Welcome to Human Services! In order 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 prior to you being 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 that you read the form, especially the declaration section, prior to signing.

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 (Social security cards or legal document with social security number)
   - Florida Driver’s License or valid picture ID (Valid up to twelve (12) months after date of expiration)
   - 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 no lease, your landlord must complete a “Tenant Verification” form. The form must be submitted with the FNA. If you live with someone and have no legal documents to show that you are a county resident, the person you are living with must complete a “Residency Verification” form and provide their proof of residency. This form must be submitted with the FNA. The form(s) may be obtained from the receptionist.

III. **Income documentation is required for ALL household members.** Current award letters, print outs or paycheck stubs for the past 90 days is 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 bi-weekly, 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 a “Self Declaration of No Income” and a “Household Assistance” form and return it with the Family Needs Assessment. The form may be obtained from the receptionist.

**ADDITIONAL DOCUMENTATION REQUIRED FOR EMERGENCY ASSISTANCE**
(A crisis must have occurred within the past 180 days)

If you are seeking rent, mortgage, utility, prescription, transportation, rent or utility deposit, additional documentation as listed below is required.

- **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, statement from Dr. regarding disability, termination of employment or unemployment benefits

- **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**: New rental agreement (Must meet at least one of the following criteria)
  - Documentation to reflect at minimum of at least 25% increase in your monthly rent but no increase in your household income.
  - Documentation that a permanent injunction for Volusia County has been issued against the perpetrator for domestic violence
  - Documentation that the current rental property has been condemned (due to health or safety concerns), sold or foreclosed
  - Newly qualified Section 8 applicant (must have current Section 8 voucher and documentation that the property has passed housing inspection).

If an individual has received rental assistance within the past 30 days, they are not eligible for a rental deposit.

- **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 maybe 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 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 assistance.
HUMAN SERVICES
REQUIREMENTS FOR ASSISTANCE

Human Services Interview Days
• Monday through Friday
  * Prescriptions and Emergency Dental
• Monday, Wednesday & Friday
  * Utility and Multiple 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 family is disabled
- At least one member of the household is 5 years of age or younger

• Tuesday and Thursday
  * Rent, Mortgage and Combined Services *(to include utilities)*

Interview hours are from 8:00 a.m. – 3:00 p.m.
Monday through Friday

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

<table>
<thead>
<tr>
<th>DeLand</th>
<th>123 West Indiana Ave. Room 101 DeLand, FL 32720</th>
<th>(386) 736-5956 (386) 626-6596 (fax)</th>
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</thead>
<tbody>
<tr>
<td>Daytona Beach</td>
<td>250 North Beach St. Room100 Daytona Beach, FL 32114</td>
<td>(386) 254-4675 (386) 239-7854 (fax)</td>
</tr>
<tr>
<td>Orange City</td>
<td>775 Harley Strickland Blvd., Suite 104 Orange City, FL 32763</td>
<td>(386) 775-5204 (386) 775-5208 (fax)</td>
</tr>
<tr>
<td>New Smyrna Beach</td>
<td>107 East Canal St. New Smyrna Beach, FL 32168</td>
<td>(386) 423-3309 (386) 423-3308 (fax)</td>
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