

Client Documentation Toolkit

Franklin County, Ohio

September 2010

Client Documentation Toolkit

Documentation collection is a critical step towards obtaining permanent supportive housing and public benefits. During the application process, clients are required to provide identification, proof of residency, income, employment, and benefits. The Client Documentation Toolkit was designed for case managers as a resource to facilitate document gathering.

The Toolkit provides:

- Agency contact information;
- Submission procedures;
- Hyperlinks to agencies, forms, and applications; and
- Tips and answers to frequently asked questions on how best to secure documentation.

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Asset Verification

Brief description	
<p>Asset verification is required for:</p> <ul style="list-style-type: none"> • HUD McKinney Housing • Columbus Metropolitan Housing Authority (CMHA) • Low-income Housing Tax Credit (LIHTC) • Homelessness Prevention and Rapid Re-housing Program (HPRP) • Other housing programs <p>Documentation requirements vary depending on funding source</p>	
How to obtain a current statement balance for saving and checking accounts	
Required information	<ul style="list-style-type: none"> ✓ Current bank account statements ✓ Release of Information (ROI) – if needed ✓ For LIHTC: Ohio Finance Agency (OHFA) forms (see Forms below)
Submission procedures	<ol style="list-style-type: none"> 1. Collect bank account statements from client; <li style="text-align: center;"><u>or</u> 2. Complete ROI form below and provide to financial institution - required for third party verification. <p>Depending on funding source, use either:</p> <ul style="list-style-type: none"> • Agency’s ROI form; • USHS ROI (if required); • HUD 9886 ROI; or • OHFA funding (applicants sign release at top of each form)
ROI forms	<ul style="list-style-type: none"> • USHS Authorization of ROI http://csb.org/files/docs/Resources/useful/USHS/2-5-10/USHS%20Release%20of%20Information.pdf • HUD Form 9886-Authorization for Release of Information/ Privacy Act Notice http://www.cmhanet.com/s8/s8docs/9886.pdf • Ohio Housing Finance Agency (OHFA) - Applicant / Tenant Sworn Income and Asset Statement, http://www.ohiohome.org/compliance/incomestatement.pdf • Complete list of OHFA forms on employment, income and assets http://www.ohiohome.org/compliance/forms.aspx

Birth Certificate – Born in Franklin County

Brief description	
How to obtain a birth certificate for persons born in Franklin County, Ohio. Contact: <ul style="list-style-type: none"> • Columbus Public Health; or • Ohio Department of Health (ODH) (see “Birth Certificate – Born in Ohio”) 	
Responsible agency	
Contact information	Columbus Public Health - Vital Statistics 240 Parsons Ave. Columbus, OH 43215 Phone: (614) 645-7331 Fax: (614) 645-0730 Email: VS@columbus.gov Website: http://publichealth.columbus.gov/birth-and-death-records.aspx Hours: Monday-Friday 10:00 am - 4:15 pm
How to obtain a Franklin County Birth Certificate	
Required information	<ul style="list-style-type: none"> ✓ No identification needed - birth certificates are public record. ✓ Download and complete the “Application for Certified Copy of Birth Certificate Occurring in Franklin County Only” ✓ Forms also available at Columbus Public Health - Vital Statistics
Submission procedures	<p>In Person:</p> <ul style="list-style-type: none"> • Take completed form with cash, check or money order to address above <p>Fax:</p> <ul style="list-style-type: none"> • Fax completed form with credit card number to (614) 645-0730 <p>Mail:</p> <ul style="list-style-type: none"> • Mail completed form to address above with check or money order <p>Expedited Online:</p> <ul style="list-style-type: none"> • Use VitalChek service (see “Birth Certificate –VitalChek”)
Fees	\$25.00 (additional \$9.95 applies to phone, internet and faxed orders) Make checks and money orders payable to “Columbus City Treasurer”
Wait time	<p>Same Day Service Available:</p> <ul style="list-style-type: none"> • Monday, Tuesday, Thursday, Friday 8:00 am – 12:00 pm • Wednesday 9:00 am – 12:00 pm <p>Next Day Pick Up: Requests made after 12:00 pm are mailed out or are available the next business day:</p> <ul style="list-style-type: none"> • Monday - Friday 10:00 am - 4:15 pm <p>By mail:</p> <ul style="list-style-type: none"> • Approximately 7 -10 business days.
Financial assistance – only offered once to client	
<p>Contact J.O.I.N. Monday - Friday 10:00 am - 11:30 am or 1:00 pm – 2:00 pm 578 East Main Street Columbus, Ohio 43215 (614) 241-2530 http://www.colsdioc.org/Offices/JOIN.aspx</p> <p>Provide the following documents:</p> <ul style="list-style-type: none"> • Letter stating need for a birth certificate on organization’s letterhead i.e. shelter • Driver license, state ID, Social Security card, or something with name and address. <p>Join will provide client with a letter to take to Columbus Public Health for a birth certificate.</p>	

Birth Certificate - Born in Ohio

Brief description	
How to obtain a birth certificate for persons born in Ohio, outside of Franklin County. Contact: <ul style="list-style-type: none"> • Ohio Department of Health (ODH) • For persons born in Franklin County see "Birth Certificate – Born in Franklin County" 	
Responsible agency	
Contact information	Ohio Department of Health (ODH) – Vital Statistics 225 Neilston Street Columbus, Ohio 43215 Phone: (614) 466-2531 Email: VitalStat@odh.ohio.gov Website: http://www.odh.ohio.gov/vitalstatistics/vitalstats.aspx Hours: Monday – Friday 8:00 am – 5:00 pm
How to obtain an Ohio Birth Certificate	
Required information	<ul style="list-style-type: none"> ✓ No identification needed - birth certificates are public record. ✓ Download and complete the "Ohio Department of Health • Office of Vital Statistics APPLICATION FOR CERTIFIED COPIES" ✓ Form also available at ODH – Vital Statistics <p>or</p> <p>Provide the following client information on a plain piece of paper:</p> <ul style="list-style-type: none"> ✓ Name at birth, if adopted, give adopted info ✓ Date of birth ✓ Place of birth (city) ✓ Mother's Maiden name and Father's name ✓ Area code, daytime phone number, street address, city, state, and zip code of where to send the birth certificate.
Submission procedures	<p>In person:</p> <ul style="list-style-type: none"> • Take completed form with cash, check, or money order to the address above <p>By mail:</p> <ul style="list-style-type: none"> • Mail completed form to address above, include a check or money order <p>Expedited Online:</p> <ul style="list-style-type: none"> • Use VitalChek service (see "Birth Certificate – VitalChek")
Fees	\$21.50
Wait time	In person: same day service, arrive by 4:30 pm; wait time 30-40 minutes Mail or on-line: 2-3 weeks
Financial assistance – only offered once to client	
<p>Contact J.O.I.N. Monday - Friday 10:00 - 11:30 am or 1:00 - 2:00 pm 578 East Main Street Columbus, Ohio 43215 (614) 241-2530 http://www.colsdioc.org/Offices/JOIN.aspx</p> <p>Provide the following documents:</p> <ul style="list-style-type: none"> • Letter stating need for a birth certificate on organization's letterhead i.e. shelter • Driver license, state ID, Social Security card, or something with name and address. <p>Join will provide client with a letter to take to Columbus Public Health for a birth certificate.</p>	
Frequently asked questions (FAQs) http://www.odh.ohio.gov/ASSETS/9C5FD91841ED41F1916798649D80C4CA/vsfaq.pdf	

Birth Certificate (Expedited) - VitalChek

Brief description	
For expedited birth certificates contact: <ul style="list-style-type: none"> • VitalChek, an on-line service. • Birth certificates can be ordered from anywhere in the nation – additional fees apply. 	
Responsible agency	
Contact information	VitalChek Phone: (877) 648-0605 Website: http://www.vitalchek.com/?clicked=1
How to obtain a Birth Certificate – VitalChek	
Required information	<ul style="list-style-type: none"> ✓ Name at birth, if adopted, give adopted info ✓ Date of birth ✓ Place of birth (city) ✓ Mother’s Maiden name and Father’s name ✓ Area code, daytime phone number, street address, city, state, and zip code of where to send the birth certificate.
Submission procedures	<ol style="list-style-type: none"> 1. Go to the website http://www.vitalchek.com/?clicked=1 or call (877) 648-0605 2. Provide information above. 3. Birth certificate is then mailed to address provided.
Fees	<ul style="list-style-type: none"> • Birth certificate costs, VitalChek fees and postage differ between counties. • Franklin County: \$25.00 for birth certificate, plus \$9.95 for handling • Additional Fees: <ul style="list-style-type: none"> - U.S. mail – no additional fee - 2 day mail - \$22.95 - Express mail - \$24.95
Forms of payment	Only credit/debit cards accepted
Wait time	<ul style="list-style-type: none"> • Regular service: 1-2 weeks • Overnight: 2-3 business days • 2-3 day service: 4-5 business days
Frequently asked questions (FAQs)	
https://vitalchek-solutions.custhelp.com/cgi-bin/vitalchek_solutions.cfg/php/enduser/home.php?p_sid=grthJT9k	

*In addition to VitalChek, you may contact the County Health Department where the person was born to learn about other options for obtaining a birth certificate.

Child Support and Custody – Parents were Married

Brief description	
To obtain child custody arrangements for children whose parents were married, request a divorce decree : <ul style="list-style-type: none"> • Contact the County Clerk for the county where the divorce was filed. • Click on the link below for a list of Ohio County Clerks: http://www.occaohio.com/cocbooklet_countiesonly.pdf 	
Responsible agency	
Contact information	Franklin County Clerk of Courts - Domestic Division 373 S. High St.,4th floor – Divorce Division Columbus, Ohio 43215 Phone: (614) 462-4410 Website: http://www.franklincountyohio.gov/clerk/Domestic.htm Hours: Monday - Friday 8:00 am - 5:00 pm
How to obtain a Divorce Decree	
Required information	<ul style="list-style-type: none"> ✓ Parties' first and last names while married ✓ Year the case was filed ✓ Case number - if available ✓ Return name and address ✓ No identification needed, divorce decrees are public records.
Submission procedures	In person: <ul style="list-style-type: none"> • Take required information above with cash or money order, no checks, to the address above. By Mail: <ul style="list-style-type: none"> • Mail required information with cash or money order, no checks, to address above – include \$2 per certified copy.
Fees	In person: \$.10 per page, and \$1.00 to certify By mail: \$2.00 per certified copy
Wait time	In person: copy can be provided upon request By mail: 7-10 business days
Frequently asked questions (FAQs) http://www.franklincountyohio.gov/clerk/Drfaq.htm	
<p><u>Q: Should spousal support and child custody/support documentation be requested separately if the parties involved were married?</u></p> <p>A: No, information pertaining to spousal support, child custody, and child support are in the divorce decree documentation as long as the parties were once legally married.</p>	

Child Support and Child Custody – Parents Not Married or Guardian

Brief description	
<p>To obtain child support and child custody arrangements for children of unmarried parents:</p> <ul style="list-style-type: none"> • In Franklin County contact the Juvenile Clerk’s Office – Records Division. • Outside of Franklin County, contact the County Clerk where the documents were filed. • Click on the link below for a list of Ohio County Clerks: http://www.occaohio.com/cocbooklet_countiesonly.pdf <p>For divorced parents, child support/custody information is in the Divorce Decree (see “Child Support and Custody – Parents were Married”).</p>	
Responsible agency	
Contact information	<p>Franklin County Court of Clerks Juvenile Clerk’s Office – Records Division 373 S. High St., 4th floor Columbus, Ohio 43215 Phone: (614) 462-4411 Website: http://www.franklincountyohio.gov/clerk/Juvenile.htm Hours: Monday - Friday 8:00 am-5:00 pm</p>
How to obtain Child Support and Child Custody Arrangements	
Required information	<ul style="list-style-type: none"> ✓ Parent/guardian must show ID such as a driver license or state ID (only one parent/guardian needs to be present). ✓ Third parties (persons other than the parents) need written permission from the judge on the case to get information - parental permission not required.
Submission procedures	<p>In person:</p> <ul style="list-style-type: none"> • Parents go to the Clerk’s office and present ID. • Third parties need permission by the judge on the case: <ol style="list-style-type: none"> 1. In Franklin County, go to the Records Department and look up the judge of record. 2. Once the judge has been identified, proceed to 6th floor to get written permission from judge to get documentation. 3. Take written permission back to Clerk’s office for documentation. <p>By mail:</p> <ul style="list-style-type: none"> • Mail documentation request including case number with \$5 money order to: Franklin County Court of Clerks Juvenile Clerk’s Office – Records Division 373 S. High St., 4th floor Columbus, Ohio 43215-6311
Fees	<p>In person: \$.10 per page and \$1 to certify – cash or money order By mail: \$5 – money order</p>
Wait time	<p>In person: same day service By mail: 5-10 business days</p>
Frequently asked questions (FAQs) http://www.franklincountyohio.gov/clerk/Drfaq.htm	
<p><u>Q: Can I fax or e-mail my request to the office?</u> A: No, you can only request the documentation in person or through the mail.</p> <p><u>Q: Can I access this documentation on-line?</u> A: No, only through the mail with a written request or in person.</p>	

Disability Certification

Brief description	
Disability certification is required for: <ul style="list-style-type: none"> • HUD McKinney Permanent Supportive Housing Programs • Shelter+Care Programs 	
Responsible agency	
Contact information	SSI/SSDI Benefits Award Letter Social Security Administration (SSA) Office 1051 Worthington Woods Worthington, Ohio 43085 Phone: 1-(866)-789-0957 Website: http://www.socialsecurity.gov Hours: Monday-Friday 8:00 am – 4:00 pm
How to obtain a Disability Verification – must be dated within past 90 days	
Types of Disability Verification	<ul style="list-style-type: none"> • Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefits award letter; <u>or</u> • Certification of Disability Form which certifies a mental, physical, or emotional impairment, or a developmental or medical disability.
Required information	SSI/SSDI Benefits Award Letter: <ul style="list-style-type: none"> ✓ Social Security Number (SSN) (card or from memory); and ✓ U.S. driver license; or ✓ State ID; or ✓ U.S. passport.
Submission procedures	<p>SSI/SSDI Benefits Award Letter</p> <p>In person:</p> <ul style="list-style-type: none"> • Take Social Security Number (SSN) and identification to the local SSA Office and request an award letter. • Third parties may get award letter by bringing the completed release of information (ROI) form (see form below). • Click here for local offices or contact SSA at 800-772-1213 <p>On-line:</p> <ul style="list-style-type: none"> • Click link https://secure.ssa.gov/apps6z/BEVE/main.html and request a benefits award letter • Provide name and SSN. • For a third party to obtain information, click link for ROI: http://www.ssa.gov/online/ssa-3288.pdf <p>Certification of Disability Form</p> <p>For Persons without SSA disability benefits:</p> <ul style="list-style-type: none"> • Click here for a Certification of Disability Form • Have an “Authorized Professional” (physician, advanced nurse practitioner, or a state licensed clinician), sign and date.
Wait time	SSI/SSDI Benefits Award Letter In person: same day service On-line: 10 business days

Divorce Decree and Spousal Support (Alimony)

Brief description	
How to obtain a divorce decree for verification of spousal support.	
Responsible agency	
Contact information	Franklin County Clerk of Courts - Domestic Division 373 S. High St., 4th floor – Divorce Division Columbus, Ohio 43215-6311 Phone: (614) 462-4410 Website: http://www.franklincountyohio.gov/clerk/Domestic.htm Hours: Monday - Friday 8:00 am - 5:00 pm
How to obtain a Divorce Decree	
Required information	<ul style="list-style-type: none"> ✓ Parties' first and last names while married ✓ Year the case was filed ✓ Case number - if available ✓ Return name and address ✓ No identification needed, divorce decrees are public records.
Submission procedures	<p>In person:</p> <ul style="list-style-type: none"> • Take required information with cash or money order, no checks, to the address above. <p>By Mail:</p> <ul style="list-style-type: none"> • Mail required information to address above - include \$2 per certified copy - cash or money order, no checks
Fees	<p>In person: \$.10 per page, and \$1.00 to certify</p> <p>By mail: \$2.00 per certified copy</p>
Wait time	<p>In person: Copy can be provided upon request.</p> <p>By mail: 7-10 days</p>
Frequently asked questions (FAQs)	
http://www.franklincountyohio.gov/clerk/Drfaq.htm	
<p><u>Q: Should spousal support and child custody/support documentation be requested separately if the parties involved were married?</u></p> <p>A: No, information pertaining to spousal support, child custody, and child support are in the divorce decree documentation as long as the parties were once legally married.</p>	

Driver License and State ID - Ohio

Brief description	
How to obtain: <ul style="list-style-type: none"> • New driver license* • Replacement license • State Issued Photo ID <p>* Required if the original is over 6 months expired or to replace a suspended or revoked license.</p>	
Responsible agency	
Contact information	Ohio Bureau of Motor Vehicles "BMV" Website: http://bmv.ohio.gov/index.stm For office locations click link http://www.bmv.ohio.gov/county_lst.stm
How to obtain a Driver License or State ID	
Required information	Provide primary and secondary identification documents to prove: <ul style="list-style-type: none"> ✓ Name and date of birth ✓ Social Security Number (SSN), if ever assigned ✓ Legal presence in the U.S. ✓ Ohio residence street address Click on the link below for acceptable forms of identification: http://publicsafety.ohio.gov/links/bmv2424.pdf
Submission requirements	<p>New License</p> <ol style="list-style-type: none"> 1. Go to Driver Examination Center (see list of locations above) 2. Provide identification (see Required information) 3. Pass the written driver's test (click for Digest of Laws) and vision test. 4. Obtain a Temporary Instruction Permit Identification Card (TIPIC) 5. Schedule a road test call (614) 995-5353; http://www.ohiodrivingtest.com/ 6. Pass road test and pay fee for license <p>Replacement License</p> <ul style="list-style-type: none"> • In person, present one primary and secondary document to Registrar. • Replacement license cannot be obtained on-line or in the mail. <p>State Issued Photo ID</p> <ul style="list-style-type: none"> • In person, present one primary and secondary document to Registrar.
Fees	All BMV fees: http://www.bmv.ohio.gov/fees_for_services.stm
Forms of payment	Cash, Personal Checks, Money Orders, Certified Cashier Checks, Traveler's Checks, County Agency Vouchers, and Intra-State Agency Vouchers
Wait time	Same day for tests and license.
Financial assistance	
United Methodist Church – Thursdays arrive by 8:00 am. 299 King Avenue Columbus, OH 43201 Phone:(614) 424-6050 Website: http://www.kingave.org/ Take these documents: <ul style="list-style-type: none"> • Original birth certificate • Social Security (SS) card or Social Security Administration (SSA) print-out 	
Frequently asked questions (FAQs) http://www.bmv.ohio.gov/faq_driver_license.stm	

Homelessness Verification

Brief description	
Homelessness verification is required for: <ul style="list-style-type: none"> • HUD McKinney Permanent Supportive Housing Program, and Shelter+Care Programs 	
Responsible agency	
Contact information	Community Shelter Board (CSB) 111 Liberty Street, Ste 150 Columbus, OH 43215 Phone: (614) 221-9195 Website: www.csb.org
Homelessness criteria (click for eligibility determination document)	
HUD Chronic Homeless	Client must have a disability (see “Disability Verification”) and be homeless on the streets or in an emergency shelter for: <ul style="list-style-type: none"> • A minimum of 365 consecutive days within the past 3 years <u>or</u> • Have had 4 episodes of homelessness in the past 3 years – an episode consists of being homeless for at least 7 days, with a minimum gap of 30 days in between each homeless episode.
Rebuilding Lives	Client must have a disability (see “Disability Verification”) and be homeless on the streets or in an emergency shelter for: <ul style="list-style-type: none"> • A minimum of 120 days cumulative – no time limit. <u>or</u> • Have had 4 episodes of homelessness (no time limit) – an episode consists of being homeless for at least 7 days, with a minimum gap of 30 days in between each homeless episode.
How to document homelessness	
Living on the street	<ul style="list-style-type: none"> • Verification of Street Homelessness Form to be completed by an Outreach case worker; and • Rebuilding Lives Documentation or HUD Chronic Homeless Documentation
Emergency shelter	<ul style="list-style-type: none"> • Columbus Service Point (CSP) printout of shelter stays, or if not in CSP, written documentation of shelter stays on an agency letterhead; and • Rebuilding Lives Documentation or HUD Chronic Homeless Documentation
Transitional Housing (TH)	<p>Prior to entering TH, client must have been homeless and meet eligibility criteria above for Permanent Supportive Housing (PSH) eligibility.</p> <ul style="list-style-type: none"> • CSP printout of shelter stays, or if not in CSP, written documentation of shelter stays on an agency letterhead; and/or • Verification of Street Homelessness Form completed by an Outreach worker; and • Rebuilding Lives Documentation <p>Persons in TH are NOT considered chronically homeless.</p>
Exiting an institution (less than 30 days)	<p>Written verification stating:</p> <ul style="list-style-type: none"> • Client has been residing in the institution for 30 days or less. • Client was homeless (see criteria above) immediately prior to the short-term stay in the institution. • Signed, dated and on agency letterhead.
Youth under 18	<ul style="list-style-type: none"> • Must meet homelessness criteria listed above. • Grantees/project sponsors must have written proof that the youth is not a ward of the state.

Income Verification – Employment Income

Brief description	
<p>Verification of Income is required for:</p> <ul style="list-style-type: none"> • HUD McKinney, Columbus Metropolitan Housing Authority (CMHA) • Low-income Housing Tax Credit (LIHTC) • Homelessness Prevention and Rapid Re-housing Program (HPRP) • Other housing programs 	
How to obtain Employment Income Verification	
Required information	<p>Provide one of the following:</p> <ul style="list-style-type: none"> ✓ Paystub – 2 within past 30 days ✓ Letter from employer (dated within past 30 days) ✓ Release of Information (ROI) – if needed ✓ Ohio Finance Agency (OHFA) forms for LIHTC projects (see below)
Submission procedures	<ol style="list-style-type: none"> 1. Collect documentation from client (i.e. paystubs, employer letter) or 2. Complete appropriate ROI – required with third party verification (see forms below) 3. An agency may use its own form, the HUD 9886 ROI, or in the case of OHFA, applicants must sign a release at the top of each form. 4. In the case of third party verification for LIHTC units, applicant completes the top of the forms and sends them to employer. 5. Submit to employer.
Forms	<ul style="list-style-type: none"> • Ohio Housing Finance Agency (OHFA) - Applicant / Tenant Sworn Income and Asset Statement, http://www.ohiohome.org/compliance/incomestatement.pdf • Complete list of OHFA forms on employment, income and assets http://www.ohiohome.org/compliance/forms.aspx • USHS Release of Information (ROI) http://csb.org/files/docs/Resources/useful/USHS/2-5-10/USHS%20Release%20of%20Information.pdf • HUD Form 9886-Authorization for Release of Information/ Privacy Act Notice http://www.cmhanet.com/s8/s8docs/9886.pdf

Income Verification – ODJFS Printout

Brief description	
<ul style="list-style-type: none"> • The “ODJFS print-out” from the Franklin County Department of Jobs and Family Services verifies the receipt of public benefits from the agency. • There are five ODJFS Neighborhood Opportunity Centers in Columbus where the print out can be obtained. 	
Responsible agency	
Contact information	Franklin County Department of Jobs and Family Services 80 E. Fulton Street Columbus, Ohio 43215 Phone: (614) 462-4000 Hours: Monday – Friday 7:00 am - 6:00pm Check website for Neighborhood Opportunity Center locations: http://www.franklincountyohio.gov/commissioners/jafs/contact.cfm
How to obtain an ODJFS printout	
Required information	<ul style="list-style-type: none"> ✓ Social Security number (SSN) or case number ✓ For third parties, an ROI is required
Submission procedures	<p>In Person:</p> <ol style="list-style-type: none"> 1. Go to the Front Desk of any Opportunity Center (does not need to be the applicant’s neighborhood office). 2. Provide SSN or case number. 3. Benefit printout is provided. <p>For third parties:</p> <ol style="list-style-type: none"> 1. Release of information (ROI) must be signed before the benefit printout can be obtained. 2. ROI may be obtained at the Opportunity Center or click here for USHS ROI.
Fees	There are no fees.
Wait time	Immediately upon request.
Frequently asked questions (FAQs)	
<p>Q: <u>Can I get a copy/information about my benefits on-line or over the phone?</u> A: No, you need to go in person to the Opportunity Center to receive a benefits printout.</p> <p>Q: <u>When is the best time to get the print-out?</u> A: The least busy time is 7:00 am.</p>	

Income Verification – Social Security Administration

Brief description	
<ul style="list-style-type: none"> • Instructions on how to obtain documentation of income received from the Social Security Administration (SSA) including Social Security (retirement), Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). • The “award letter” is the common term for this document. 	
Responsible agency	
Contact information	Social Security Administration Office 1051 Worthington Woods Worthington, Ohio 43085 Phone: 1-(866)-789-0957 Website: http://www.socialsecurity.gov Hours: Monday-Friday 8:00 am – 4:00 pm
How to obtain SSA benefits award letter	
Required information	<p>In person:</p> <ul style="list-style-type: none"> ✓ Social Security Number (SSN) (card or from memory); and ✓ U.S. driver license; or ✓ State ID; or ✓ U.S. passport. <p>On-line and phone:</p> <ul style="list-style-type: none"> ✓ Social Security number (SSN) ✓ Date of birth ✓ Full name
Forms	<ul style="list-style-type: none"> • On-line request page for proof of income https://secure.ssa.gov/apps6z/BEVE/main.html • Release of information for SSA http://www.ssa.gov/online/ssa-3288.pdf
Submission procedures	<p>In person:</p> <ul style="list-style-type: none"> • Take SSN and identification to the local SSA Office and request an award letter. • Third parties may get award letter by bringing the completed release of information form (see forms above). <p>On-line:</p> <ul style="list-style-type: none"> • Provide name and SSN. • Benefits award letter will be mailed to address of record within 10 business days. <p>By phone:</p> <ul style="list-style-type: none"> • Call 1-800-772-1213 Monday - Friday between 7:00 am and 7:00 pm • Provide name and SSN. • Benefits award letter will be mailed to address of record within 10 business days.
Wait time	<p>In person: same day service</p> <p>On-line: 10 business days</p> <p>By phone: 10 business days</p>

Income Verification – Lack of Income

Brief description	
Persons who are unemployed and lack any source of income.	
How to obtain information	
Required information	<ul style="list-style-type: none">✓ Simple letter stating “I (<u>client’s name</u>) have no income” - client signs and dates.✓ Letter must be dated within past 30 days.✓ Letter DOES NOT need to be notarized.

Proof of Residency

Brief description	
<ul style="list-style-type: none"> • Permanent Supportive Housing applicants must show proof of Franklin County residency to be eligible for housing. • A driver license or state ID is acceptable. 	
Responsible agencies	
Contact information	Ohio Bureau of Motor Vehicles (BMV) - Driver License (see “Driver License and State ID”) Website: http://bmv.ohio.gov/index.stm
How to obtain proof of residency	
Required information	✓ Current Ohio driver license or state ID with a Franklin County address (see “Driver License and State ID”).
Wait time	BMV <ul style="list-style-type: none"> • Same day for renewal or replacement license. • Longer if applicant is applying for an original driver license and needs to schedule a driving test.
Frequently asked questions (FAQs)	
<p>Q: <u>What if a homeless person doesn't have an address in Franklin County?</u> A: Persons in homeless shelters may use shelter address when applying for a driver license or ID card.</p> <p>Q: <u>Can I use a copy of a driver license or state ID for my proof of residency?</u> A: No, you must show the actual license or identification card.</p> <p>Q: <u>Can I use an expired driver license or state ID as proof of residency?</u> A: No, you must provide a current license or state ID.</p>	

Social Security Number Verification

Brief description	
How to obtain a new Social Security (SS) card, a replacement card, or a Social Security number (SSN) print-out.	
Responsible agency	
Contact information	<p>Social Security Administration (SSA) Office 1051 Worthington Woods Worthington, Ohio 43085 Phone: 1-(866)-789-0957 Hours: Monday-Friday 9:00 am – 4:00 pm</p> <p>Use this link to find an office in another area: https://secure.ssa.gov/apps6z/FOLO/fo001.jsp</p> <p>For general questions, call 1-800-772-1213 7:00 am – 7:00 pm (EST) Website: http://www.socialsecurity.gov</p>
How to obtain a Social Security number	
Required information	<p>Original SS card (person has never had an SSN):</p> <ul style="list-style-type: none"> ✓ Birth certificate and a form of identification - two documents to prove age, identity, and U.S. citizenship or current lawful, work-authorized immigration status. <p>Replacement card: (person already has SSN)</p> <ul style="list-style-type: none"> ✓ Valid driver license - one document to prove identity. If born outside the U.S. must also provide docs to prove U.S. citizenship or current, lawful, work-authorized status identity. <p>Print-out of SSN: (request at SSA office)</p> <ul style="list-style-type: none"> ✓ Driver license or state ID. <p>Click on the link below for a list of acceptable forms of identification: http://www.socialsecurity.gov/online/ss-5.pdf</p>
Submission procedures	<p>In person:</p> <ul style="list-style-type: none"> • SS cards: Complete the SS-5 form (below) and bring required information to the SSA office (address listed above). • SSN print-out: Present ID to local office for a print-out. Third parties can NOT get a print-out. <p>By mail:</p> <ul style="list-style-type: none"> • Not recommended since original documents or certified copies of documents must be mailed via certified mail.
Forms	<p>Application for Social Security Card – SS-5 http://www.socialsecurity.gov/online/ss-5.pdf</p>
Fees	No fee required
Wait time	<p>In person: card mailed within 2 weeks; same day for SSN printout at office</p> <p>By mail: 14 business days</p>
Tips	
<ul style="list-style-type: none"> • Questions call 1-800-772-1213 7am-7pm (EST), faster than calling the local office. • Photocopied documents not accepted, only originals or certified copies. 	
Frequently asked questions (FAQs)	
http://ssa-custhelp.ssa.gov/cgi-bin/ssa.cfg/php/enduser/std_alp.php?p_sid=VvHNnTVj	