



Requirements, Eligibility and Documentation Needed

To determine if you are eligible to receive financial assistance, certain eligibility documents must be provided and reviewed by staff. All documentation must be reviewed by the receptionist or other staff member prior to being interviewed by a caseworker.

FAMILY NEEDS/EXPENSES ASSESSMENT (FNA) – Applicants must complete an FNA in its entirety; the form must be signed by the lead applicant. Please read the form, especially the declaration section found on the last page, prior to signing.

IDENTIFICATION DOCUMENTS – Applicants must produce the following documentation to verify identity. Human Services does not assist applicants in applying for or obtaining documents. It is the responsibility of the applicant to produce the documentation listed below.

- Social Security numbers for all members, including children, must be produced. Applicants may provide copies of their Social Security cards or other government documents, such as a W-2, exhibiting their Social Security numbers.
- A valid photo ID, such as a driver's license, passport, or military or student ID must be provided for all members in the household who are 18 or older.
- For members of the household who are under 18, a birth certificate or immunization record must be provided.

PROOF OF VOLUSIA COUNTY RESIDENCY – Applicants must provide proof that they have been a Volusia County resident for a minimum of 60 days prior to applying for any service. Documentation may include:

- A lease agreement. To verify the number of people in your household, the lease agreement must exhibit all household members' names or the number of people currently residing in the household. If the lease does not exhibit that information, a "Tenant Verification" form must be signed by the landlord and notarized.
- If there is no signed lease agreement, the landlord must complete Human Services' "Tenant Verification" form, which must be signed by the landlord and notarized.
- A mortgage or real estate tax statement with a household member's name clearly exhibited. The person whose name is on a statement must complete and have notarized the "Residency Verification" form verifying all members.
- People staying at a homeless shelter must provide a letter on a homeless shelter's letterhead verifying they have been receiving services and/or staying at their shelter for a minimum of 60 days.

NOTE – Bills, mail, receipts, etc., are not sufficient documentation of residency.

INCOME DOCUMENTATION – Required for all household members, including children. Current award letters or paycheck stubs or printouts are required for the previous 90 days prior to application. Income documentation may include but is not limited to:

- Social Security or SSI
- SNAP/Food Stamp award letter
- Retirement (including VA)
- TANF
- Child support

- Alimony
- Pensions, 401K, IRA
- Worker's compensation
- Unemployment compensation
- Financial aid award letter
- Pay stubs – If you are paid monthly, we need the last three pay stubs. If you are paid biweekly, we need the last six pay stubs. If you are paid weekly, we need the last 12 pay stubs.
- Self-employed persons and contractors must provide a quarterly tax statement, 90-day work calendar, records and receipts.

NO INCOME STATEMENT – If any person in the household 18 or older has no source of income or is receiving financial assistance from family or friends, a "Self-Declaration of No Income and Household Assistance" form must be completed and signed by each adult member.

Eligibility and Documentation Required by Assistance Type

Human Services provides an array of services from various funding sources that each have their own eligibility guidelines and documentation requirements. Please review the types of services you need and the required documentation.

Low-Income Heating and Energy Assistance Program (LIHEAP)

The LIHEAP program provides energy assistance such as electric and gas/propane to eligible households who are under 150 percent of the federal poverty level. Two programs are administered through LIHEAP:

- **LIHEAP Home** – Applicants must produce documentation of having utilities via the most current billing statement.
- **LIHEAP Crisis** – Applicants must produce a billing statement that reflects a past-due or shut-off notice.

Eligible households may receive one LIHEAP Home benefit within a 12-month period. Eligible households may also receive one LIHEAP Crisis benefit from April through March. Applicants who have received other forms of utility assistance recently through another funding source may have their LIHEAP eligibility impacted.

Emergency Home Energy Assistance for the Elderly Program (EHEAP)

The EHEAP program provides energy assistance such as electric and gas/propane to eligible households that have a household member who is 60 or older. To qualify for EHEAP, the applicant must provide:

- Proof that at least one member of the household is 60 or older via a government-issued photo ID such as a driver's license or passport.
- A utility billing statement that reflects a past-due or shut-off notice.

Eligible persons are able to receive one EHEAP assistance from April through September and another from October through March. Receiving assistance from another grant may impact eligibility.

Emergency Services

Human Services has funds to provide emergency services to eligible Volusia County residents who are experiencing a crisis. Applicants must produce documentation of having experienced a crisis within the previous 180 days prior to applying for services.

A crisis is defined as:

- Loss or reduction of income – Applicants must produce proof they have suffered a job loss or reduction in hours through no fault of their own. Being terminated, quitting, or voluntarily accepting a reduced number of hours does not qualify. A separation of duties statement from the employer may be required, and staff may call the employer to verify the loss or reduction was at no fault of the applicant.
 - If a person who was assisting with finances has recently left the household, it must be validated with divorce paperwork, a death certificate, or a lease exhibiting the person in question's name and at least one pay stub during that period.
- Unexpected or extra household expenses – Applicants must provide receipts for unexpected or extra household expenses that may include medical payments (cash), vehicle repairs (not maintenance), or home repairs (homeowners only and not maintenance). Receipts must be from a valid business or company and may not be handwritten. Receipts must exhibit actual work completed and not just indicate the name, amount and date. Human Services reserves the right to call businesses or companies on the receipt to verify legitimacy.

Applicants must also show that they have a sustainability plan when the emergency assistance ends. This may include verification that public benefits will be awarded such as SNAP, SSI, Unemployment or Disability. Or, the applicant may provide proof that employment is planned to start within one month of application for Human Services assistance. *Applicant statements that they will apply for public benefits or employment are not considered sustainability plans.*

Rental Assistance

Eligible applicants may receive rental assistance to alleviate financial burden in order to prevent homelessness. Applicants for rental assistance must produce the following:

- A copy of the lease agreement. Refer to “Proof of Volusia County Residency” on page one for lease agreement requirements.
- If there is no signed lease, a “Tenant Verification” form, which may be found on Human Services’ website, must be completed by the landlord and notarized.
- An official eviction or failure to pay rent notice from the landlord.

NOTE: A person who has a lease at a motel/hotel, regardless of the lease tenure, is not eligible for assistance as this is not deemed a “permanent residence.”

Applicants are eligible to receive one rental assistance from October through September. Applicants are responsible for having their landlord complete an IRS W-9 and “No Eviction” form. If the applicant does not return the documents in three business days, assistance will be denied and the applicant must reapply.

Mortgage Assistance

Eligible applicants may receive mortgage assistance to alleviate financial burden in order to remain a homeowner. Applicants for mortgage assistance must produce the following:

- A copy of the mortgage statement reflecting a current past-due amount. The person whose name is on the mortgage statement must be a member of the household.

Applicants are eligible to receive one mortgage assistance from October through September. Applicants are responsible for having their mortgagor complete an IRS W-9. If the applicant does not return the documents in three business days, assistance will be denied and the applicant must reapply.

Rental Deposit

Eligible applicants may receive rental deposit assistance to obtain new rental housing. Applicants seeking rental deposit assistance must produce one of the following:

- Documentation that monthly rent at the current rental residence has increased by a minimum of

25 percent but there has not been an increase in household income. If so, the new rental residence's monthly rent must be at the previous amount's rental amount or less prior to the 25 percent increase.

- Documentation that a permanent injunction for Volusia County has been issued for the perpetrator of domestic violence. The applicant also must submit documentation showing that the applicant's and perpetrator's names were both on the same lease at the time of the incident, leaving the victim/applicant without housing.
- Documentation that the current rental property has been condemned (due to health or safety concerns), sold or foreclosed, causing a mandated eviction.
- Newly qualified Section 8 applicants must have a current Section 8 voucher and documentation that the property has passed an official housing inspection.

If an applicant has received rental assistance within the past 30 days, they are not eligible to receive a rental deposit. Applicants must also exhibit that their new monthly rent amount is affordable at the caseworker's subjectivity if rent exceeds 50 percent of the household's monthly gross income. Households that receive a rental deposit are not eligible for any rental assistance for another six months.

Prescription Assistance

Prescription assistance does not require a loss of income or sustainability plan.

Human Services may be able to provide assistance so individuals may receive *life-sensitive* prescribed medication. The following guidelines apply:

- The applicant must not have any form of health insurance.
- The prescription must be an original copy from a licensed medical practitioner. Staff may call the prescribing practitioner to verify the prescription.
- Not all prescription medications will be approved as certain medicines are excluded and/or may not be defined as *life sensitive*.
- The applicant will be informed of a participating pharmacy from which they will need to retrieve their medication if approved.

Transportation Assistance

Transportation assistance does not require a loss of income or sustainability plan.

Eligible Volusia County residents may be eligible to receive public transit bus passes and fuel cards for *medical appointments only*. Applicants must bring the following:

- A medical appointment on a physician's appointment card or other form of letterhead exhibiting the date and time of the appointment is scheduled for no more than 24 hours from the time of application.
- An urgent care or walk-in clinic does not qualify for transportation assistance.

If the applicant is requesting more than a one-day bus pass, an interview must be scheduled with a caseworker if the medical appointments are reoccurring. Assistance is limited to one, one-day pass per month or one monthly pass from October through September.

Dental Assistance

Dental assistance does not require a loss of income or sustainability plan.

- Eligible Volusia County residents may apply for emergency dental assistance.
- The applicant must not have any form of dental insurance.
- A referral will be provided to a contracted dentist, who will conduct an assessment and determine if a procedure needs to be done.
- Human Services authorizes only a maximum of three tooth extractions. Any other form of dental procedure or assistance requested by the applicant or determined by contracted dentists is not allowable.

Applicants are eligible to receive a maximum of three extractions from October through September.

Indigent Cremation/Burial Assistance

This assistance does not require a loss of income or sustainability plan.

Low-income families that have a relative who has recently passed may contact Human Services to determine if they may receive assistance to help with the final expenses.

- *The deceased must have died in Volusia County.* A Volusia County resident who died outside Volusia County is not eligible for assistance.
- The referral of a potential indigent body must come from a facility such as a hospital, hospice care center, nursing home, assisted living facility, law enforcement, or the Medical Examiner's Office.
- Photo identification and the Social Security card of the deceased must be provided.
- All income and banking statements of the deceased must be provided; this includes any joint banking accounts.

This document serves as only a baseline guide to Human Services' eligibility and documentation required to apply for services. If you schedule an interview and do not have all necessary supporting documentation, you will have to schedule another appointment when you have the documentation. Additional documentation may be requested at the secretary's or caseworker's discretion; the applicant must produce this documentation to continue the application process. Eligibility and required documentation may change due to funding source requirements or internal policies and procedures. Receiving one type of Human Services assistance may impact your eligibility to receive other types of and additional assistance. Federal poverty level guidelines change from year to year. Services are contingent upon funding availability. Current poverty level guidelines may be found on the Human Services website, in a Human Services office, or by visiting <https://aspe.hhs.gov/poverty-guidelines>.

Locations and Hours

DeLand office

123 W. Indiana Ave., Room 101
DeLand, FL 32720
Phone: 386-736-5956
Fax: 386-626-6596

New Smyrna Beach office

107 E. Canal St.
New Smyrna Beach, FL 32168
Phone: 386-423-3309
Fax: 386-423-3308

Daytona Beach office

250 N. Beach St., Room 100
Daytona Beach, FL 32114
Phone: 386-254-4675
Fax: 386-239-7854

Orange City office

775 Harley Strickland Blvd., Suite 104
Orange City, FL 32763
Phone: 386-775-5204
Fax: 386-775-5208

Interviews are scheduled by the day and types of services available. Also, walk-ins seeking a service must come in on a day when that service is being provided. For instance, a walk-in requesting rental assistance would need to come in on a Tuesday or Thursday.

All offices except New Smyrna Beach open at 7:30 a.m. The New Smyrna Beach office opens at 8 a.m. We recommend that you arrive at opening to increase the probability of getting an afternoon interview. Interview hours for all days are from 8 a.m. to 3 p.m. Please arrive before your appointment; if your name is called and you are not in the lobby at your appointment time, your appointment will be forfeited.

Mondays

- Utilities (one or multiple)
- Prescription
- Dental
- Transportation

Wednesdays

- Utilities (one or multiple)
- Prescription
- Dental
- Transportation

Fridays

- Utilities (one or multiple)
- Prescription
- Dental
- Transportation

Tuesdays

- Utilities (one or multiple)
- Rental assistance
- Rental deposit
- Mortgage assistance
- Prescription
- Dental
- Transportation

Thursdays

- Utilities (one or multiple)
- Rental assistance
- Rental deposit
- Mortgage assistance
- Prescription
- Dental
- Transportation

On Mondays and Fridays, priority is given to walk-ins who meet at least one of these criteria:

- At least one member of the household is 60 or older; or
- At least one member of the household has a documented disability; or
- At least one member of the household is 5 or younger.

Additional information:

- 150 percent of the federal poverty rate is the maximum level that may qualify a household for assistance. This will vary depending on the number of people in a household.
- Interviews are typically scheduled a week in advance due to the high volume of requests.
- Scheduled interviews take place in the morning, and walk-ins are scheduled for the afternoon.
- Walk-ins must come in early to have a possibility of scheduling an interview for that afternoon. Walk-ins are not guaranteed an interview.
- Deaf and language interpretation services are available upon request.
- People with indigent burial/cremation requests must call the DeLand office to schedule an interview.
- Persons who are medically bedridden may contact an office to delegate a representative on their behalf or schedule an in-home visit, which may take approximately one to two weeks depending on staff availability.

Income Thresholds

This table exhibits the maximum income allowable depending on the size of the applicant's household. Documentation must be provided and verified for each member claimed in the household.

These income guidelines were established by the U.S. Department of Health and Human Services. When income guidelines change, the chart will be updated.

If you have any questions about income qualifications, please call one of the Human Services offices for clarification.

- DeLand: 386-736-5956
- Daytona Beach: 386-254-4675
- New Smyrna Beach: 386-423-3309
- Orange City: 386-775-5204

Income thresholds by household size	
Number of people in household	Maximum income
1	\$17,820
2	\$24,030
3	\$30,240
4	\$36,450
5	\$42,660
6	\$48,870
7	\$55,095
8	\$61,335
For each additional member above eight in the household, the threshold will increase by \$6,240.	