

This is Catholic Family Center contacting you to collect the basic documents needed for back rent assistance. Your case will proceed much more quickly if you follow all the instructions below.

Please provide your **full name and phone number** when you send in your documents.

Please read the attached documents and respond to this email stating ***"I (insert your name) have read and understand the Catholic Charities Privacy Policy,"*** the ***"Individual Authorization for the Use and Disclosure of Protected Health Information"*** (permission to share info about your case with your landlord or lawyer), and the ***"Release of Information Policy for HMIS Data Collection."***

**WHAT YOU NEED TO DO IN THE NEXT 5 BUSINESS DAYS:**

- **Gather all the documents in the list below that apply to your situation.** Documents must be current (especially rental arrears and income for the last 30 days).
- Documents must be easily readable. If the images are blurry, we will ask you to resend them.
- **IMPORTANT:** Submit ALL documents to us all at the same time.

**EMAIL INSTRUCTIONS:**

- **Return documents to this address.**
- Documents must be in PDF or JPG format. We cannot reformat.
- Send documents as attachments. Do not send one long string of images in the body of your email.
- Do not send hyperlinks or Google Docs. We cannot access your accounts.

**MAIL-IN DIRECTIONS:**

- Make copies of the requested documents. **DO NOT SEND ORIGINALS! DO NOT DROP OFF!**
- Place documents in a large envelope and mail to:  
Catholic Family Center – Attention Claudia Gill  
87 N Clinton Ave  
Rochester, NY 14604

**NEXT STEPS:**

- We will send you confirmation that we received your documents with 48 hours.
- It may take us several days to review your documents. Please do not call us to check your status. If you send everything as directed, we will call you and move forward.
- If you do not respond in 5 business days, we will close your case. We can reopen it only if all documents are submitted.

**Our process is built on mutual respect and trust. We understand that this is a stressful time for you and our representatives will do their best to help you. Abusive language and behavior will not be tolerated and providing false information may result in denial of your application.**

ESG – SECURITY DEPOSIT	
1	<b>IDS FOR CHILDREN UNDER 18 (2 forms):</b> 1. Social Security Card ( <i>preferred</i> ) OR Birth Certificate 2. Benefits ID Card, CIN#, OR Health Insurance Card
2	

	<p><b>IDS FOR ADULTS 18 AND OVER (2 forms):</b></p> <ol style="list-style-type: none"> <li>1. Driver's License, Passport, or other government issued photo ID (<i>preferred</i>) OR Social Security Card</li> <li>2. Benefits ID Card, CIN#, OR Health Insurance Card</li> </ol>	
3	<p><b>PROOF OF ALL HOUSEHOLD INCOME FOR LAST 30 DAYS (submit whatever forms are applicable):</b></p> <ul style="list-style-type: none"> <li>• Current Pay Stubs</li> <li>• Complete Unemployment statement <b>AND</b> disbursement history</li> <li>• SSI/SSD Award Letter <b>AND</b> bank statement</li> <li>• DHS Budget Sheet</li> <li>• Section 8 (Rent Change Letter <b>AND</b> Tenant Summary Worksheet <b>AND</b> Calculations page)</li> <li>• Child Support (disbursement history <b>OR</b> court order)</li> <li>• Pension (bank statement showing deposit)</li> <li>• Proof of New Employment - Hire letter (company letterhead, start date, rate of pay, hours per week, and person of contact)</li> <li>• Self-Employment – 1099 Tax Form</li> <li>• Anything else that shows proof of regular monthly income</li> </ul>	
4	<p><b>STATEMENT OF CURRENT CASH ON HAND FOR LAST 30 DAYS (chose 1 form):</b></p> <ul style="list-style-type: none"> <li>• Bank statement</li> <li>• Written attestation of current cash on hand</li> </ul>	
5	<p><b>PROOF OF RESIDENCY FOR NEW ADDRESS (chose 1 form):</b></p> <ul style="list-style-type: none"> <li>• Copy of Lease (unsigned)</li> <li>• DHS Landlord Statement (completely filled in and signed)</li> </ul>	
6	<p><b>PROOF OF EMERGENCY:</b></p> <ul style="list-style-type: none"> <li>• Any documentation as to why the move is an emergency</li> </ul>	

Let me know if you have any additional questions or need clarification on anything mentioned above. Thank you for your patience.