

## **CLIENT INFORMATION SHEET**

Metrocrest Services is a short-term emergency assistance agency, and our mission is to provide programs for individuals, families, and seniors that lead to self-sufficiency and foster independence. Metrocrest Services operates on an appointment basis. We ask that you call our office to set up an appointment to meet with a caseworker.

### **HOURS OF OPERATION:**

Monday – Friday: 8:00 am – 5:00 pm

Saturday: 9:00 am – 1:00 pm

### **The Food Pantry is available as follows:**

Monday – Friday: 8:00 am – 4:00 pm

Saturday: 9:00 am – 12:00 pm

### **We ask that you provide the following at your appointment:**

- PROOF OF IDENTITY:** Driver’s License or picture ID for adults, Social Security Card or birth certificates for children 18 or under.
- PROOF OF RESIDENCE:** Please provide a current lease, mortgage statement, current utility bill, or a letter from whom you are staying with.
- PROOF OF INCOME:** Last 30 days of pay stubs from your job, unemployment letter, Social Security letter, food stamps letter, bank statement, or anything else showing proof of income.
- PROOF OF CRISIS:** Examples would be a car repair receipt, medical care receipt, or anything showing what put you in the situation of needing assistance.

**Appt. Date:** \_\_\_\_\_ **Appt. Time:** \_\_\_\_\_

\*\*If you have never been here before, and you are in need of food assistance, you may come in on a walk-in basis for the first time between the hours of 8:00am and 3:00pm Monday through Friday. Afterwards, you would need to set up an appointment. Just be sure to have IDs, Proof of Residence, and Proof of Income when you come in.

*Serving Carrollton, Farmers Branch, Addison, Coppell, and city of Dallas in Denton County*