**Homeless Applicant ID Process**

The training packet includes the following documents with brief instruction on how to use them:

1. **REFERENCE: Homeless Applicant ID Exception and Fee Waiver Process – Secretary of State**

This is a reference document created by the Secretary of State that provides the process to be utilized for both a fee waiver requests as well as an exception request in situations where the person cannot furnish a document with the full social security number.

1. **REFERENCE: Secretary of State Form SoS-428**

**The version in this packet has notes added to explain additional documents and guidelines for exceptions and homeless verifications for mailing address, residency requirements and fee waivers.**

Reference Only. This form is the official document that outlines the requirements to obtain a license or ID, provided by the Secretary of State, with notes supplied by the State ID Taskforce for dissemination to the group. Staff can use this for reference to determine if the program participant has the required documents needed to apply for an ID, or if an exception request will need to be utilized. Notes have been added for ID Taskforce supplied documents.

Please note that while the Secretary of State will typically accept documents with a full social security number instead of a social security card, there are instances when the program participant may not have access to any documents to satisfy the requirements of Column 1 as they only have a partial number (last four digits). In these cases, a review of the packet can be utilized to apply for a review for the exception process. Additional information is listed on this document related to homeless verification documents.

Please note that Column 2 (Legal Presence) is non negotiable and there is no exception process. ***Applicants must have a certified copy of their birth certificate, passport, or one of the other documents listed, in order to apply for an ID.***

1. **REQUIRED: Request for Review of Documentation for Exception Process - This is used in situations where a person needs an exception due to only having documents with a partial Social Security Number**

This form must be utilized by the agency representative when requesting review by the ID Exception Unit. Please put on your agency letterhead and make sure to fill out completely with the program participant. Brackets and capitalized sections must be replaced with individualized information pertaining to your program participant.

Items 1-6 must be satisfied – please use the SOS-428 included in this packet for reference about what documents might satisfy these requirements.

You must use identify which local branch office the applicant will present with the documents after the approval is received from the ID Exception Unit.

1. **REQUIRED: Release of Information - This is used in situations where a person needs an exception due to only having documents with a partial Social Security Number**

This form must be utilized by the agency representative when requesting review by the ID Exception Unit. Please put on your agency letterhead and make sure to fill out completely with the program participant. You must check off **both** Disclose and Obtain in the document.

1. **AS NEEDED: Homeless Verification for Mailing Address and Residency Proof Document**

This verification is to be used for persons experiencing Category I literal homelessness as defined by HUD and outline in the document provided. This form is to be utilized by shelters to demonstrate the program participant is homeless and receiving mail at the shelter’s address. A laminated HMIS Card must also accompany this form. These documents provide a simplified way to satisfy the identify verification and/or residency requirements outlined in Columns 3 and 4 of the SOS-428 and can be presented at any local branch office.

This will also allow the Secretary of State to mail the ID to the program participant at the shelter if the applicant chooses to participate. This document also is the way to request a fee waiver for the individual requesting the ID.

Please put on your agency letterhead and make sure to fill out completely with the program participant including noting if this is being used to satisfy the homeless verification and/or the fee waiver.

1. **AS NEEDED: Family Member Residency Verification**

This form is to be utilized by program participants that are homeless but are able to receive mail, including their ID, at a family member’s home. In these situations the form would have to be filled out by the relative that is allowing use of the address, not the service provider. Instructions and necessary supporting documentation are included on this form. Please note that this is for situations where the homeowner or lessee, providing use of the address, is a relative by blood or marriage. Friends cannot use this form.

This form can be used in conjunction with Form #5 above, to allow for the fee waiver, but to have the ID mailed to the family member’s home.

***FAQ’s***

1. **What is the advantage to using this process?**

*For someone who is experiencing literal homelessness, this will allow them to request a fee waiver in accordance with SB-404. While we recognize that this is more work on the part of the agency representative to coordinate, we think that this will be better for our program participants.*

*For those who require an exception due to the lack of a Social Security Card, or a document which supplies the full number, this should reduce the number of trips to the SOS local office to bring more documentation per additional requests. The program participant will know that they have a sufficient level of documentation before going to the local branch office and the program participant will go in with a document from the Exception Unit ahead of time.*

1. **What is the anticipated turn around? I haven’t heard back from the Secretary of State.**

*There is no needed turn around for the fee waiver. Go directly to the local branch office with the required documentation. If the person has only a partial social security number to supply and does require an exception, the Secretary of State usually has a 48-hour turnaround on ID Exceptions which can vary based on staffing availability and increased demand with this new pilot program. If you haven’t heard back from an SOS representative within two business days, please resubmit your packet. Please make sure to put “Resubmission” on the face page of your packet.*

1. **Can I scan / email my documents on behalf of the program participant?**

*If you are applying for a fee waiver or trying to satisfy Column 2 and 4 with homeless verification as specified in the SOS-428 with State ID Taskforce notes, do not send the paperwork to the ID Exception Unit; proceed directly to the local branch office.*

*If applying for an exception due to a partial social security number, please fax the documents in this packet. At this time that scanning/emailing the packet is not possible and due to the system, it will require you to fax the paperwork. Some agencies may have the ability to send a fax through email and you may want to consider this for your own tracking purposes.*

1. **How do I request a fee waiver for my client?**

*Please refer to the document in this packet. In general terms your client must be literally homeless as noted on the verification form. The form must be filled out completely and the applicant must also have a laminated HMIS ID Card to provide the local branch office. This can be completed, and the applicant can go directly to the local branch office. There is no need to fax these documents to the ID Exception Unit. Only request an exception if the person does not have a document with their full social security number available.*

1. **I am having trouble with Column 4 on the SOS-428 (residency requirements)?**

*If applicable, use the Homeless Verification Form (Form #5) to satisfy residency with one document. Please note that this also allows for the program participant to receive the ID at the organization’s address AND is also necessary, along with an HMIS Card, to apply for a fee waiver.*

*There is also a Family Relationship Address Verification (Form #6) for use when a program participant may have an address that will accept mail on behalf of the individual who is homeless. In these cases, the Homeless Verification Form along with an HMIS ID Card will still be necessary if the applicant would like to request a fee waiver. Use these forms together.*

1. **I am having trouble with Column 1 on the SOS-428 (Social Security Number)?**

*Often a document with a partial social security number may be available for the Exception Unit’s review. Please submit documents that have a partial number. However, there may be instances where the program participant does not have anything, even with a partial number. In these cases, the SOS Exception Unit may be able to provide, upon request, a letter stating that this requirement cannot be met and the person will be unable to obtain an ID in ten business days. This letter, issued on Secretary of State letterhead, can then be used to apply for a replacement social security card at the local Social Security Administration office to expedite the request.*

1. **I am having trouble with Column 2 on the SOS-428 (Birth Certificate or Passport) to meet the Legal Presence Requirement? This is also an additional cost.**

*The applicant must have a document listed in Column 2 (most often a birth certificate or a passport) in order to apply for a State ID. This is non-negotiable requirement and there is no exception process to provide alternate documentation. This must be an original document – meaning the birth certificate must have a stamp or raised seal to indicate it’s an original and not a copy. A birth record is not acceptable (document with the picture of the footprints that people may have in their possession).*

*There is typically a cost associated with obtaining a birth certificate at the local or state level. In some communities, the local clerk’s office may have a fee waiver or reduction program. Please consult with your local community. Additionally, at the time of this document, there is work at the state level to find ways to provide a waiver or reimbursement and the ID Taskforce is working closely with legislative officials as well as MDHHS to pursue those options. As updates are available, more information will be provided, and changes made to this document.*

1. **I did not have the required documentation with me to get the fee waiver but am homeless, can I have a refund? OR I already applied for my ID and paid, but I’m homeless and didn’t know about this program. Can I have a refund?**

*In order to request a fee waiver for this program, the documents must be presented at the time the application for ID is requested. Unfortunately, a refund cannot be provided to those that applied for documents prior to this new practice going into place, or for those who did not have the documents needed at the time of the initial request. If you are working with a program participant, please make sure to have all documents ready to go prior to sending them to the local Secretary of State office to insure a fee waiver can be completed.*

1. **Our organization does not use HMIS. Do we need HMIS for this process?***Any organization working with people experiencing homelessness can be an important part of assisting in applying for a free ID. It may involve the organization partnering with the local shelter, or the CoC (Continuum of Care)/HARA (Housing Assessment Resource Agency) in the local community to work together. This will also have the added benefit of linking the person experiencing homelessness with other potential resources and programs. For a full list of HARAs, please visit* <http://www.michigan.gov/documents/mshda/HARAList_396245_7.pdf>
2. **My program participant would like to use his friend’s address. Does that work for the Family Relationship Address Verification form?**

*In order to use the form, you must be able to prove a close familial and/or legal relationship as spelled out on the form. It would not work to use a friend’s address. However, you can use the shelter or the organization’s mailing address as long as the entity is willing to accept all mail on behalf of the applicant. Some organizations may not be able to do this due to capacity or potential liability, and it’s suggested that you work with a shelter in these cases. Also please keep in mind that the mailing address can be changed as soon as the person is in their new home!*

1. **My program participant has their own PO Box. Can they use it for their address on their ID and to have it mailed?**

*No.*