



HUMAN SERVICES REQUIREMENTS FOR ASSISTANCE

Welcome to Human Services! To determine if you are eligible to receive financial assistance, certain documents must be submitted for review. These documents must be reviewed by the receptionist or another staff person before you are interviewed by a case worker.

- I. Family Needs/Expenses Assessment Form (FNA)** - The attached FNA must be completed in its entirety and signed. Please make sure you read the form, especially the declaration section, before signing it. You will date the form during your interview with the case worker.

- II. To determine eligibility for any assistance, the following documents must be submitted with the FNA:**
 - Social Security numbers are required for **ALL** household members. Please provide a Social Security cards or legal document with the Social Security number.
 - Florida driver's license or valid picture ID
 - Proof that you have been a resident of Volusia County for the past 60 days. You may present a signed lease/rental agreement, mortgage statement, or real estate tax statement.*

***If you have been living with relatives and have no legal documents to show that you are a resident of Volusia County, the person you are living with must complete the attached "Residency Verification" form and provide his or her proof of residency. This form must be submitted with the FNA.**

- III. Income documentation is required for ALL household members. Current award letters, print-outs or paycheck stubs for the past 90 days are required. Income documentation may include:**
 - a. Social Security; SSI
 - b. Retirement; VA benefits
 - c. TANF / Food stamps
 - d. Child support
 - e. Pensions; 401K; IRA
 - f. Worker's compensation
 - g. Unemployment compensation
 - h. Financial aid award letter
 - i. Any employment income:
 - If you are paid monthly, past 3 pay stubs
 - If you are paid biweekly, past 6 pay stubs
 - If you are paid weekly, past 12 pay stubs
 - j. Self-employment (at least one of the following)
 - Current quarterly tax statement
 - 90-day work calendar
 - Self-employment records and receipts
 - Cash payment – work calendar with signature of person(s) for whom you worked

If you have no income or you are receiving financial assistance from family or friends, you must complete the attached "Self Declaration of No Income" form and return it with the Family Needs Assessment.



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ADDITIONAL DOCUMENTATION REQUIRED FOR CRISIS ASSISTANCE (Crisis must have occurred within the past 180 days)

- Receipts for unexpected or extra monthly household expenses
 - Medical, car repairs, home repairs or other major expense(s)
- Loss / reduction of income
 - Notice of unemployment, reduction in work hours, termination of employment or unemployment benefits, statement from doctor regarding disability,
- **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 Work sheet if you are receiving federal assisted housing)
- **Rental deposit:** New rental agreement (**must meet at least one of the following criteria**)
 - Documentation to reflect a minimum of at least 25% increase in your monthly rent but no increase in your household income
 - Documentation that a permanent injunction has been issued against the perpetrator for domestic violence
 - Documentation that the current rental property has been condemned, sold or foreclosed
 - Newly qualified Section 8 applicant (must have current Section 8 voucher and documentation that the property has passed housing inspection).
- **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 the FNA, you are ready to be interviewed. **If you sign in and do not have the required documents, you will be asked to return on the next assigned 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.**

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



HUMAN SERVICES REQUIREMENTS FOR ASSISTANCE

Human Services interview days

- **Monday, Wednesday and Friday**
Utilities only

(Priority is given to the vulnerable population on Mondays and Fridays.)

Vulnerable population includes: (documentation must be provided)

At least one member of the household is 60+ years of age

At least one member of the household is under 5 years of age

At least one member of the family is disabled

- **Tuesday and Thursday**
Rent, mortgage and multiple services

- **Monday through Friday**
Prescriptions and emergency dental

Interview hours are from 8 a.m. to 3 p.m. Monday through Friday
New Smyrna Beach 8:30 a.m. to 3:30 p.m.

For further information, you may call one of the offices below.

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| DeLand | 123 West Indiana Ave. Room 101 DeLand, FL 32720 | 386-736-5956 386-626-6596 (fax) |
| Daytona Beach | 250 N. 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) |