4:30pm and Fridays 8:00am-2:00pm.
2. Parish/school staff can provide Catholic Charities with the name and number of an individual(s) in need and Catholic Charities staff will call them. Call 800-772-2758 - same hours as above.

### **Who is eligible to receive financial assistance?**

Anyone who receives a referral from a parish or school. Due to the uniqueness of this disaster, we are not able to meet in-person. Therefore, we rely on parish/school personnel to know of people in their communities who have been impacted by COVID-19 and can refer them to Catholic Charities. Only one person per household is eligible for assistance and assistance can only be received one time.

### **What type of financial assistance is available for people in need?**

We can provide assistance with paying a portion of regular monthly bills like rent, utilities, medical bills, etc. Doing so will allow more money to be available for basic needs like groceries, gas and other essentials during this time of uncertainty. Funds are limited.

### **What can people in need who have been referred by a parish or school expect when they call Catholic Charities?**

Catholic Charities staff will spend approximately 15-20 minutes on the phone with each person assessing their needs and ensuring that they are aware and signed up for other community resources such as food banks, rental assistance and unemployment benefits, if applicable. If local assistance is not available, Catholic Charities disaster funds can likely assist.

### **How will the financial assistance be paid?**

Payments will be made directly to vendors (landlord, utility company, hospital/clinic) and should arrive within 5-7 business days. We are not able to distribute funds directly to individuals.

### **Can we publish the availability of this disaster fund in our parish bulletin/on our website?**

Due to limited funds available, we ask that you do not publicly distribute this number at this time. Please reserve it for individuals/families you know are in need.

Questions? Call Tracy Morrison 563-556-2580 Ext. 212 or Stacy Sherman Ext. 270