



at The Harrelson Center

In October 2015, the Harrelson Center in collaboration with three local churches: First Baptist Church, First Presbyterian Church and St. James Episcopal Church established the Help Hub. Currently, this outreach program streamlines community benevolence efforts of 16 Member Organizations by combining financial and volunteer resources. In four years, over 7,000 people received assistance to avoid eviction, utility disconnection or another crisis mitigation. The Help Hub is guided and supported by an Advisory Council with representatives from each Member Organization.

Help Hub Mission

*To provide short-term or emergency assistance
for individuals and families in need of financial help and/or guidance
in connecting with additional resources.*

20 N Fourth Street - Suite 100 • Wilmington, NC 28401 • (910) 769-5357

Help Hub/Harrelson Center provides:

- Free office space and overhead (utilities, maintenance, custodial services, and security)
- Program and administrative oversight
- Guidance and review of annual Help Hub budget
- Quarterly financial reports to the participating members
- Marketing and promotion through Harrelson Center newsletter, brochures, social media and signage

Funding Members provide:

- Funding for program's annual budget.
- Name and contact of one staff member assigned for communications.
- One organization representative to serve on Advisory Council.
- Provide volunteers to help run daily operations (greeters, advisors, data, and admin support).
- Establish at least one group tour of the Harrelson Center and Help Hub annually.

Help Hub Director oversees daily operations.

Greeter, Advisor and Data Entry positions are filled by volunteers.

Visitors welcome: Tuesday, Wednesday, Thursday 9:00 am-12:00 pm.

Procedures

- Preferably requests for assistance are made in person during operational hours on a first come first serve basis. Due to weather or extenuating circumstances, requests may be shifted online or to phone.
- Day begins with community prayer at 9 am, often led by visitors, and introductions.
- Intake forms are completed upon arrival; photo identification and current bill or lease are required.
- Visitors meet with Help Hub volunteers to determine eligible funding and/or other resources to best meet immediate needs.
- All financial assistance paid directly to vendor.
- Referrals to other Harrelson Center Partners or community resources are usually immediately available.

Guidelines

- Average financial assistance is \$150-\$200 per visit (additional funding available in certain situations).
- Clients may be considered for financial services once a year.
- Financial assistance is available for utilities, housing, medical needs etc.
- If there is funding for disaster relief and recovery, opportunities will be made available.

Budget

Income-

- Annual contributions from Members
- Individual and/or business donations.
- Grants and supporting in-kind donations

Expenses-

- Administration – no more than 25% of annual income (Administration costs include: operation expenses and Help Hub Director’s salary).
- Financial Assistance to Help Hub clients - 75% of annual income.

FOUNDING MEMBERS OF THE HELP HUB:

FIRST BAPTIST CHURCH • FIRST PRESBYTERIAN CHURCH • ST. JAMES EPISCOPAL CHURCH

FUNDING MEMBERS:

KEYSTONE MEMBERS - \$15,000 OR MORE ANNUALLY

First Baptist Church / First Presbyterian Church / St. James Episcopal Church

CORNERSTONE MEMBERS - \$10,000 - \$14,999 ANNUALLY

*Wrightsville United Methodist Church / St. Andrews Covenant Presbyterian Church
Pine Valley United Methodist Church / The Ministering Circle*

PILLAR MEMBERS - \$5,000 - \$9,999 ANNUALLY

*St. Paul’s Episcopal Church / Winter Park Presbyterian /
St. Andrews on the Sound Episcopal Church*

PATRON MEMBERS - \$2,500 - \$4,999 ANNUALLY

*Holy Cross Episcopal Church / Pine Valley Baptist Church
Hope Community Church / Winter Park Baptist Church*

FRIEND MEMBERS - \$1,000 - \$2,499 ANNUALLY

*Christ Community Church / St. Stephen AME Church,
St. John’s Episcopal Church / First Christian Church*

All levels of Membership enjoy the following benefits:

- Volunteer training
- Social media promotions through Harrelson Center (web-link to member site)
- Invitation to all Harrelson Center education and networking events
- Inclusion on Help Hub lobby display board
- Inclusion in the Harrelson Center brochure
- Recognition at annual Harrelson Center Thankful Hearts luncheon
- Recognition in the Harrelson Center annual report