



Eastern Star Church (ESC) Care Frequently Asked Questions:

1. Why did you change your name to Eastern Star Church Care?

We changed the name from JEWEL Human Services to Care because we want the members of our congregation, community, and the world to know that we Care! When our name was JEWEL Human Services, most members were unaware of its existence and the services that are both available to the general community and the church body. With the new name, Eastern Star Church Care, "Love Lived Out," ESC members, local and global communities, and our partners will know we are an outreach arm of Eastern Star Church and the services we provide.

2. How many times can I apply for and receive rental or utility assistance?

One (1) time in a rolling calendar year and three (3) total times (e.g., if you received assistance on July 1, 2016, you would not be eligible again until after July 1, 2017). Our goal is to assist you during hard times, not provide assistance on an annual or sustained basis.

3. When should I apply for rental and utility assistance as a non-member of Eastern Star Church?

Call the Care Center at (317) 547-5483 on the first business day of each month.

4. What should I do for rent and utility assistance if I am a member of Eastern Star Church?

If you are a member of Eastern Star Church, contact the Exhortation Manager at the Care Center at (317) 547-5483 to receive rent and utility assistance.

5. How often can I visit the Care Center Food Pantry?

Every thirty (30) days, six (6) times per year. Only seniors (ages 65 and older) can visit the food pantry every thirty (30) days throughout the year.

6. What documents do I bring with me when receiving assistance from the food and clothing pantry?

You need to provide a photo ID, social security cards for all members that live in the household, and a piece of mail that reflects your name and current mailing address (on the first visit).

7. How do I submit a prayer request?

Call the Care Center at (317) 547-5483 to complete an Exhortation Request; call the Prayer Ministry line at (317) 591-5064; or submit a prayer request on the Prayer and Praise Wall at ESC's website, <http://www.easternstarchurch.org/ministries/financial-freedom-institute/prayer-praise-wall/>.

8. When can I apply for the Freedom Connections program?

You can apply during open enrollment periods. Call the Care Center at (317) 547-5483 or visit Eastern Star Church's website to view registration dates, <http://www.easternstarchurch.org/ministries/esc-care/need-help/>.



JESUS EXALTED + WORD EXPLAINED
EASTERN STAR CHURCH

9. Does Eastern Star Church have counseling services for ESC members?

Yes, Care provides counseling services for depression, anxiety, professional development, and marriage. To receive counseling services, call the Care Center at (317) 547-5483 and ask to speak with the Exhortation Manager.

10. Who do I contact at ESC as a member, if a loved one or I am experiencing an illness or death in the family?

Please call the Care Center at (317) 547-5483 Monday - Friday 8:30 a.m. - 5:30 p.m. If you need assistance after hours or during the weekend, call (317) 591-5050, select option 6, and leave a message; someone will return your call within one (1) hour.