

FINANCIAL ASSISTANCE

DURHAM COUNTY

Organization	Contact Information	Services and Hours	Eligibility Criteria	Referral Process
Catholic Charities of Durham County	Susan Gilbertson 902 Broad Street Durham, NC 27702 Phone: (919) 286-1964	<ul style="list-style-type: none"> Offers help with past due rent and utility bills Does not help with phone or cable bills 	<ul style="list-style-type: none"> No eligibility criteria 	<ul style="list-style-type: none"> Clients need to call on the second Monday of the month at 9:00am, the first 10 phone calls will get appointments for the next day Walk ins and voicemails are not accepted
Durham County Social Services Family Crisis	Wilda Neville-Carter 300 N. Duke St. Durham NC, 27701 919-560-8365 wcneville@durhamcounty.nc.gov	<ul style="list-style-type: none"> Hours 8:15am to 5:30pm by appointment Immediate help with food, rent, utilities, bus passes, medical prescriptions & supplies and burials. 	<ul style="list-style-type: none"> Residents of Durham County with children in their homes under the age of 18. For most of the programs, families must qualify according to income guidelines Eligibility is based on income 	<ul style="list-style-type: none"> Customers must provide a valid form of identification; proof of income; proof of need; verification of crisis, i.e. late notice/eviction or padlock notice; late/cut-off utility notice; written referrals, lease or mortgage.
Durham County Social Services Adult Access	Willie Gibson 220 East Main Street Durham, NC 27701 919-560-8612 wgibson@durhamcounty.nc.gov	<ul style="list-style-type: none"> Hours 8:15am to 5:30pm by appointment Immediate help with food, rent, utilities, bus passes, medical prescriptions & supplies and burials. 	<ul style="list-style-type: none"> Residents of Durham County For most of the programs, individuals must qualify according to income guidelines Eligibility is based on income 	<ul style="list-style-type: none"> Customers must provide a valid form of identification; proof of income; proof of need; verification of crisis, i.e. late notice/eviction or padlock notice; late/cut-off utility notice; written referrals, lease or mortgage.
Salvation Army	909 Liberty St Durham, NC 27701 (919) 688-7306	<ul style="list-style-type: none"> Offers help with rent and utility bills Does not help with phone or cable bills Clients will be seen on their appointment date, Monday to Friday 	<ul style="list-style-type: none"> Helps with rent bills if there is notice for eviction Help for utility bills if there is notice for disconnection Help with medical bills for life threatening 	<ul style="list-style-type: none"> Clients need to call and make an appointment Monday to Friday Starting at 8:00am (always call early)
Grey Stone Baptist Church (Second Mile)	2601 Hillsborough Rd Durham, NC 27705 919-286-3596	<ul style="list-style-type: none"> Offers help with overdue utility bills It is first come, first served, no appointments necessary Must bring picture ID 	<ul style="list-style-type: none"> Bills should be in client's name Church won't pay for phone bills, deal with private landlords or give deposits for services 	<ul style="list-style-type: none"> Clients need to be at the church on Wednesdays only between 8:45am and 11:00 they take only first 25 clients Financial assistance is two times a year per client
Presbyterian Urban Ministries	2504 N. Roxboro St. Durham, NC 27704 (919) 220-8757 Agency contact (919) 220-5601	<ul style="list-style-type: none"> Offers help with past due rent and utility bills. Help with phone bill if they are in the life line Clients will be seen on their appointment date, Mon-Fri. 	<ul style="list-style-type: none"> Clients should be Durham county residents Help only for family with children, elderly or disable 	<ul style="list-style-type: none"> Leave a message on the client line, If the message box is full call back later (Staff removes old messages)

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White Rock Baptist Church	3400 Fayetteville St Durham, NC 27707 (919) 688-8136	<ul style="list-style-type: none"> Offers help with past due rent and utility bills for clients in emergency situations Open only the 4th Tuesday of each month starting at 6:00am 	<ul style="list-style-type: none"> Priority given to persons with verified disability or dependent children in the home Only take first 20 people 	<ul style="list-style-type: none"> Clients need to go to the church the 4th Tuesday of each month at 6:00am; no appointment is necessary
Alliance of AIDS Services	(919) 596-9898	<ul style="list-style-type: none"> Open Monday to Thursday 9:00am to 5:00pm 	<ul style="list-style-type: none"> Assistance is only given for its clients, persons with HIV or AIDS 	<ul style="list-style-type: none"> Client needs to call prior to showing up
First Calvary Baptist Church	1311 Morehead Ave Durham, NC 27707 (919) 489-4184	<ul style="list-style-type: none"> Offers help with past due rent and utility bills Monday to Friday 	<ul style="list-style-type: none"> Bring past due bill, ID, and proof of Durham residency. 	<ul style="list-style-type: none"> Client always has to call to see if they are offering assistance, as their funds are limited
The Summit Church	2335-114 Presidential Dr. Durham, NC 27703 Phill Wagons David Daver (919) 383-7100	<ul style="list-style-type: none"> Offers help with rent and utility bills. Helps with medication 	<ul style="list-style-type: none"> No eligibility criteria 	<ul style="list-style-type: none"> Case manager or patient should call first to set up an appointment. Call the church office and ask for the benevolence office
Calvary United Methodist Church	304 E Trinity Ave Durham, NC 27701. 919-688-7138	<ul style="list-style-type: none"> Appointment only, on Monday mornings. Call ahead. Offers help with past due rent and utility bills. 	<ul style="list-style-type: none"> Current bill (should be in client's name) and photo ID. 	<ul style="list-style-type: none"> Clients need to call to set up an appointment. Appointments will be scheduled for Monday mornings only.
Shirley Caesar Outreach Ministry	(919) 683-1161	<ul style="list-style-type: none"> Possible gas money; Some medications; Rent, utilities 	<ul style="list-style-type: none"> Bill must be paid in full 	<ul style="list-style-type: none"> None
Alliance Behavioral Health, Independent Living Initiative	501 Willard St. Durham, NC 27701 (919) 560-7200	<ul style="list-style-type: none"> Rental Assistance Monday-Friday, 8:30am-5:00pm 	<ul style="list-style-type: none"> Those with chronic mental illness, developmental disability, or substance abuse 	<ul style="list-style-type: none"> Referral based

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Agencies providing other financial services, but not direct payment of bills.				
Consumer Credit Counseling	315 E. Chapel Hill Street Durham, NC (919) 688-3381	<ul style="list-style-type: none"> No direct financial assistance Credit/Budget counseling, debt management, home ownership counseling Monday-Thursday, 9:00am-5:00pm 	<ul style="list-style-type: none"> No eligibility criteria 	<ul style="list-style-type: none"> Call for more information
Charity Care Duke and UNC Hospitals	919-620-4555 800-782-6945	<ul style="list-style-type: none"> Offers help filling out applications for government-sponsored programs and describing monthly payment plans and other financial assistance programs 	<ul style="list-style-type: none"> Patients who do not have insurance and receive treatment at a Duke University Health System (DUHS) facility may receive discounted services under DUHS' charity care policy 	<ul style="list-style-type: none"> For care provided through the Emergency Department and for uninsured patients receiving eligible services, no formal application is required. During the visit, financial counselors will meet with patients to determine whether there are any outside forms of financial assistance, such as Medicaid, Crime Victim, or the Cancer Control Program available to pay for services.
C.R.O.P (Operation Breakthrough)	800 N. Mangum St. Durham, NC (919) 5360104	<ul style="list-style-type: none"> Short term assistance Individual case management Call for more details 	<ul style="list-style-type: none"> Low income families. 	<ul style="list-style-type: none"> Call for more information
IDA Program	807 E. Main St. Suite 2-200 Durham, NC 27701 (919) 560-4570	<ul style="list-style-type: none"> Savings program Assist in home ownership 	<ul style="list-style-type: none"> Low income individuals 	<ul style="list-style-type: none"> Call for more information
Self Help	(919) 956-4400 Toll Free:1-800-476-7428	<ul style="list-style-type: none"> Financing technical support, consumer financial services. Advocacy for people of color, women, rural residents, and low-wealthy families Credit union Assistance for low income borrowers No crisis bill-pay assistance 	<ul style="list-style-type: none"> Call for more information. 	<ul style="list-style-type: none"> Call for more information