

Social Service Proof of Residency Process

A guide to navigating the Social Service Proof of Residency process, including:

- Frequently Asked Questions
- Request to Participate as a Certified Provider
- Request to Obtain Social Service Proof of Residency Forms
- Monthly Log for Proof of Residency Forms Issued

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Definitions

Certified Provider. A community organization that has been certified by the DC Department of Human Services (DHS) to document homeless status of individuals for the purpose of helping the individual obtain a driver license (for a fee) or identification card (for no fee).

Homeless Resident. A District of Columbia resident lacking a fixed, regular nighttime residence, or someone who has a primary nighttime residence that is in a shelter, transitional housing facility, or place not meant for human habitation.

“Social Service Proof of Residency Form”. A written record certifying an individual as a homeless resident of the District and authorizing the DMV to use the provider’s address or contact address as the individual’s address of record on the credential. Additionally, District residents who are homeless are eligible for a free Department of Motor Vehicles Non-Driver Identification Card. The Social Service Proof of Residency Form serves as the voucher for obtaining a No Fee Identification Card.

Contact Address. A contact address is the address of a family member or friend who agrees to accept mail addressed to the homeless resident, but who does not have the ability to allow the resident to live with them. Residents have the option to list a contact address that will be used as the DMV address of record in lieu of the provider address. When a contact address is provided (along with appropriate documentation), this will be the address listed on the identification card or driver license, and it will be the address to which DMV mails the new credential.

Requirements for Becoming a Certified Provider

To become a certified provider, an agency must meet the following criteria:

- (1) Agency must provide case management services to individuals or families experiencing homelessness; and
- (2) Agency must be approved by DHS in accordance with the process outlined below.

The current list of certified providers is available on the DHS website.

Process to Become a Certified Provider and Obtain Social Service Proof of Residency Forms

Step 1. A provider who wishes to become certified must first check with DHS to determine if DHS is currently accepting applications.

Step 2. If DHS is accepting applications, the provider must complete the *Request to Participate as a Certified Provider* form and send to DHS Homeless Services for approval. Signed forms should be emailed or faxed to Silena Smith (Silena.Smith@dc.gov) at fax number 202.442.6355.

Step 3. If the application is approved, DHS will notify the provider by phone and/or by email within 2 business days.

Step 4. To obtain vouchers (titled *Social Service Proof of Residency Forms*), certified providers must complete and submit:

- (1) a *Request to Obtain Social Service Proof of Residency Forms* and
- (2) a *Monthly Log for Proof of Residency Forms Issued* reconciled/supported by the Pink copy of all issued Vouchers to-date.

Completed forms can be submitted, in person, at the DHS main office (64 New York Ave NE between 9am and 5pm, Monday through Friday (excluding holidays)). However, DHS can better accommodate certified providers with advance notice, so to the extent possible, please contact Silena Smith in advance (email Silena.Smith@dc.gov, phone 202.698.4166) to make an appointment. Note: It is the provider's responsibility to plan appropriately to ensure they have vouchers available at all times.

Process for Assisting A Client to Obtain a Driver License or Identification Card

Step 1. An individual experiencing homelessness requests assistance obtaining a driver license or identification card (or a case manager/outreach worker identifies a need to assist a client with obtaining a driver license or identification card).

Step 2. Upon verifying the client's housing status, the certified provider will complete, sign, and issue the voucher to the client. (See FAQ 5, 8, 9 and 10 for additional guidance on verifying the client's housing status.)

- a. The address of the certified provider must always be listed on the form. Except in cases where a contact address is provided, the provider's address will be the address listed on the identification card or driver license and the address to which the DMV mails the new credential. (See FAQ 3 for more information.)
- b. The client may also choose to provide a contact address. When a contact address is provided (along with appropriate documentation), this will be the address listed on the identification card or driver license, and it will be the address to which DMV mails the new credential.
 - o NOTE: When a contact address is used, the family member/friend agreeing to accept mail on behalf of the individual experiencing homelessness must provide a copy of their valid DC Driver License or Identification Card reflecting their name and address and two (2) DMV acceptable proof of residency documents reflecting their name and DC address. This information must be compiled before the provider may sign off on the voucher form. For more information, see the DMV website at <http://dmv.dc.gov/page/proof-current-district-columbia-residency>.
- c. The provider will give the client (and/or case manager assisting the client) the top copy to bring to the DMV. The provider will keep the yellow copy for their files, and will return the pink copy to DHS along with the voucher log when requesting more vouchers.
- d. Certified Providers that do not participate in HMIS will have to confirm that the client is currently experiencing homelessness and also receiving services from the Certified Provider. The Confirmation of Homeless Status must be provided in writing, on company letterhead, and signed by the appropriate staff.

Step 3. The client will take the top copy of the voucher form, the Confirmation of Homeless Status (if applicable), and the contact address documentation (if applicable) to a DMV service location, along with client's proof of identity and social security documentation.

- a. Please visit the DMV website at <http://dmv.dc.gov/> for information on DMV documentation requirements. Note that the voucher form serves as proof of DC residency, but that additional documentation (e.g., proof of identity, proof of social security number) is required.
- b. While the DMV typically requires two source documents as proof of residency, individuals that are homeless need only to provide the voucher (unless a contact address is being used).

Step 4. The DMV will authenticate the form and will process the client's application for a driver license (for a fee) or identification card (for no fee).

Administrative Requirements for Certified Providers

- 1) The certified provider **MUST** maintain a monthly log containing the date of voucher issuance, the client's name, the last four numbers of the client's social security number, the reason for the request, and the voucher number.
- 2) The certified provider **MUST** hold vouchers in locked storage at all times.
- 3) The certified provider must reconcile voucher records on a monthly basis and submit the reconciliation log to Silena Smith (Silena.Smith@dc.gov). To reconcile vouchers, attach the Pink copy of all issued Vouchers to-date.

SOCIAL SERVICE PROOF OF RESIDENCY PROCESS

Frequently Asked Questions

FAQ #1: Is there a limit to the number of agencies that can be certified?

Response: Not at this time. However, to keep the process manageable, DHS reserves the right to cap the number of certified providers, assuming adequate coverage across wards and subpopulations has been achieved.

FAQ #2: Is there a limit to the number of vouchers a certified provider may obtain/issue?

Response: To ensure adequate distribution of vouchers across all participating Certified Providers, DHS issues 100 vouchers at a time. However, if the Certified Provider needs more than a 100 vouchers a month to meet the need of their client base, DHS can and will issue additional vouchers. Once all vouchers have been issued, a provider may use the process outlined in this document to obtain additional vouchers.

FAQ #3: My agency is a certified provider, but we have multiple properties across the community. Which address should we use on the client's voucher form?

Response: A certified provider may use the address of any of their District locations. Because the address provided will be the address listed on the client's identification card, providers should use the address where the client will receive his/her mail. For Certified Providers who also work or serve individuals experiencing homelessness in Maryland and/or Virginia, please note that this Voucher is only appropriate for clients that reside in the District. It is not intended for Maryland or Virginia programs/clients.

FAQ #4: Do both the provider address and contact address have to be completed when filling out the Social Services Proof of Residence Form?

Response: When completing the form, a provider address must always be provided, but a contact address is optional. When only the provider address is given, this will be the address listed on the credential, and it will be the address to which DMV mails the credential.

In contrast, if a contact address is also provided on the form, DMV will automatically use the contact address on the credential, and the contact address will be the location where the credential is mailed. Note that in cases where a contact address is provided, the family member/friend agreeing to accept mail on behalf of the individual experiencing homelessness must provide a copy of their valid DC Driver License or Identification Card reflecting their name and address and two (2) DMV acceptable proof of residency documents reflecting their name and DC address. This information must be compiled before the provider signs off on the voucher form.

It is important to note that providers must have a system in place of receiving mail on behalf of clients *unless* 100% of their clients will be using a contact address.

FAQ #5: Can the Social Services Proof of Residency Form be used to obtain a driver license?

Response: Yes, Social Services Proof of Residency Form can be used to document residency for the purposes of helping a client obtain a driver license. However, unlike the identification card (which is provided at no-fee for individuals experiencing homelessness), the individual must pay the regular fee associated with obtaining a driver license.

FAQ #6: Can any staff member with a certified provider sign the Social Services Proof of Residency Form? Or is there a specific person within each agency designated for this purpose?

Response: Any staff member of the certified provider can assist homeless residents to gather necessary documentation and complete/sign the form. Typically, it would be the case manager assigned to the client that would serve this function.

FAQ #7: Is an individual that is doubled-up/couch surfing considered homeless for the purpose of using the Social Service Proof of Residency Form?

Response: A person that is doubled-up or couch surfing is considered homeless for the purpose of using the Social Service Proof of Residency Form. The address used on the certification form must be the address of the agency providing case management services or the contact address, as described above.

FAQ #8: As a certified provider, do I need to maintain any documentation about the client's housing/homeless status? What and for how long?

Response: No documentation is required to be submitted to DHS, though providers should use HMIS for case notes as they continue working with the client. Certified providers only need to submit the log of vouchers distributed to DHS.

FAQ #9: My agency provides services to homeless individuals but we are not a certified provider. How can we help clients obtain identification?

Response: DHS itself is a certified provider. If your agency has a system in place for accepting mail for clients, or if the client plans on using a contact address, you may have your client walk in to DHS (M-F, 9am to 5pm) for assistance obtaining the voucher. In such cases, DHS will use your agency's address on the voucher form (or the contact address) and the DMV will mail the client's identification card to your agency (or the contact address). Please either accompany the client to DHS or provide the client with a referral letter that contains the case manager contact information in case DHS staff need to be in touch.

If you do not have the ability to accept mail on behalf of clients, DHS recommends that you review the list of certified providers and establish a formal partnership with an agency to provide this service for your client. If you are having difficulty locating a certified provider (either because of geographic distance or capacity issues), please contact Silena Smith (email Silena.Smith@dc.gov, phone 202.698.4166) for assistance.

FAQ #10: What if a client walks in our agency and requests assistance with identification, but we do not provide case management services for the client, nor can we find the client in HMIS?

Response: This service is for District residents that are experiencing homelessness. If the client cannot be located in HMIS and is not currently connected to services, your agency should use the opportunity to learn more about the client's situation, including what services would be useful to them to help them resolve their homelessness. Be sure to ask if the client has ever used any other names when accessing homeless services. If a record cannot be located, you should create an HMIS record for the client. DHS expects providers to have enough of a relationship with the client that they feel confident signing the Social Services Proof of Residency Form on behalf of the client.

FAQ #11: My agency cannot accept mail on behalf of clients. How can I participate?

Agencies must have a system in place of receiving mail on behalf of clients unless 100% of their clients will be using a contact address.

If you do not have the ability to accept mail on behalf of clients, DHS recommends that you review the list of certified providers and establish a formal partnership with an agency to provide this service for your client. If you are having difficulty locating a certified provider (either because of geographic distance or capacity issues), please contact please contact Silena Smith (email Silena.Smith@dc.gov, phone 202.698.4166) for assistance.

FAQ #12: How many No-Fee IDs will DMV allow?

The homeless ID voucher can only be used for first time and renewal transactions. Note in the past, DMV staff would issue duplicates because the DMV did not have a way to determine whether a transaction was first time or a duplicate. However, the DMV has now created a separate transaction which allow them to better determine this information.

Homeless services staff working with homeless residents should work with clients on strategies for preserving IDs (e.g. scanning high quality copies for applications/documentation purposes and even storing IDs on behalf of clients).

If that is not possible, there are limited community resources that can assist homeless residents who have already utilized the homeless ID voucher and need additional help to obtain a replacement.



SOCIAL SERVICE PROOF OF RESIDENCY PROCESS

Request to Participate as a Certified Provider

Request to Obtain Social Service Proof of Residency Forms

Use this Request to Participate as a Certified Provider and Request to Obtain Proof of Residency Forms to express interest in becoming a DHS Social Service Provider and/or obtain Social Service Proof of Residency Forms.

District residents who are homeless are eligible for a free Department of Motor Vehicles Non-Drivers Identification Card. The Social Service Proof of Residency Form, when certified by an approved DHS Social Service Provider, may be used to obtain a No Fee Identification Card or a For Fee Driver License. All necessary documentation for proof of identity and social security are still required from the applicant to receive an Identification Card or Driver License.

CERTIFIER/SOCIAL SERVICE PROVIDER'S INFORMATION

Form with fields: Organization Name, Address, City, State, Zip Code, Contact Person, Phone Number, Email Address, Certifier: Check One (DC Tax ID, DC Tax Exempt ID), DC Tax or Tax Exempt ID No., No. of Vouchers Requested, Requestor's Name and Title (Please Print), Requestor's Signature, Date.

Section to be completed by DHS/FSA

Form with fields: No. of Vouchers Issued, Voucher Nos., Value of Vouchers Issued (\$20.00 per voucher), DC DHS Official's Name and Title (Please Print), DC DHS Official's Signature, Date.



SOCIAL SERVICE PROOF OF RESIDENCY PROCESS

Monthly Log for Proof of Residency Forms Issued

Use this Monthly Log to track and reconcile Proof of Residency Forms issued by your agency. Certified Providers must reconcile voucher records on a monthly basis and submit the reconciliation log to Silena Smith at Request to Participate as a Certified Provider and Request to Obtain Proof of Residency Forms to express interest in becoming a DHS Social Service Provider and/or obtain Social Service Proof of Residency Forms.

District residents who are homeless are eligible for a free Department of Motor Vehicles Non-Drivers Identification Card. The Social Service Proof of Residency Form, when certified by an approved DHS Social Service Provider, may be used to obtain a No Fee Identification Card or a For Fee Driver's License. All necessary documentation for proof of identity and social security are still required from the applicant to receive an Identification Card or Driver License.

Table with 7 columns: DATE, Client's First Name, Client's Last Name, Last Four Numbers of Social Security, Reason for Request, i.e., Initial Request; Replacement; Name Change or Other, Voucher No., FEE. The table contains 12 empty rows for data entry.