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GLENDALE 11 VIDEO PROVIDES INFORMATION FOR CUSTOMERS SEEKING COMMUNITY ACTION PROGRAM ASSISTANCE

Glendale, Ariz. — Glendale residents seeking assistance with rent, mortgage and utility bills can now watch an informational video providing an introduction to and important requirements for Glendale's Community Action Program (CAP).

The 14-minute video, produced by Glendale 11, provides an in-depth look at the qualifications, procedures and the documentation required by applicants seeking assistance. Knowing the documentation, which must be provided at the time of appointment, is necessary for those needing assistance to complete their applications. The documentation includes photo identification, Social Security cards, birth certificates and utility bills.

The video helps to educate the public on the detailed state requirements for CAP assistance. The video also explains the rules and regulations for those applicants residing in government housing, receiving child support, social security benefits or veteran's assistance benefits.

The last five minutes of the video provide answers to frequently asked questions such as who is eligible, how to apply for services, how to obtain missing documents and more.

The video is being played continuously in the CAP office lobby to provide its message directly to CAP's customers. It is also available on the CAP website and on the Glendale 11 YouTube Channel

"Educating residents on the requirements was pulling our case workers away from providing actual client interviews during our public workshops," stated Rebecca Daniels the CAP program administrator. "With this video, we are expecting to conduct up to twice as many interviews and help more people."

For more information about the CAP program, visit www.glendaleaz.com/CAP or call 623-930-2854.

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