

United Community Pilot FAQs

What is the JCPS Basic Needs Pilot?

- The JCPS Basic Needs Pilot is a partnership between Metro United Way (MUW), Jefferson County Public Schools (JCPS), and the Association of Community Ministries (ACM). The program helps connect students and families experiencing an urgent financial crisis with emergency assistance for basic needs such as rent, utilities, food, and other household essentials.

When is the program open?

- The pilot will accept referrals beginning January 30, 2026 and will run through May 21, 2026, or until available funds are fully used (whichever comes first).

Who can be referred?

- A family may be referred if:
 - The household has at least one student attending a participating JCPS school
 - The household is experiencing an urgent financial crisis
 - The family can provide required documentation (income, residence, and need)
 - Household income is at or below 250% of the Federal Poverty Level (FPL)
 - Families who participated in last year's pilot may reapply, as long as they meet eligibility criteria.

What types of needs can this program help with?

- The program provides emergency assistance of up to \$1,000 per household to help stabilize a family during a crisis. Assistance may include:
 - Rent or housing-related costs
 - Utility assistance (LG&E, water)
 - Food and household supplies
 - Transportation-related needs (such as car repairs or insurance)
 - Other urgent barriers impacting household stability
 - Gift cards for food and gas may also be provided as part of assistance.

How do I make a referral?

- JCPS staff submit referrals using a secure online referral form (JotForm). The form will ask for:
 - Student and household contact information
 - Home address and zip code
 - Description of the urgent need and estimated amount requested
 - Once submitted, the referral is routed to ACM and the appropriate community ministry for follow-up.

How is the correct community ministry determined?

- Referrals are routed based on the student's home address and zip code, which determine the community ministry that serves that area.
- JCPS staff should use the ACM map to confirm the correct ministry.

What happens after I submit a referral?

- After submission:
 - ACM receives and reviews the referral
 - The referral is sent to the appropriate community ministry
 - The ministry contacts the family directly to complete intake, collect documentation, and determine assistance
 - You may be copied on communications related to the referral

How long does it take for families to be contacted?

- Community ministries are expected to respond to referrals within 4 business days of receipt.

- If a family is difficult to reach, ministries will make multiple documented attempts before closing the referral.

What documentation will families need?

- Families may be asked to provide:
 - Proof of income
 - Proof of residence
 - Documentation related to the requested assistance (e.g., utility bill, lease, overdue notice)
 - JCPS staff may help families gather documentation as part of the referral process.

Can families receive assistance more than once?

- Yes, with limitations:
 - Families may receive up to \$1,000 total during the pilot period
 - Families may reapply after 30 days if they have not reached the \$1,000 cap

What if a referral is submitted to the wrong ministry?

- If a referral is mistakenly routed, ACM will assist with correcting and rerouting the referral. JCPS staff do not need to resubmit unless requested.

What is my role after submitting a referral?

- JCPS counselors and FRYSCs play an important role by:
 - Helping families understand the process
 - Assisting with documentation if needed
 - Staying connected with families while services are being arranged
 - Communicating with ACM if issues arise

Who should I contact if I have questions or concerns?

ACM Project Coordinator

Mark Steiner

(502) 579-1717

Help@louisvilleministries.org

For program-related questions, you may also contact Metro United Way staff during scheduled check-ins or trainings.

What should families understand about this program?

Please help families understand that:

- This is a short-term pilot program
- Assistance is not guaranteed and is based on eligibility and available funds
- The goal is to stabilize households during urgent crises, not provide ongoing support