

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: 8:30 am – 5:00 pm

Saturday: 9:00 am – 1:00 pm

The Food Pantry is available as follows:

Monday – Friday: 8:30 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