

Board of County Commissioners, Broward County, Florida  
HUMAN SERVICES DEPARTMENT  
Family Success Administration Division

<p>☐ Central Family Success Center 900 N.W. 31<sup>st</sup> Avenue, Ste. 3000 Fort Lauderdale, FL 33311 Telephone: 954-357-5001 TTY: 800-995-8770 Hours of operation: Monday through Thursday 8:30AM to 6:30 pm Friday from 8:30 AM to 5:00 PM Orientation: Monday through Thursday 7:45AM</p>	<p>☐ North Family Success Center 2011 N.W. 3<sup>rd</sup> Avenue Pompano Beach, FL 33060 Telephone: 954-357-5340 TTY: 800-995-8770 Hours of operation: Wednesday and Thursday 7:30AM to 6:30 pm Monday, Tuesday, and Friday 7:30 AM to 5:30 PM Orientation: Monday through Thursday 7:45AM</p>	<p>☐ Northwest Family Success Center 10077 N.W. 29<sup>th</sup> Street Coral Springs, FL 33065 Telephone: 954-357-5000 TTY: 800-995-8770 Hours of operation: Mon, Wed, Thurs, &amp; Friday 8:00AM to 5:00 PM Tuesdays 8:00AM to 6:30PM Orientation: Monday through Thursday at 8:15AM and 9:00AM</p>	<p>☐ South Family Success Center 4733 S.W. 18<sup>th</sup> Street West Park, FL 33023 Telephone: 954-357-5650 TTY: 800-995-8770 Hours of operation: Monday, Wednesday and Friday 8:30AM to 5:00 pm Tuesday and Thursday 8:30AM to 6:30PM Orientation: Monday through Thursday 8:30AM</p>
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**You must attend the Program's Orientation session either in the Center or on-line at:**

<http://webapps.broward.org/fsadorientation/>

**(If the Orientation was completed on-line, you may present yourself in the Center for screening)**

**INFORMATION SHEET**

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Family Success Administration Division is committed to ensuring that you receive professional services directed toward your needs in a manner that protects your dignity and feelings of self-worth. Services will be provided to you and/or your family members without discrimination. Through Case Management we may assist with emergency financial assistance and other services, if required qualifications are met and the proper documentation provided.

**Emergency Assistance from Broward County General Funds can only be provided once every twenty four (24) months, and is limited to three (3) payment episodes per lifetime.**

**QUALIFICATIONS:**

1. A written threat of eviction or a written notice of mortgage default or threat of default **in Applicant's Name** or adult household member's name. Utility final or disconnect notice **in Applicant's Name** or adult household member's name. Some funds may not require eviction notices or default notices. Staff will further advise on this requirement.
2. Proof of a reduction or interruption of income in the past 180 days, not caused by applicant or adult household member. Reduction or loss of income must be at least 10% of the household monthly income prior to the emergency.
3. Proof of ability to pay basic household expenses prior to the interruption or reduction of income (past income).
4. Proof of ability to continue paying bills, if assistance is provided. This can be a written job offer, a benefits award letter, a letter from your employer stating the job is being held pending return to work, etc.
5. Proof of Broward County residency for at least 3 months.

Other guidelines or restrictions may apply. *\*\*All payments are subject to Policy Guidelines and availability of funds \*\**

**DOCUMENTATION:**

1. Unexpired picture identification for all household members over the age of 18.
2. Social security cards for all household members.
3. Eviction or default notice (for certain funds); AND/OR final or disconnect notice for utilities.
4. Current Rental Lease agreement, if applicable.
5. Proof of past and/or current income, benefits award letters if applicable.
6. Proof of interruption of income or unexpected expense in the past 180 days.
7. Proof of future income, if applicable.
8. Medical statement indicating days out of work due to illness and when being released to work, if interruption was for medical reasons.
9. Police report dated within 48 hours of incident, if income interruption is caused by theft.
10. Red Cross referral, if applicable.

**Note: Some Documents may be required to be on letterhead or notarized.  
Additional documents may be requested by the Case Manager.**

**PAYMENTS ARE MADE BASED ON SUPERVISORY APPROVAL, AVAILABILITY OF FUNDS, VERIFICATION OF ALL INFORMATION PRESENTED, VERIFICATION OF PROPERTY OWNERSHIP AND BUSINESS REGISTRATION, IF LANDLORD IS INCORPORATED.**

**WHEN YOU ARE INTERVIEWED, FAMILY SUCCESS CASE MANAGERS MAY INFORM YOU OF OTHER PROGRAMS AND SERVICES WHICH MAY BE AVAILABLE TO YOU.**

**IMPORTANT INFORMATION:**

1. Please be aware that there is paperwork to complete and the initial interview could take approximately two hours.
2. We pay directly to the utility company, landlord or mortgage holder only.

**Note:** Once payment is approved, we make a commitment to the landlord, mortgage holder or utility company. It can take 2 to 6 weeks for them to receive a check after the payment approval.