



VOLUSIA COUNTY
REQUIRED DOCUMENTS FOR EMERGENCY ASSISTANCE

Welcome to Human Services! We are here to help you receive financial assistance for your personal and/or family emergencies. We provide assistance for:

- Rental evictions
Delinquent mortgage payments
Rental Deposit (Must meet criteria)
Utility deposits
Delinquent utility payments
Prescription and dental -extractions
Transportation
Burial/Cremation

In order to assist you, the following documentation is required, please check to make sure you have this with you at this time:

- Social security numbers - Required for ALL household members
Photo ID - Florida Driver's License or valid picture ID
Proof of residency - Signed lease/rental agreement, rental receipts with address on receipts, mortgage statement, real estate tax statement; (Must be a Volusia county resident for at least 60 days.)
Self Employed - Business license or Employer Identification Number (EIN)

Income Documentation- required for ALL household members for the past 90 days. If you have no income or receiving financial assistance from family or friends, please request a Self Declaration of No Income form from the receptionist.

- Social Security; SSI - current award letter
Retirement; VA payments
TANF - current award letter or printout (last 90 days)
Child Support - Award letter, printout (last 90 days);final divorce decree; or child support case number
Pensions; 401K; IRA; trusts
Worker's Compensation
Unemployment Compensation
Current financial aid award letter
Any income from wages:
Self- employment (at least one of the following)
Profit and loss statement

Documentation of crisis (within the past 180 days)

- Receipts for unexpected or extra monthly expenses
Loss/ reduction of income
Notice of unemployment, reduction in work hours, statement from Dr. regarding disability, termination of employment or unemployment benefits



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Assistance Provided:

- **Rental assistance:** Current eviction notice □
- **Mortgage assistance:** Current statement reflecting past due on account □
- **Utility assistance:** Current past due bill or disconnect notice □
(Provide utility subsidy worksheet if receiving Federal assisted housing)
- **Rental deposit:** Unsigned rental agreement □
(Must meet at least one of the following criteria)
 - Dramatic change in monthly rent (i.e. 25% increase)
 - Documented individual health or safety concerns
 - Documented domestic violence
 - Current housing condemned, sold or no longer available
 - Newly qualified Section 8 applicant (must have current Section 8 voucher); if the applicant has received assistance within the past 30 days, they are not eligible for deposit assistance.
 - Current rental is in foreclosure
- **Utility deposit:** New account number from utility company □
- **Prescription assistance:** Current physician's prescription □
- **Transportation:** Proof of medical appointment(s) □

Depending on the type of assistance requested, additional documentation may be requested during the interview with a caseworker.

After you have all required documentation, a worker will verify that you have the documents. Once verification is complete and you have completed a Family Needs Assessment, you are ready to be seen. If you sign-in and do not have the required documents, you will be asked to return on the next day of service with all your documentation. All walk-ins may not be able to be seen on the day of verification. If you have to return for an interview, please make sure you bring all your documents back when you return.

Thank you for coming in to our Human Services office. We will do everything we can to try and assist you. We appreciate your patience and understanding as we work with you to provide you assistance.

Human Services Interview Days

- **Monday, Wednesday & Friday**
Utilities Only
(Priority is given to the vulnerable population on Mondays and Fridays)
- **Tuesday and Thursday**
Rent, Mortgage and Multiple Services
- **Monday - Friday**
Prescriptions and Emergency Dental

**Interview hours are from 8:00 a.m. – 3:00 p.m. Monday – Friday.
New Smyrna Beach 8:30 a.m. – 3:30 p.m.**

For further information, you may telephone one of the numbers below.

DeLand	123 West Indiana Ave. Room 101 DeLand, FL 32720	(386) 736-5956 (386) 626-6596 (fax)
Daytona Beach	250 North Beach St. Room 100 Daytona Beach, FL 32114	(386) 254-4675 (386) 239-7854 (fax)
Orange City	2765 Rebecca Lane Orange City, FL 32763	(386) 775-5204 (386) 775-5208 (fax)
New Smyrna Beach	107 East Canal St. New Smyrna Beach, FL 32168	(386) 423-3309 (386) 423-3308 (fax)