

Frequently Asked Questions (FAQ's)

Updated: February 11, 2016

Q. Where are you located?

A. Our office is located at 534 West Lake Mary Blvd., Sanford 32773. Our office is open Monday – Friday 8 am to 5pm except on county recognized holidays.

Q. What services do you offer?

A. Community Assistance: rent, deposit, utilities, dental, extended daycare, training, summer day camp and Veterans Services.

Community Development: Down Payment Purchase Assistance, Neighborhood Stabilization Program (NSP housing). For more information visit our website at:

www.seminolecountyfl.gov/comsrvs/index.aspx

Q. How do I get assistance?

A. Community Assistance: You must complete an application and orientation. You can complete this process online or in our office. To complete online application go to www.seminolecountyfl.gov/apply4help and follow the instructions.

To apply in our office bring a completed application to orientation. Our orientations are held on Monday and Wednesday mornings at 8:15 am. Please be at our office by 8:00 am. The doors close to the public at 8:15 am. If you are not here on time unfortunately you will not be able to attend orientation that day.

Community Development: For Down Payment Purchase Assistance you must start the process utilizing the lenders list. See the Quick Links on our home page for more information.

<http://www.seminolecountyfl.gov/comsrvs/index.aspx> The lender will qualify you and then they will contact our office for further assistance.

Neighborhood Stabilization Program (NSP-Housing) For additional program information, please contact Shanika Preston, Program Manager at spreston@seminolecountyfl.gov or 407-665-2392.

Q. What documents do I need?

A. Community Assistance: You will need a valid Florida ID for every adult in your household, a social security card for everyone in your household, and a birth certificate for everyone in your household. For adults without a birth certificate available a valid U.S. passport or Seminole County voter's registration card may be used. Other documentation will vary depending on the program.

Q. I don't live in Seminole County; can your office assist me?

A. Unfortunately, we are not able to assist non-Seminole county residents.

Q. I turned in the required documents for financial assistance, what happens now?

A. Once you have turned in all of the required documentation it will take approximately 10 business days for the case manager to review your paperwork and contact you.

Q. How quickly will I receive assistance?

A. If you qualify, the process takes approximately 4 weeks from when you turn in all required documentation.

Q. What is the website to apply online for financial assistance?

A. You can apply at www.seminolecountyfl.gov/apply4help

Q. Does your office assist with medical prescriptions or eyeglasses?

A. No, our office does not assist with prescriptions or eyeglasses. You can contact the local Health Department <http://www.floridahealth.gov/chdSeminole>

or

Shepard's Hope <http://shepherdshope.org>

Q. I am homeless in Seminole County. Does your office provide shelter for the homeless?

A. No, our office does not provide homes or shelter. Please click on the following link for a list of Central Florida shelters: www.homelesshelterdirectory.org/cgi-bin/id/city.cgi?city=Orlando&state=FL

Q. Does your office handle Section 8 housing?

A. No. You can contact the Seminole Housing Authority for information regarding Section 8 housing. www.seminolecountyhousingauthority.org

Q. Does your office provide assistance if I cannot pay my hospital bill?

A. Assistance is available, if you qualify, through HCRA (Health Care Responsibility Act) or Indigent Care Hospital Contract. Contact the hospital billing department for more information.

Q. Where can elderly Seminole County residents go for additional assistance?

A. Click on the following link for a list of Senior and Aging resources: <http://www.seminolecountyfl.gov/comsrvs/agingresources.aspx>

Q. Where can I get assistance if I am pregnant and need care?

A. You can contact the Florida Department of Health in Seminole County for assistance. www.floridahealth.gov/chdSeminole

Q. Where can I get assistance for mental health issues?

A. You can contact Seminole Behavioral Healthcare for mental health issues. www.seminolecares.org

Q. How do I contact the Medical Examiner's office?

A. Seminole County contracts with the Volusia County Medical Examiner's office for services. www.volusia.org/services/public-protection/medical-examiner/index.stml

Q. Does your office assist with childcare?

A. Our office can assist with extended day expenses for before and/or after school care if you qualify. You will need to complete an application and submit it along with the required documentation to our office. Visit our website for more information: www.seminolecountyfl.gov/comsrvs/housing/csbhg.aspx

Q. Is there assistance available for purchasing a home?

A. Yes. Seminole County provides assistance for qualified, first-time homebuyers. You need to contact one of Seminole County's certified lenders to begin the process:

www.seminolecountyfl.gov/comsrvs/pdf/LenderList.pdf

Seminole County also has a Neighborhood Stabilization Program (NSP) to stabilize neighborhoods negatively impacted by foreclosures and provide purchase assistance to qualified homebuyers. Contact Shanika Preston at 407-665-2392 for an NSP application and a copy of the approved Seminole County Lenders/Brokers information.

Q. What services does the Seminole County Veteran's Service office provide?

A. Click on the following link to see information about the Seminole County Veteran's Service office:

www.seminolecountyfl.gov/comsrvs/vetsvcs/index.aspx

Q. Where can I find information on low cost housing?

A. The following website lists low cost housing by county:

www.socialserve.com/tenant/index.html?state_id=4089&ch=FL

Q. Where is the Social Security office located?

A. The local office is located at 101 Commerce Street, Suite 200, Lake Mary, FL 32746. The phone number is 1-866-964-7379. Visit their website for more information.

<https://secure.ssa.gov/ICON/main.jsp>

Q. Where is the Unemployment office located?

A. There is not an unemployment office. You must contact the unemployment agency on-line or by phone.

<http://www.floridajobs.org/job-seekers-community-services>

1-800-204-2418

Q. Where can I find housing for seniors with disabilities?

A. Use the following websites for senior housing information.

<http://www.seniorresourcealliance.org/information/housing/housing-resources>

<http://apd.myflorida.com/contacts>

Q. Where is Recording located?

A. The Recording Department of the Clerk of the Courts office is located at 1750 E. Lake Mary Boulevard, Sanford 32773. The phone number is 407-665-4340.

Q. Where is the Career Source Central Florida?

A. The Career Source office in Seminole County is located at 1209 W. Airport Boulevard, Sanford (FL) 32773. The phone number is 407-531-1231, ext. 7300.

Q. Where is Child Support Enforcement located?

A. The Department of Revenue Child Support Enforcement office is located at 400 W. Robinson St., Suite 113, Hurston South Tower, Orlando, FL 32801. The phone number is 1-800-622-5437.

Q. Who can help me pay my property taxes?

A. Contact the Tax Collectors office more information. <http://www.seminoletax.org>

Q. How do I qualify for security and utility deposit assistance?

A. To qualify for rent and/or utility deposit the household must provide documentation of either being homeless or in danger of becoming homeless as a result of the inability to pay security and/or utility deposits when seeking residence in rental housing by providing one of the following documents;

- Court eviction within the last year **or**
- Foreclosure notification within the last year **or**
- Documentation from City or County Code Enforcement stating current housing is substandard housing **or**
- Notice of no lease renewal from landlord **or**
- Proof the household has been residing in an extended stay hotel/motel for 7 days **or**
- Referral from a homeless shelter or agency/church on signed agency letterhead;
 - In addition, domestic violence shelter referrals must provide a denial letter for victims crime compensation funding

Q. Where do I go to apply for food stamps?

A. Harvest Time International has an office in their facility that houses a Department of Children & Families Services. They can assist you with applying for food stamps. The address is 225 North Kennel Road, Sanford. The phone number is 407-328-9900 and the hours are Monday – Friday 9am to 5:30 pm.

You can also apply through the Department of Children & Families. www.myflorida.com/accessflorida

Q. Where do I go to apply for Medicare?

A. Visit the Medicare website for more information. <https://www.medicare.gov/sign-up-change-plans/index.html>

Q. Where do I go to apply for Medicaid?

A. Harvest Time International has an office in their facility that houses a Department of Children & Families Services which can help you apply for Medicaid. The address is 225 North Kennel Road, Sanford. The phone number is 407-328-9900 and the hours are Monday – Friday 9am to 5:30 pm.

You can also apply through the Department of Children & Families. www.myflorida.com/accessflorida

Q. Do you provide bus passes?

A. No, not on a daily basis. Contact Lynx for bus information. <http://www.golynx.com/fares-passes>