



.....
In an effort to serve our clients in an efficient manner **we must enforce the following:**
.....

- ▶ We are unable to fully process applications until all required documents are received.
- ▶ Please provide copies of all required documents. Originals cannot be accepted.
- ▶ Because every individual's situation is different, additional documents not listed here may be required. A Step Forward staff member will let you know what's needed and guide you through the next steps.

YOU WILL NEED the following documents for your appointment

- ✓ **Photo ID:** Required for each name listed on the gas and/or electric bill
- ✓ **Proof of Citizenship:** Required for all household members. Acceptable forms include birth certificates, Social Security cards, voter registration, U. S. Passport, etc
- ✓ **Current gas and electric bills**
- ✓ **Proof of Income:** Is required for the last 30 days for all household members 18 years of age and older. Acceptable documents include SSA, SSI and SSDI award letters, Pension statement, Child Support, Utility Assistance documents, etc
 - Individuals paid weekly need the last 4 paystubs
 - Individuals paid bi-weekly need 2-3 paystubs (make sure you have all paystubs for the last 30 days)
 - Individuals paid semi-monthly need 2 paystubs
 - Individuals paid monthly need 1 paystub
 - If paystubs are not available, you will need verification of your income from your employer (i.e. a printout of your last 30 days of pay)
 - Seasonal employees and Self-Employed individuals are required to provide 12 months of income documentation – if paystubs are not available, a printout from your employer is required
- ✓ **No Income:** If any household member has no income or no verifiable income, provide:
 - An IRS Tax Transcript or Proof of Non-Filing
 - To obtain IRS documentation:
 - Filed taxes: Call 1-800-908-3346 • Did not file taxes: Call 1-800-829-1040
 - Online: www.irs.gov/individuals/get-transcript
 - In person: IRS Office, Federal Building, 1240 East 9th St., Monday - Friday, 8:30 a.m. - 4:30 p.m.
 - Support letters from any person, agency, or organization providing assistance, including:
 - SNAP • Rental assistance • Financial support from family or friends

**TO HELP EXPEDITE YOUR CRISIS ASSISTANCE, UPLOAD ALL
REQUIRED DOCUMENTS AT LEAST 5 DAYS BEFORE YOUR APPOINTMENT.**

Online: Step Forward Appointment Scheduler ▶ Document Upload

In Person: 2203 Superior Ave., Cleveland, OH 44114 (Monday-Thursday 8am-12pm)

Fax: (216) 516-0091 (Include your appointment date, time, and confirmation number on a cover sheet.)