

## Required Documents for Emergency Assistance: Acceptable forms of documentation

1. Government issued photo ID for ALL the adults in applicant's household. **SHOULD BE CURRENT**
  - Driver's License
  - State ID
  - Passport
2. Social Security cards for each member of the household including children.
  - Social Security cards or copies (we don't need originals of anything)
  - If they don't have one, we need a letter from SS stating that they have applied for one.
3. Proof of ALL sources of income for all members in applicant's household. **FROM INCOME SOURCE (NOT JUST BANK STATEMENT)**
  - Paystubs. At least 1 month's worth, preferably 3 months
  - Award letters from Social Security, unemployment, retirement, etc. Should state the amount received.
  - Printouts from unemployment, child support, etc. that shows amounts received on recent dates
  - For family/friend contributions or cash payments, a signed statement from the contributor saying something like "I [contributor] give [client] \$[amount] per month to help with her bills."
4. SNAP Budget sheet if you are receiving food stamps.
  - "Budget Sheet" is what you can print off if you sign into the DCFS website and just click Check My Cases >> SNAP details.
  - We also accept award letters from SNAP if they bring those instead.
5. **COMPLETE** copy of the lease signed by the landlord and renter. **SHOULD BE CURRENT OR AUTOMATICALLY RENEWING. SOMETIMES RESIDENTS OF PUBLIC HOUSING TRY TO BRING FORMS INSTEAD, BUT WE NEED A LEASE WITH TERMS AND SIGNATURES.**
  - Every page from the beginning through the signatures. We don't need the addendums.
  - If no lease, signed letter from landlord saying something like "I [landlord] rent property at [address] to [client] for \$[amount] per month."

Section 8 letter if you are on Housing.

  - Anything from the Housing Authority stating what they pay and what is the tenant's responsibility. Anytime their monthly payment differs from what is in the lease, we need to document that.
6. Electric, water, and gas bills for the last 3 months.
  - All the pages of all 3 bills for all 3 months. Of course, if any of these are included with the rent or the unit does not have gas, etc., the client will not need to bring those. Bills should show monthly usage and payments made. We sometimes get a little loose on this, but it is helpful to look for trends (Does this client normally pay their bills? Does the normal monthly amount fit in their budget?)
7. Last 3 months bank statements or transaction history (checking, savings, prepaid card)
  - With any payment card, there should be a way to access the transaction history online. If the client has not registered for online access, we can help them do that (just make sure they keep a copy of their password and we don't). Often they prefer to just call the number on their card, but this yields little information by comparison, so we should strongly encourage them to register online.
  - Actual statements are great too, if they have them. If they need a new copy, however, banks often charge a fee for that, so it can be helpful to just get the history. This is the closest thing we have to being able to actually see how they manage their money, and it can be helpful sometimes to look through it with the client, even if they find it a little invasive or embarrassing. The goal is to discover spending patterns, looking at things like the frequency of overdrafts, the amount spent on nonessentials like eating out and clothing compared to the budgeted amount. They should be able to explain any large cash withdrawals.
8. Documentation of immediate cause of crisis.
  - This one's pretty flexible, but it's best to verify a client's story if we can. If someone was robbed, ask for a police report. If recently fired, a termination notice. If unexpected expenses, a receipt. Or anything else that would help us verify.
9. Eviction or disconnection notice, if applicable.
  - Disconnect notices are usually included with the bill. Bring a 5-day or court notice if they have been given one.
10. Budget from Money School.
  - Client should fill out their own budget and go over it with you.