

## **New Hope Center FAQ**

### **What hours is New Hope Center open?**

Mondays- 10am-1pm

Tuesdays- 3pm-6pm

Wednesdays 10am-1pm

Saturdays- 9am-noon

### **What services does New Hope Center provide?**

We provide food and clothing only for anyone living in HEB. We will gladly serve anyone outside of HEB once and direct them to their local food pantry. Anything needed outside of food and clothing we refer out for.

### **How often can I come to New Hope Center?**

You can come once a month.

### **What do I need to bring with me to receive assistance?**

Please bring a photo ID and proof of residency, we do not ask for income level or any financial documents.

### **How do I qualify for services?**

No qualification needed, just proof of ID and residency in HEB. If you do not live in HEB we will serve you one time and then refer you to your local food pantry.

### **How long does the process take?**

Generally the process can take anywhere from 45 minutes to an hour and a half. It depends on how busy we are and if you need to shop for clothes. If you just need food the process should only take 30 minutes. We recommend at least showing up 45 minutes before we close so you have time to get everything you need.

### **What if I need further assistance besides food & clothing?**

- Check out Tarrant Cares for a full list of services available in Tarrant County <http://www.tarrantcares.org/>
- Help Finder allows you to search for services available in your area based on your need- <https://helpfinder.org/>.
- You can also call 211 for a list of services in your area.
- Jobs- contact the Goodwill store in Hurst, they have a job resource center ask for Velinta Jones- 817-590-4375 or [vjones@goodwillfw.org](mailto:vjones@goodwillfw.org). Also there is a job seeker workshop called career solutions, for more information call 817-312-4503
- Christian Connection- For Euless and Bedford residents provides temporary, emergency assistance for rent, utilities, minor miscellaneous expense and minor car repair. Pharmacy, gas and food vouchers are available. Assistance is limited to twice in a

twelve month period of time. Contact info- 817-510-2741 or <http://www.smcchurch.org/christian-connection>

- Catholic Charities of Ft. Worth- if you qualify, they can help anyone in Tarrant county with housing, financial aid, jobs, transportation, etc. Contact information: 817.534.0814 [infocatholiccharities@ccdofw.org](mailto:infocatholiccharities@ccdofw.org) or contact their Hope Center- 817-534-0814 (Option 2)
- Homeless and need shelter- Contact Hands of Hope- 817-298-2779 or [info@hohtx.com](mailto:info@hohtx.com)
- For career related transportation within HEB area, we have HEB transit passes we can hand out. For more information or to receive a pass contact our main office, 817-868-7400.

### **Where can I drop off donation items?**

Please drop off during open hours only (refer to question #1 for our hours). Simply drive around to the back of New Hope Center, look for signs and a double door that says New Hope Donation Station. Come in through the back of New Hope and a volunteer dressed in a blue 6 Stones shirt will be glad to help you.

### **What donation items do you accept?**

We accept smoke free gently used clothing and shoes for all ages and sizes (no stains, tears, or rips), brand new socks/underwear, & gently used toys/books. We also accept light household items such as: pots/pans, dishes, towels, blankets, sheets, etc. We do not accept furniture, appliances, TVs or used socks/underwear.

### **Do you pick up clothing donation items?**

No, we are not able to pick up clothing donation items unless it is from a department store or warehouse wanting to donate items. We generally only pick up large food donation items or items needed to support our other programs.

### **Where can I donate furniture and appliances?**

We recommend the following places:

Mission Arlington- <http://missionarlington.org/>

Love and Light Ministries- <http://www.loveandlightministries.org/home.html>

Salvation Army- <https://www.salvationarmyusa.org/usn/>

NEED- <http://www.need-tarrant.com/>

### **What food donation items do you accept?**

We accept all food as long as it is not expired. Here is a list of items we are always in need of: pasta sauce, cereal, canned meat, jelly, canned fruit, hamburger helper, pancake mix, syrup, baby food, and baby wipes.

### **Where do you get your food?**

We get our donations from local businesses, churches, schools, and cities who do food drives for us. We also make weekly runs to the following local locations for food: Kroger, Whole Foods, Papa Johns, Pizza Hut, QT, Cheesecake Factory, & Chick-Fil-A.

**If I am interested in doing a food/clothing drive who do I contact?**

Please email Jerry Bulleri at [jbulleri@6stones.org](mailto:jbulleri@6stones.org)

**If I am interested in volunteering who I do contact?**

Please visit our website for volunteer opportunities: [www.6stones.org](http://www.6stones.org) or email us at [info@6stones.org](mailto:info@6stones.org) or call our main office 817-868-7400.

**Do you offer community service hours?**

Yes, we do. If you are needing community service hours for a ticket or a class we can help. We only have 4 spots available each day for community service volunteers. Please call or email ahead to get on our schedule. Contact our Office Manager, Tara O'Shields at 817-868-7400 ext 104 or email [toshields@6stones.org](mailto:toshields@6stones.org).

**Do you have a community space others can rent or use?**

We do have a community room that is open for churches, businesses, cities, and other agencies to use for trainings or meetings. We do not allow the room to be reserved by individuals for personal use or private parties. However, we primarily desire that room to be used for social service agencies in conjunction with our New Hope Center, to better help serve our guests coming in for food and clothing. For more information or to reserve the room please contact Adrianna Watson, 817-868-7400 ext 115 or [awatson@6stones.org](mailto:awatson@6stones.org).

**What if this FAQ did not help answer my questions?**

Please email us at [info@6stones.org](mailto:info@6stones.org) or call our main office 817-868-7400 and we'll be in touch as soon as we are able