

AHC Emergency Fund Process Outline

Step 1	Step 2	Step 3	Step 4	Step 5
Student submits Application Review application within 48 hours of submission. <i>Add to "In Process" inbox folder and case tracker.</i> <i>This should be completed as quickly as possible to ensure student safety and wellbeing.</i>	Follow-up with resources Call student to learn more about their situation & email student with relevant resources. <i>This can include <u>CalFresh</u>, on-campus resources, or housing support. Be sure to keep record of every conversation.</i>	Review Student Profile Review information relating to financial aid, academics, and past allotments. <i>Is the Student currently enrolled? What other types of aid have they received? Financial Aid? Support Services?</i>	Determine Award Amount/Type Review the amount asked in consideration of other factors impacting their basic needs, this may include emergency housing. <i>Awards are typically under \$500, but exceptions are made in rare circumstances</i>	Post Award to Shared List Input student's H#, Name, Date, and amount to the shared spreadsheet. <i>Add this to the case tracking system to ensure continuity and proper tracking of services.</i>
Step 6	Step 7	Step 8	Step 9	
Contact Financial Aid to Disburse Award Contact Lori Doty, Karen Parent, and Joan Henretta to process the refund. Contacts ldoty@hancockcollege.edu kparent@hancockcollege.edu jhenretta@hancockcollege.edu	Wait for Follow-up from Financial Aid The funds will be disbursed to the student account, processed, and then sent to BankMobile <i>You will receive a confirmation email from Lori Doty, Karen Parent & Catalina Armijo-Staugaard (note if paper check)</i>	Notify Student of Award Once Lori Doty posts the award, contact the student with approval & amount. Note waiting time <i>Depending on the type of refund the student requested, this will impact the amount of time it takes for them to receive the money.</i>	Follow-up with student Reach out to the student in 1 week to determine status. Re-connect within 2 months. <i>Add to "Ongoing" or "Completed" inbox folder</i> <i>This is the most crucial component of this process. Emergency financial support is a great resource to support students in breaking out a precarious situation, but it is necessary to connect them with resources that can ensure that they are less likely to encounter this type of situation in the future.</i>	