

Emergency Rental Assistance Program

Appointment Process

We are aware of the great need in our community for this service and our partners have even hired additional staff to maximize their ability to serve clients. The distribution of the funding received is required to be awarded by the end of September and paid by the end of December.

Our partner agencies are experienced at delivering rental assistance and each has their own system developed to efficiently deliver assistance. In an effort to be transparent, their processes are summarized below. Please select a partner that best suits your needs.

Due to the high volume of interest in this program and requests for appointments, potential applicants are asked to choose one organization to work with and to please be patient if you need to leave your contact information as call-backs are being made as quickly as possible.

Catholic Charities of the Southern Missouri

We are scheduling appointments from our initial screens. Any callers within the next couple of weeks will be referred to CCCS or other community partners if urgent. Once we schedule all of our initial screens moving forward we will schedule clients who are determined to be eligible through the initial screen process. At the time of scheduling, we are informing client of items that will be needed, we will mail or email the list of items to bring and we are asking them to be 20 minutes early to complete the application in the lobby, if they are more than 15 minutes late, they will be rescheduled when there is an opening which may cause a delay in assistance. We are also asking that they not schedule with any other provider. We will be scheduling at least 20 clients per week.

Community Partnership of the Ozarks

Call anytime between 8:30am and 5pm for a phone screening to determine initial eligibility. If initial eligibility is determined, an appointment to complete an application will be scheduled. Appointments are on a first come, first served basis so please expect for appointments to be booked out, with no immediate openings available unless there are cancellations. Currently, we are scheduling out from mid-April to May. If you aren't able to get one of our grant specialists on the phone the first time you call, please leave a message and someone will return your call within 48 hours.

Consumer Credit Counselling Services

Our process is for the caller to be pre-screened during their initial call. If they qualify, we are immediately scheduling. Appointments are currently scheduled 2 weeks out. We will call the day before the appointment to confirm. If they are unable to make their appointment, we reschedule as quickly as available. We encourage them to keep their appointments; if at all possible, as the need is great right now. The newly opened appointment is scheduled with the next available client.

Council of Churches – One Stop for Early Childhood Program

Staff are returning calls as they come in for pre-screening. Making appointments 8 weeks out. When appointments are full then pre-screened clients will go to an appointment list. Staff will pull from the pre-screened list as appointments are cancelled or as new weeks open.

Ozarks Area Community Action Corporation - OACAC

- All families and individuals seeking assistance are asked to call the OACAC Greene County Center at (417) 447-0554 on Friday mornings, starting at 8:00 a.m. to schedule and intake and assessment.
 - Those seeking appointments are urged to call as close to 8:00 a.m. as possible as the appointments fill up quickly.
 - If the line is busy, please keep trying as we only have six lines available and we answer calls in the order in which they are received.
- Once you are connected with our receptionist in a live conversation, you may be scheduled for an intake and assessment with a Family Resource Specialist for the following week.
- The Family Resource Specialist will complete an intake and assessment to assist in identifying any support or resource needs for you and/or your family.
 - The Family Resource Specialist will assist in providing resources and referrals for rental assistance and other needs for you and/or your family.

- The Family Resource Specialist will screen you and/or your family for rental assistance eligibility based on income and COVID-related information.
- Should you and/or your family meet income and COVID-related eligibility; your referral will be sent to one of our Emergency Rental Assistance Specialists who will schedule time with you to complete the steps necessary for rental assistance.

The Salvation Army

The Salvation Army will take phone calls for rental assistance on the first business day of each month. We will only book appointments for one month at a time. The clients will need to call the first business day at 8:30 am (or after) and leave a voicemail and we will call them back in the order we receive the calls to prescreen them for eligibility. Once eligibility is confirmed, we will then set up an appointment with the clients.