



# **Intake Playbook 2014 - 2015 Edition**

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**Applicant served with papers**

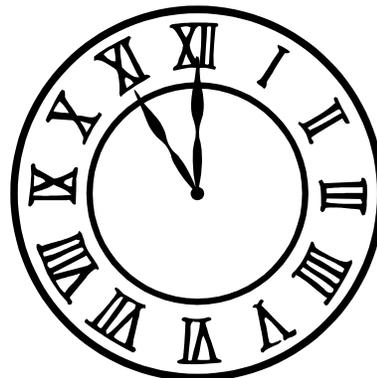
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## INTRODUCTION

**The South Carolina Legal Services (SCLS) Intake Manual (“Playbook”) will be used by all of the SCLS Offices as a guide for determining which legal problems will result in an application for service, assistance by counsel and advice/brief services, and further review by managing attorney for extended services.**



## HOURS OF OPERATION

The SCLS telephone intake line hours of operation are 9:00 a.m. to 6:00 p.m., Monday through Thursday.

The SCLS Intake office hours of operation are 8:45 a.m. to 6:30 p.m., Monday through Thursday and 8:30 a.m. to 5:00 p.m. on Fridays.

Everyone, including the managing attorney may answer the telephone intake line at the SCLS Intake Office.

The SCLS Intake Staff comes to the managing attorney daily for assistance if there is any question regarding an intake.



## SCLS Intake Satellite Telephone Stations

The SCLS Intake Office has a telephone intake satellite station located at the Orangeburg Office. Two (2) telephone workstations are set up in the Orangeburg Office where staff members answer telephone calls just as if they were at the SCLS Intake Office. This increases the maximum number of staff doing intake for the SCLS Intake Office.

The satellite office calls are queued from the SCLS intake telephone line. The SCLS Intake Office managing attorney can review all the queued calls from his desktop. The Intake staff at the SCLS Intake office and the Orangeburg Satellite office will follow the same intake procedures outlined in this manual. The Orangeburg intake staff's computer has been electronically mapped to the SCLS Intake office. The intakes done by the Orangeburg satellite shows up on the pending list for SCLS Intake Office in Legal

Server. The Orangeburg satellite intake satellite staff can contact the SCLS Intake Office managing attorney at extension 4400 or by sending him an Instant Message (IM) for questions concerning the answering of the intake line calls and the completion of intake during their shift.

The SCLS Intake Office managing attorney and the Orangeburg managing attorney will coordinate vacation times, planned doctor's appointments, and other absences of those staff assigned to do intake for the SCLS Intake Office. The purpose of coordinating staff time is to ensure adequate intake line coverage when a SCLS intake staff member is out of the office.

Finally, SCLS' intake call center can be accessed over a secure website. This allows for any intake staff throughout SCLS to be included as a member of the Intake Office for the purpose of answering the SCLS telephone intake line.

### **Friday Duties and Activities at SCLS Intake Office**



The intake line is closed on Friday to allow the SCLS intake staff time to work on other related matters and activities, such as trainings, task force meetings, making call backs for intake, and other administrative duties.

In general, the Intake Staff files closed and denied cases; compose letters under the direction of the managing attorney; assist in the distribution of the SCLS brochures; review substantive law updates; make callbacks; and handle other projects as assigned by the managing attorney.

The Intake Systems Attorneys work on their caseload, which includes drafting counsel and advice letters, sending referrals to the SC Pro Bono Program, and closing their cases in Legal Server.

The Intake System Paralegals who are SC Help Counselors work on their counseling cases by contacting their counseling clients, reviewing submitted mortgage papers, and submitting paperwork to SC Help underwriters via the internet.

The Limited English Proficiency (LEP) Intake Staff work on translation of SCLS brochures from English to Spanish, translations for SCLS Migrant Office, schedule and perform outreach for Hispanic community, and assists Language Access Coordinator as needed.

If there are no trainings or task force meetings scheduled, the SCLS Intake Office Managing Attorney holds a staff meeting.

## Staff Meetings at SCLS Intake Office

- An agenda is prepared for each staff meeting.
- Staff member absences are entered on the staff meeting agenda's calendar.
- Task force training dates are given to staff as a reminder to get SCLS paperwork done in time to attend training.
- Intake procedures are discussed.
- Intake fact omissions are discussed. If there are any questions regarding the case facts within a given intake, the managing attorney has the SCLS intake worker make a call back to get the information needed to assess the intake for service priority eligibility. If Applicant is not available, the SCLS intake worker will mail a **five (5) day** letter requesting the Applicant to call the hotline to discuss their intake. A copy of the five (5) day letter and the incomplete intake is then filed in a folder on the managing attorney's desk. If the Applicant does not call back within the time allotted in their five (5) day letter, the intake is then denied and the SCLS Intake Office managing attorney sends a denial letter.
- Trainings and meetings attended by managing attorney and/or staff are discussed.
- Managing attorney gives time for staff to ask questions and invites open discussion with staff before meeting is adjourned.



## Goals of a Good Intake

Since intake usually is the first contact an Applicant will have with SCLS, the impression made at intake is very **important**. Formality and professionalism in manner give Applicants greater confidence in our law firm. **The goals of a good intake interview are to obtain the necessary information quickly and efficiently and to explain to the Applicant what needs to be done without sacrificing courtesy and respect for the Applicant.** Intake staff will screen for eligibility and complete an intake application in Legal Server for all LSC eligible Applicants who reside in South Carolina and those LSC eligible Applicants, who reside outside the State of South Carolina, but who have a civil legal dispute in South Carolina. Initial intake interviews are not usually the place to make a decision to accept or deny a case unless the Applicant is clearly not financially eligible or the Applicant's legal problem is clearly outside of the SCLS service priority guidelines.

## Intake Privacy Policy

Intake interviews for Applicants who have not been referred to a local office by the SCLS Intake Office will be conducted in an SCLS Office, an outlying county intake site, or over the telephone. In emergency circumstances, an intake interview can be scheduled at any other site; especially if the Applicant is critically ill, physically unable to come to an Office, or is institutionalized. Applicants should be met alone if at all possible.

## INTAKE PROCEDURES FOR NON-TELEPHONE INTAKE SCENARIOS



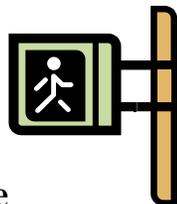
### Emergency Intakes

Applicants who call a local SCLS office and have been served with papers are to be referred to the Intake Office for intake. The exception would be if the local offices' managing attorney or designee determines it to be an emergency in need of an intake. An intake would then be done by the local SCLS staff as soon as possible, either by phone or in-person.

### Intakes NOT Handled by Intake Office

- Referrals received from other (i.e. out of state) legal services programs.
- Applicants who are unable to communicate by telephone or navigate the SCLS' intake system (i.e., Applicant is deaf and unable to use telephone relay systems, Applicant is homebound and has no telephone, Applicant is living in a shelter and has no privacy to make telephone call).
- Applicants with a special need or disability that impairs their ability to access the SCLS intake system (i.e., disabled Applicant who has no access to a telephone, Applicant resides in nursing home without the necessary privacy to discuss their legal problems by telephone).
- If sufficient staff is available, walk-ins should be done at the local office with special deference given to those who have traveled a long distance or paid someone to bring them to the local office. If the local office cannot do the intake, the local staff should pre-screen the walk-in for financial eligibility and priorities. **If the walk-in Applicant is eligible, local staff should have them sign the necessary compliance documents and provide the Applicant with a private office to call the Intake Office for the intake to be completed.**

**NOTE:** The emergency policy is designed to give the Applicant the quickest access to an eligibility determination for legal services. The emergency intake policy shall be enforced by all Offices in order to avoid bouncing the Applicant from their office to the SCLS Intake Office and/or from the SCLS Intake Office to the local Offices of SCLS.



### **Walk-in Intake Procedure**

The SCLS recognizes that there are prospective clients who do not have access to the civil legal justice system because they lack transportation. This is especially true in the rural counties of South Carolina. In that situation, the SCLS policy is to do the intake at the local Office, if at all possible, especially if the applicant has paid for transportation to get to the SCLS office or has traveled a long distance to get to the SCLS office.

#### **Walk-in Applicants who call the Intake Office from the local SCLS office OR who later call the Intake Office for services**

If an applicant seeks service by coming into a local office and is given the number to call for a telephone intake OR who is provided a confidential room in which to call the intake office, the local office staff must obtain a signed citizenship verification of the walk-in applicant. The signed citizenship attestation shall be filed alphabetically and the file maintained at the receptionist's desk in the local office.

If the walk-in applicant is not a U.S. citizen, the local office staff is required to visually review the applicant's documents and verify their eligible status. The attorney or paralegal should complete and file an "Eligible Alien Determination Form" and indicate whether the applicant is found to be eligible or ineligible for SCLS assistance. The signed Eligible Alien Determination form shall be filed alphabetically and the file maintained at the receptionist's desk in the local office.

During an intake, all applicants shall be asked, "Were you given this phone number while in a Legal Services office? If YES, what office and did you sign documents?" There will be a notation in Legal Server as to the Applicant's response(s).

If the caller states that they walked into a SCLS office and signed the compliance documents, the following statement is prompted by Legal Server: "**PRIOR** to providing any legal assistance including advice or brief service, the signed citizenship attestation, verification of eligible alien status or documentation of approved exception **MUST** be attached to this file".

If the caller states that they walked into a SCLS office and **did not** sign the compliance documents, the following statement is prompted by Legal Server: Applicant went to local office seeking intake. **“PRIOR** to providing any legal assistance including advice or brief service, the signed citizenship attestation, verification of eligible alien status or documentation of approved exception **MUST** be attached to this file”.

Before giving any legal assistance (including advice or brief service), the managing attorney or designee shall check Legal Server to determine if the telephone intake applicant was given an intake phone number while in a Legal Services office. For telephone intake cases with notation of in-person contact, the local office managing attorney or designee shall scan and upload to the Legal Server case file the required citizenship or eligible alien documentation.

**If the case is accepted for counsel and advice by the Intake Office AND the intake shows the prompt that the caller signed compliance documents in the local SCLS office**, the Intake Office managing attorney will email the office designee with a copy to local managing attorney asking that the compliance documents be uploaded to the Legal Server case file and that the original documents be mailed to the Intake Office so that they can be part of the paper case file.

**If the case is accepted for counsel and advice by the Intake Office AND the intake shows the prompt that the caller did not sign any compliance documents in the local SCLS office**, any counsel and advice by the Intake Office managing attorney must not be done with LSC funds. The Intake Office managing attorney **must** use the “Filing Fee” fund code and **must** close the case as a “NO CSR” case.

**No legal assistance shall be provided absent signed citizenship attestation or documentation of non-citizens as applicable expect for a client who is eligible for legal assistance because he or she is a victim of domestic abuse, sexual assault, trafficking or qualifies for a "U" visa.**

### **Local Offices Do Not Refer Walk-ins to the SCLS Intake Line when:**

- The walk-in Applicant presents a legal emergency as determined by the Managing Attorney or designee.
- The walk-in Applicant has limited English proficiency. The local SCLS offices are to follow the SCLS LEP policies in doing the intake.
- The walk-in Applicant has a legal problem involving recent domestic abuse.
- When the local SCLS offices have been notified by the Information Technology Manager that the SCLS intake line is down for repairs or for backup.

For LSC compliance purposes, SCLS will adhere to the OCE's consensus of getting compliance documents executed by the local SCLS office when there is an in-person contact with an applicant by a SCLS employee. The compliance documents are to be signed for every walk-in, kept in the local office, and then scanned and attached to the intake in Legal Server. If the walk-in applicant is put in an office to call the Intake Office, then the Intake Office will transfer the intake back to that office and the signed compliance documents will go with the file.

## **INTAKE POLICIES FOR APPLICANTS WITH LIMITED ACCESS**



### **Homebound Applicants**

There may be potential clients who do not have a telephone or the means to get to the local office to be screened for eligibility. The Managing Attorney for the local office will determine whether an Applicant is eligible to receive homebound intake services. The Managing Attorney or attorney designee should make direct contact with the Applicant. The Managing Attorney or attorney designee should take into consideration the Applicant's disability and/or illness, his or her inability to call the Intake Office, his or her inability to get to their local SCLS office, and, any potential threat of harm to his or her staff. Homebound intake services should be made on a case-by-case basis.

If a Managing Attorney finds that an Applicant is to receive homebound intake services, the intake appointment should be scheduled. Whenever possible, two (2) staff members should go and conduct the homebound intake. The intake form to be used in conducting a homebound intake can be found on page 12 of the Forms Section of the SCLS standardized questionnaire and forms manual (**SCLS Form 104**). Once the intake is complete, SCLS staff should instruct the Applicant that the intake will be reviewed for eligibility and that there are no guarantees as to acceptance. Furthermore, the SCLS staff should advise the homebound Applicant of the different levels of what can happen to their intake application. The SCLS staff should also get the homebound Applicant's consent to the sharing of the intake information for private attorney involvement (PAI, pro bono referral, etc.) and for auditor case review. **Most importantly, the SCLS staff must get the LSC compliance documents signed and dated.** The LSC compliance document form to be signed is included on page 7 of the SCLS standardized questionnaire and forms manual (**SCLS Form 102**).

Lastly, the SCLS staff should inform the homebound Applicant that a determination of case acceptance will be sent by letter within a week of the intake date.

### **APPLICANTS WITH DIMINISHED CAPACITY**

If someone calls to get an intake done for an applicant who suffers from an impairment that impedes their ability to make sound judgments or who is otherwise incapacitated, the

intake worker may obtain the necessary information from the caller. Ordinarily the intake should be taken from the potential client unless it is impossible. The caller should be told that the intake will be considered at a future case acceptance meeting. If the case is accepted the advocate will be required to make a judgment as to whether the impaired person can be a client in their own right, or whether a “next friend” must be appointed guardian, conservator or guardian ad litem. The impaired person, and not a caller or family member, is the actual client. If a representative is appointed, the impaired person is still the client but the advocate works through the representative.



### **Intake by Video Conferencing**

The SCLS recognizes that there may be times when a potential client has no access to a telephone and has the ability to travel short distances. A solution available to the local SCLS Offices is to schedule the Applicant an appointment to do the intake via video conferencing at one of the SCLS partner sites. SCLS currently uses an IP Video Conferencing platform. SCLS has video conferencing systems in 10 offices. Our goal is to connect with counties where there is no physical office and to provide full attorney services to these traditionally underserved rural counties that really need legal services. SCLS’ goal is to provide a visual link to enhance the attorney-client interaction.

**NOTE:** Please contact the Information Technology Manager at Extension 4173 for a current listing as virtual office locations are subject to change.

### **The SCLS virtual office sites are presently as follows:**



#### **Calhoun County Site:**

OCAB Community Action Agency  
St. Matthews Neighborhood Center  
Lake Inspiration  
St. Matthews, SC 29135  
Contact Person: Calvin Wright, Executive Director  
Contact Telephone Number: (803) 536-1027  
Website: <http://ocabcaa.org>

### **Chester County Site:**

Chester County Library  
100 Center Street  
Chester, SC 29706  
Contact Person: Ann Ramsey, Director  
Contact Telephone Number: (803) 377-8145  
Website: <http://www.chesterlibsc.org>

### **Chesterfield County Site:**

Robert Smalls Family Learning Center  
316 Front Street  
Cheraw, SC 29520  
Contact Person: Frieda Ellerbe, Director  
Contact Telephone Number: (843) 921-1040  
Website: None

### **Clarendon County Site:**

Harvin Clarendon County Public Library  
215 North Brooks Street  
Manning, SC 29102  
Contact Person: Marilyn Tsirigotis, Director  
Contact Telephone Number: (803) 435-8633  
Website: <http://www.hccl.lib.sc.us>

### **Dillon County Site:**

Latta Town Building Planning  
104 NW Railroad Avenue  
Latta, SC 29565  
Contact Person: Nancy Brigman  
Contact Telephone Number: (843) 752-6000  
Website: None

### **Lee County Site:**

Lee County Disabilities and Special Needs Board  
842 McLeod Road  
Bishopville, SC 29010  
Contact Person: Mary Mack, Executive Director  
Contact Telephone Number: (803) 484-9473 or (803) 484-9474  
Website: <http://lcdsn.org/home.html>

### **Marlboro County Site:**

Marlboro County Chamber of Commerce  
300 West Main Street  
Bennettsville, SC 29152  
Contact Person: Darlene Caulder  
Contact Telephone Number: (843) 479-3941  
Website: None

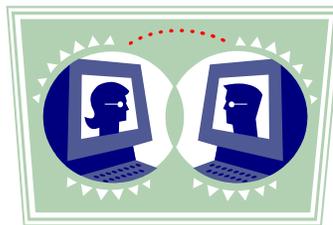
### **Newberry County Site:**

Newberry County Literacy Council  
1121 Caldwell Street  
Newberry, SC 29108  
Contact Person: Barbara Chapman, Executive Director  
Contact Telephone Number: (803) 276-8086  
Website: <http://newberryread.com/index.htm>

### **Williamsburg County Site:**

Williamsburg Enterprise Community Commission (WECC)  
2104 Thurgood Marshall Hwy.  
Kingstree, SC 29556-6126  
Contact Person: Lillie McGill, Executive Director  
Contact Telephone Number: (843) 355-9070  
Website: None

### **Procedure to get Intake by Videoconferencing Approved**



The SCLS will provide the contact person for each virtual office with brochures explaining how an Applicant can get an intake done by video conferencing and explaining that intake services by videoconferencing are only for those Applicants who have a disability and have no method of transportation to get to the local SCLS Office that serves the County in which they reside.

The contact person in the SCLS virtual office must request intake by videoconferencing for the Applicant. The virtual office contact person should contact either the managing attorney of the local Office or their designee with their request for intake services by videoconferencing. The virtual office contact person should supply the managing

attorney with information on whether the Applicant is disabled, their inability to call the SCLS Office, and their inability to get to the local legal services' Office.

The managing attorney for the local SCLS Office will determine whether an Applicant is eligible to receive intake services by videoconferencing. The managing attorney should take into consideration the Applicant's disability and/or illness, their inability to call the SCLS Office, their inability to get to the local legal services' Office, and the cost effectiveness of providing homebound services to the Applicant versus the cost of providing intake by video conferencing. Determination for intake services by video conferencing should be on a case-by-case basis.

If a managing attorney finds that an Applicant is to receive intake services by video conferencing, the intake appointment should be made when the Applicant has access to the private room in the virtual office. The video conferencing intake appointment must be made within 72 hours or at least the earliest possible time prior to any deadline the Applicant may be under. The intake form to be used at a video conference is on page 12 of the Forms Section of SCLS standardized questionnaire and forms manual (**SCLS Form 104**). Once the intake is complete, the SCLS staff should instruct the Applicant that the intake will be reviewed for eligibility and that there are no guarantees as to acceptance. Also, the SCLS staff should advise the Applicant of the different levels of what can happen to their intake application. Next, consent is obtained from the Applicant in regards to the sharing of intake information for private attorney involvement (PAI, pro bono referral, etc) and for auditor case review.

Lastly, the SCLS staff should inform the Applicant that a determination of case acceptance will be sent to them within a week of the intake date. The Applicant will be either told that their intake has been denied, accepted for counsel and advice, brief services, or extended representation. The SCLS staff should ask the Applicant for permission to forward their intake and any other documents if the managing attorney decides to refer the intake to Pro Bono or to PAI.

**NOTE: SCLS staff must mail the LSC compliance documents to the Applicant for their signature.** The LSC compliance document form to be signed is on page 6 of the Forms Section of SCLS standardized questionnaire and form manual (**SCLS Form 102**).

The Managing Attorney or designee will insure that a log is kept of videoconferencing appointments, and a calendar for reservation of appointment times to insure availability. Completed videoconferencing logs will be submitted to the Technology Administrator on the 5<sup>th</sup> day of each month.

## TELEPHONE INTAKE FOR HEARING OR SPEECH IMPAIRED

### Standard TTY Relay Service

If someone calls to get an intake done for an Applicant who is deaf, hard of hearing or speech disabled, the staff member doing the intake should inform the person calling for the disabled Applicant of the standard TTY Relay Service. Standard TTY relay calls are usually made by using a teletypewriter. The TTY is connected to standard phone lines and the caller dials the Communications Assistant directly. The Applicant must have the TTY-a communications device in order for an intake to be completed over the telephone.

Once the TTY Applicant calls for an intake, the TTY Applicant types their message to a Communications Assistant who reads it to the SCLS intake person. The Communications Assistant types the intake staff's question to the TTY Applicant. The TTY Applicant types the response to the question and the Communications Assistant reads the response to the intake worker. This continues until the intake is completed. Please note that using this procedure will usually double or triple the amount of time it takes to complete an intake. The intake person should make sure they have adequate time scheduled for the intake to be completed.

### Speech-to-Speech Relay Service

If someone calls to get an intake done for a disabled Applicant who has mild to severe speech disabilities, as well as any Applicant who uses a voice synthesizer, voice enhancer, or any other similar device, the staff member doing the intake should inform the person calling for the disabled Applicant that the disabled Applicant can use the Speech-to-Speech TTY Relay Service by dialing 711 or (800) 229-5746. The disabled Applicant does not have to have a TTY-a communications device. The disabled Applicant only has to have a voice telephone. The intake staff person should inform the caller that third party intake calls are discouraged by SCLS and that it is likely that they will ask a question the caller does not know the answer to.

Once the Applicant dials 711 or (800) 229-5746, they are connected to a Speech-to-Speech Communications Assistant directly. The Speech-to-Speech Communications Assistant is trained to provide assistance for those individuals having a mild to severe speech disability. The Applicant, prior to the Speech-to-Speech Communications Assistant making the call for an intake, is asked what role they want the Communications Assistant to take part in during the call. If the Communications Assistant takes an **active** role, they will repeat everything the Applicant says to the SCLS intake staff person. If the Communications Assistant takes a **passive** role, they will only intervene upon request by the SCLS intake staff person or the Applicant.



## **Video Relay Calls**

Video relay is the most common form of phone communication currently used by the deaf community. Receiving a video relay call is the same as receiving a normal phone call. The deaf client uses a video phone to call a video relay service. The video relay service then places a call to us, informs us that it is a video relay call and the video relay interpreter will then ask the staff member if he/she has ever had a video relay call before. If the staff member says no, the video relay interpreter will explain how video relay works and what to expect.

If a call is being initiated by a staff member, then the staff member would call the phone number provided by the client. The staff member would then be connected to the video relay service used by the client. The staff person would then proceed with the call in the same manner as described above, or if the client does not answer, the staff member will be asked to leave a brief message for the client. As noted above, using this procedure will take more time to complete the intake, and the intake person should make sure they have adequate time to complete the call.

## **LEP (Limited English Proficiency) Applicants**



## **Mission of SCLS Language Access Policy**

South Carolina Legal Services will provide free quality language services to Applicants and clients in the language needed to ensure that Limited English Proficient (LEP) Applicants and clients have full access to our legal services. Language services will be provided as necessary to assure Applicants have access to SCLS and to assure quality legal representation and to minimize delay or discomfort to those individuals seeking legal services.

South Carolina Legal Services will not discriminate in the provision of services to LEP Applicants and clients and will supply free of charge such ancillary services not normally provided to English proficient Applicants and clients as will make timely delivery of advocacy to those needing language services to fully access our legal services.

## **Intake procedure for non-English and non-Spanish speaking Applicants**

At the point of initial contact with an Applicant for services, whether through the SCLS Intake Office or at a local SCLS office, staff will make an initial assessment of the need for language services and shall procure such services if they are needed to effectively communicate with the Applicant.

**Primary language:** If the Applicant's primary language is not readily known, use of Language Access Cards, multi-lingual posters, or Ethnic Bridge will be used for assistance.

**Client preference:** Language services shall be provided to any client upon request at no cost to the client, unless it is clear that the request is wholly unfounded.

Individuals who speak a language other than English and/or Spanish are directed to call the local SCLS Offices. The local SCLS Offices will use Ethnic Bridge services if a staff member who speaks the language is not available.

The local SCLS offices can access Ethnic Bridge by:

- **HOLD** – place the incoming call on hold/conference (disregard if placing an outbound call)
- **DIAL** – 1-877-715-5502
- At the prompt, enter the following **ACCOUNT** number: 501016469. This account number is to be used by all of the SCLS offices.
- Enter **PIN** number: 1601. This pin number is to be used by all of the SCLS offices.
- Say the **LANGUAGE** you need and confirm.
- **TALK** – you will now be connected to an interpreter.
- Need **ASSISTANCE?** Call 1-888-YES-ETHNIC (1-888-937-3846)

### **Spanish Speaking Calls to the Intake Office**

The Applicant calls into the SCLS intake line where they are immediately put in queue. The caller is immediately given the following prompt, “presses 1 for Spanish and for English please remain on the line”. If the caller presses 1, the call will be transferred to a LEP queue which will be answered by the Spanish-speaking intake person housed in the SCLS Intake Office. For intake at the SCLS Intake Office, the LEP Spanish speaking Applicants will be referred to designated bilingual staff members within SCLS if one is

not immediately available at the Intake Office. If the LEP intake staff is on another call or out of the office, the LEP Spanish speaking Applicant can leave a call back request. The call back feature rings the phone of the LEP Spanish speaking Applicant when the next available LEP intake staff is ready to take a call.

### **Spanish Speech-to-Speech Relay Calls**

If someone calls to get an intake done for an Spanish speaking Applicant who has mild to severe speech disabilities, as well as any Spanish speaking Applicant who uses a voice synthesizer, voice enhancer, or any other similar device, the LEP intake staff member doing the intake should inform the person calling for the Applicant that the Applicant can use the Spanish Speech to Speech TTY Relay Service by dialing the toll-free number: **(866) 260-9470**. The Applicant does not have to have a TTY-a communications device. The Applicant only has to have a voice telephone. The LEP intake staff person should inform the caller that third party intake calls are discouraged by SCLS and that it is likely that they will ask a question the caller does not know the answer to. The Spanish-speaking Applicant will connect to a specially trained Communications Assistant who can re-voice spoken Spanish to the LEP intake staff person as needed.

### **Telephone Intake Procedure for English Speaking Applicants**



If the Applicant does not press “1” and remains on the telephone line, the Applicant hears a pre-recorded message informing them what type assistance they can expect from SCLS. The Applicant is also told that they will be asked questions in order to determine their financial eligibility as well as being asked their legal issue. After the pre-recorded message, the Applicant hears general legal information regarding the type of cases SCLS accepts and information that will be requested of the Applicant during the intake until one of the SCLS intake staff picks up their call.

When the Applicant speaks to the SCLS intake staff member, the Applicant is asked their county of residence and a description of their problem. This information is helpful when referring the Applicant to other service agencies if they are financially ineligible, have an issue that is an LSC restricted case and/or have an issue that is not within our service priority guidelines. If SCLS cannot assist the Applicant, the SCLS staff will provide referral information as appropriate.

## Financial Eligibility Policies for LSC-Funded Legal Assistance

South Carolina Legal Services, Inc. (SCLS) hereby adopts the following Financial Eligibility Policies for individuals and groups who are provided legal assistance supported in whole or in part with funds received from the Legal Services Corporation (LSC).

Only individuals and groups determined to be financially eligible under these policies and 45 C.F.R. 1611 of the LSC Regulations may receive legal assistance supported in whole or in part with LSC funds. These policies do not apply to individuals or groups for whom service is wholly supported by funds from sources other than LSC.

Eligibility under these policies does not create an entitlement to legal assistance. SCLS will determine whether or not to provide service to an eligible individual or group based on the merits of the particular case and the application of SCLS' priorities, resources and case acceptance criteria.

Financial eligibility for legal assistance shall be determined in a manner conducive to the development of an effective attorney-client relationship, and information from Applicants and groups shall be obtained in a manner that promotes the development of trust between attorney and client.

These policies shall be reviewed at least once every three years and revised as necessary.

### Income



The SCLS Board has adopted the income eligibility guidelines of 125% of the official poverty threshold as defined by the Office of Management and Budget to assure that those least able to obtain legal assistance may receive quality legal services. The Federal Poverty Income Guidelines are published annually in the Federal Register. The Board will review the guidelines at the first board meeting following the publication and adopt any needed modifications to SCLS financial eligibility guidelines. In reviewing the eligibility guidelines, the SCLS Board will consider the cost of living in South Carolina, the number of clients SCLS can serve with its resources, the population who would be eligible at and below alternative income levels, and the availability and cost of legal services provided by the bar in South Carolina. A copy of the eligibility guidelines will be distributed to all staff and updated in Legal Server.

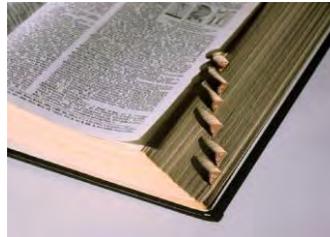
Eligibility should be determined in a manner conducive to development of an effective attorney-client relationship. The relationship maintained with the client is important. It is expected that potential clients will be treated with utmost courtesy. In addition, intake staff must assure that only those persons eligible for our services are accepted. The caseload and the fact that we are acting in the public trust with public funds require it. **Therefore, the intake process must be thorough.**

During an intake screening, it is expected that an Applicant will tell the truth, but it should not be assumed. If information provided by the Applicant is inconsistent with previously-obtained data, the Applicant must be questioned further. If an Applicant's statement appears implausible as it relates to a family situation or income or asset circumstances, the Applicant must be questioned further.

SCLS can request submission of "hard" data to verify income and other financial information given to us by the Applicant. The intake staff, in such a situation, should courteously ask for items such as pay stubs, recent tax forms, or income data records. Since each situation is different, the requirements may be different. In any case, the importance of knowing that the person is eligible for our services cannot be over-stated. Each Applicant should sign a statement certifying that the information given about their income and assets are correct.

### **Application of Financial Guidelines**

The purpose of the SCLS financial eligibility policy is to provide guidelines for the determination of financial eligibility of an Applicant for legal services so as to assure the best use of program resources in providing high quality legal services to those who are most in need of legal assistance.



### **Definitions**

**Assets** – Assets are cash or other resources of the Applicant or members of the Applicant's household that are readily convertible to cash and currently and actually available to the Applicant.

**Asset Ceilings** – In order to be determined to be financially eligible for legal assistance supported in whole or in part by LSC funds, an Applicant's assets must be at or below the appropriate asset ceiling adopted by the SCLS Board, or the asset ceiling must be waived.

**Domestic partner** - is defined as a person who co-habits with the Applicant, and with whom the Applicant holds himself or herself out to the general public as having the same or similar relationship of spouses; and not a person who is merely a roommate or housemate of the Applicant.

**Family Unit** - is defined as those persons living in the same household with Applicant:

- Whom the Applicant is required by law to support; or,
- Any disabled adult child and/or parent to whom the Applicant is providing substantial financial support; or,
- Who are required by law to support the Applicant; or,
- Who are actually providing support to the Applicant; or,
- Who is the “domestic partner” of the Applicant.

**Governmental Program for the Poor** - means federal, state or local program that provides benefits of any kind to persons whose eligibility is determined on the basis of financial need. The SCLS Board has determined that the following government programs have an assets test and income standards that are at or below 125% of federal poverty guidelines: Medicaid; SSI; TANF; Family Independence; SNAP.

**Income** - means actual current annual total cash receipts before taxes of all persons who are resident members of the Applicant’s household and who contribute to the support of the Applicant’s household.

**Total cash receipts** - includes, but is not limited to, the following:

- Wages and salary before any deduction;
- Income from self-employment after deductions for business or farm expenses;
- Regular payments from governmental programs for low-income persons or persons with disabilities;
- Social Security payments;
- Unemployment and worker’s compensation payments;
- Strike benefits from union funds;
- Veterans benefits;
- Training stipends;
- Alimony and/or Child support payments;
- Military family allotments;
- Public or private employee pension benefits;
- Regular insurance or annuity payments;
- Income from dividends, interest, rents, royalties, or from estates and trusts;
- Other regular or recurring sources of financial support that is currently and actually available to the Applicant.

**NOTE:** Total cash receipts do **NOT** include the value of food or rent received by the Applicant in lieu of wages, money withdrawn from a bank, tax refunds, gifts, compensation and/or one time insurance payment for injuries sustained, noncash benefits including Food Stamps or Medicaid, and up to \$2,000 per year of funds received by individual Native Americans that is derived from Indian trust income, or other distributions exempt by statute.

## Determining Financial Eligibility of an Applicant



Information used to determine financial eligibility shall be determined in a manner that promotes the development of trust between intake staff and the Applicant.

The intake person will enter the Applicant's case facts and eligibility information directly into Legal Server. When the computer is not available, a form that includes the information necessary for Legal Server will be completed. The information will then be entered in Legal Server as soon as possible after the initial interview.

If there is substantial reason to doubt the accuracy of the information furnished by the Applicant, an appropriate inquiry in a manner consistent with the attorney-client relationship will be made to verify the information.

Information furnished to SCLS by a client to establish financial eligibility will not be disclosed to any person who is not employed by SCLS in a manner that permits the identification of the Applicant, without express written consent of the Applicant, except that SCLS will provide such information to LSC or another SCLS funder when:

- ❖ LSC or an another SCLS funder is investigating allegations that question the financial eligibility of a previously identified client and our representation thereof;
- ❖ The information sought by LSC or another SCLS funder relates solely to the financial eligibility of that particular Applicant;
- ❖ The information sought by LSC or another SCLS funder is necessary to confirm or deny specific allegations relating to that particular Applicant's financial eligibility and our representation thereof; and,
- ❖ Only when the specific information sought by LSC or another SCLS funder is not protected by the attorney-client privilege or the provisions of confidentiality of the South Carolina and American Bar Association codes.

Before providing any financial eligibility information about a particular Applicant to LSC or another SCLS funder, SCLS will notify the Applicant that SCLS is required to provide the information to LSC or another funder.

## Income Certification



Where there is in-person contact and/or there are extended services provided, the Applicant should sign a statement certifying that the information given about income and assets is correct (**SCLS Form 102**, on page 7 of the SCLS Standardized Forms Manual).

### Applicants Whose Income Is Solely Derived from Governmental Programs for Low-Income Individuals & Families

Notwithstanding the above, if an Applicant's income is derived solely from a governmental program for low-income individuals or families that has an assets test and has income standards that are at or below 125% of the Federal Poverty Guidelines, **the Applicant is eligible for LSC-funded legal assistance without an independent determination of the Applicant's income and assets.** The SCLS Board has determined that the following government programs have an assets test and income standards that are at or below 125% of federal poverty guidelines: **Medicaid; SSI; TANF; Family Independence; and, SNAP.**

### Pre-screening the Applicant for Financial Eligibility

1. **ASK** the Applicant his or her **County of Residence** and the **Type of Problem** they are seeking legal assistance with. You should ask if the Applicant is 60 years of age or older.
2. **ASK** the Applicant for the number of people in their **“Family Unit”**. (See **definition of Family Unit on page 24**)



3. **ASK** the Applicant for their total gross monthly (before taxes) income for their household unit. (See **Financial Eligibility Guidelines pages 29 and 30**)
4. **SCREEN** the Applicant for financial eligibility. **REMINDER: If Applicant's income is derived solely from Medicaid, SSI, TANF, Family Independence, and/or SNAP, the Applicant is eligible for LSC-funded legal assistance without an independent determination of the Applicant's income and assets.**
5. **ASK** the Applicant if they have any assets.

6. **SCREEN** the Applicant for asset eligibility. (See **Asset Eligibility Guidelines page 32 through 35**)

**NOTE:** If the Applicant does not financially qualify for legal assistance through a SCLS Title III-B grant or any other SCLS grant **AND** the Applicant is seeking assistance for a legal problem that is not within the SCLS service priority guidelines: **NO intake is done and the Applicant is given: a referral to either the South Carolina Lawyer Referral Services at (800) 868-2284 OR a referral to the appropriate agency that can assist the Applicant.** Any referral given should be entered into Legal Server as an “Other Service” (Matter).

**If, at any time during the Pre-Screening, the Applicant is over the SCLS Income or Asset Eligibility Guidelines**

- **TELL** the Applicant they are over income/assets (as appropriate) and they do not qualify for assistance from SCLS.
- **REFER** the Applicant to the South Carolina Lawyer Referral Services at (800) 868-2284 and explain that the S.C. Lawyer Referral Service is not a free service and that the first half-hour consultation with a private attorney will cost them \$50.00.



- **REFER** to the internet resources at:

**[www.sclegal.org](http://www.sclegal.org); [www.lawhelp.org/sc](http://www.lawhelp.org/sc); and, [www.probono.net/sc](http://www.probono.net/sc)**

**Annual Income Ceiling:**

The annual income ceiling for individuals and households served by SCLS using the LSC funds is 125% of the Federal Poverty Guidelines, as published annually in the Federal Register by the Legal Services Corporation in Appendix A to 45 C.F.R. 1611.

If the Applicant meets the appropriate asset ceiling for the household size (or the ceiling is waived) and the Applicant’s income is at or below 125% of the Federal Poverty Guidelines for the appropriate household size, the Applicant is financially eligible for LSC-funded legal assistance.

**South Carolina Legal Services  
125% of the Federal Poverty Level\***

**NOTE: Intake guidelines change every year (insert new guidelines yearly)**

<b>Number in Household</b>	<b>Income Annually</b>	<b>Income Monthly</b>	<b>Income Twice a Month</b>	<b>Income Every Other Week</b>	<b>Income Weekly</b>
<b>1</b>	14,588.00	1,215.67	607.83	561.08	280.54
<b>2</b>	19,663.00	1638.58	819.29	756.27	378.13
<b>3</b>	24,738.00	2,061.50	1,030.75	951.46	475.73
<b>4</b>	29,813.00	2,484.42	1,242.21	1,146.65	573.33
<b>5</b>	34,888.00	2,907.33	1,453.67	1,341.85	670.92
<b>6</b>	39,963.00	3,330.25	1,665.13	1,537.04	768.52
<b>7</b>	45,038.00	3,753.17	1,876.58	1,732.23	866.12
<b>8</b>	50,113.00	4,176.08	2,088.04	1,927.42	963.71

\*\*\*For each family unit with more than eight (8) members, add **\$5,075.00** each additional member in the family.

**South Carolina Legal Services  
200% of the Federal Poverty Level (45 C.F.R. 1611)**

<b>Number in Household</b>	<b>Income Annually</b>	<b>Income Monthly</b>	<b>Income Twice a Month</b>	<b>Income Every Other Week</b>	<b>Income Weekly</b>
<b>1</b>	23,340.00	1,945.00	972.50	897.69	448.85
<b>2</b>	31,460.00	2,621.67	1,310.83	1,210.00	605.00
<b>3</b>	39,580.00	3,298.33	1,649.17	1,522.31	761.15
<b>4</b>	47,700.00	3,975.00	1,987.50	1,834.62	917.31
<b>5</b>	55,820.00	4,651.67	2,325.83	2,146.92	1,073.46
<b>6</b>	63,940.00	5,328.33	2,664.17	2,459.23	1,229.62
<b>7</b>	72,060.00	6,005.00	3,002.50	2,771.54	1,385.77
<b>8</b>	80,180.00	6,681.67	3,340.83	3,083.85	1,541.92

\*\*\*For each family unit with more than eight (8) members, add **\$8,120.00** each additional member in the family.

**NOTE: If the financial information on the Applicant exceeds the 125% Chart but does not exceed the 200% Chart, the intake worker should put a note in the intake case facts like: “Note: Intake being referred for possible waiver because Applicant falls between the 125% and 200% income eligibility guidelines.**

**NOTE: These figures change yearly – Financial eligibility guideline pages are to be replaced as attachments to playbook immediately after the SCLS Board approves new financial guidelines. Financial eligibility guideline changes are changed in Legal Server upon SCLS Board approval of new financial guidelines.**

## **Authorized Exceptions to the Annual Income Ceiling**

If the Applicant meets the appropriate asset ceiling for the household size (or the asset ceiling is waived) and Applicant's income is above **125%** of the Federal Poverty Guidelines, the Applicant is financially eligible for LSC-funded legal assistance if:

1. The Applicant is seeking legal assistance to maintain benefits provided by a governmental program for low income individuals or families; **OR**
2. SCLS Executive Director or designee has determined that the Applicant's income is primarily committed to medical or nursing home expenses and that, excluding such expenses, the Applicant would be otherwise financially eligible for legal assistance.

If the Applicant meets the appropriate asset ceiling for the household size (or the asset ceiling is waived) and Applicant's income is above **125%** of the Federal Poverty Guidelines, but does not exceed **200%** of the Federal Poverty Guidelines, the Applicant is eligible for LSC-funded legal assistance if:

1. The Applicant is seeking legal assistance to obtain governmental benefits for low income individuals and families;
2. The Applicant is seeking legal assistance to obtain or maintain governmental benefits for persons with disabilities; **OR**
3. SCLS has determined that the Applicant should be considered financially eligible because of one or more of the following factors:
  - The Applicant's income prospects are limited or the Applicant experiences seasonal variations in income;
  - The Applicant has unreimbursed medical expenses, including medical insurance premiums;
  - The Applicant has fixed debts or obligations;
  - The Applicant has expenses such as for dependent care, transportation or equipment necessary for employment, job training, or educational activities in preparation for employment;
  - The Applicant has non-medical expenses associated with age or disability;
  - The Applicant is responsible for paying current taxes; **OR**
  - There are other significant factors that affect the Applicant's ability to afford legal assistance.

SCLS shall record the basis of its decision to provide LSC-funded legal assistance to any Applicant whose income exceeds 125% of the Federal Poverty Guidelines and shall keep records of the specific facts and factors relied on to make the determination for review by LSC.

### **Victims of Domestic Violence**

If an Applicant has identified herself/himself as a victim of domestic violence, in determining financial eligibility for LSC- funded services, SCLS shall consider **only** the assets and income of the Applicant and those members of the Applicant's household other than the alleged perpetrator of domestic violence, and shall not include any assets held by the alleged perpetrator of domestic violence, jointly held by the Applicant with the alleged perpetrator, or jointly held by any member of the Applicant's household with the alleged perpetrator.

### **Asset Eligibility Check**

The Applicant's assets are also ascertained in pre-screening. "Assets" means cash or other resources of the Applicant or members of the Applicant's household that are readily convertible to cash which are currently and actually available to the Applicant.

**SCLS Asset Ceiling:** The aggregate value of assets shall not exceed fifteen thousand dollars (**\$15,000.00**) plus an additional **\$1,000.00** for each additional household member.

### **Exclusions (not to be counted in Asset determination)**

- 1) The Applicant's or household's principal residence;
- 2) Vehicles used by the Applicant or household members for transportation;
- 3) Assets used in producing income; **AND**
- 4) Other assets which are exempt from attachment under state or federal law.  
**See: South Carolina Code §15-41-30:**
  - a) No more than **\$4,000.00** in total value of household furnishings, household goods, wearing apparel, appliances, books, animals, crops, or musical instruments;
  - b) No more than **\$1,000.00** in total value of jewelry;
  - c) No more than **\$1,500.00** in total value of any implements, professional books or tools of the trade of the Applicant or the trade of a dependent of the Applicant;
  - d) Any unmatured life insurance contract owned by Applicant, other than a credit life contract;

- e) Professionally prescribed health aids for the Applicant or a dependent of the Applicant.

**SECTION 15-41-30: Property exempt from attachment, levy, and sale**

(A) The following real and personal property of a debtor domiciled in this State is exempt from attachment, levy, and sale under any mesne or final process issued by a court or bankruptcy proceeding:

(1) The debtor's aggregate interest, not to exceed fifty thousand dollars in value, in real property or personal property that the debtor or a dependent of the debtor uses as a residence, in a cooperative that owns property that the debtor or a dependent of the debtor uses as a residence, or in a burial plot for the debtor or a dependent of the debtor, except that the aggregate value of multiple homestead exemptions allowable with respect to a single living unit may not exceed one hundred thousand dollars. If there are multiple owners of such a living unit exempt as a homestead, the value of the exemption of each individual owner may not exceed his fractional portion of one hundred thousand dollars.

(2) The debtor's interest, not to exceed five thousand dollars in value, in one motor vehicle.

(3) The debtor's interest, not to exceed four thousand dollars in aggregate value in household furnishings, household goods, wearing apparel, appliances, books, animals, crops, or musical instruments, that are held primarily for the personal, family, or household use of the debtor or a dependent of the debtor.

(4) The debtor's aggregate interest, not to exceed one thousand dollars in value, in jewelry held primarily for the personal, family, or household use of the debtor or a dependent of the debtor.

(5) The debtor's aggregate interest in cash and other liquid assets to the extent of a value not exceeding five thousand dollars, except that this exemption is available only to an individual who does not claim a homestead exemption. The term "liquid assets" includes deposits, securities, notes, drafts, unpaid earnings not otherwise exempt, accrued vacation pay, refunds, prepayments, and other receivables.

(6) The debtor's aggregate interest, not to exceed one thousand five hundred dollars in value, in any implements, professional books, or tools of the trade of the debtor or the trade of a dependent of the debtor.

(7) The debtor's aggregate interest in any property, not to exceed five thousand dollars in value of an unused exemption amount to which the debtor is entitled pursuant to subsection (A), items (1) through (6).

(8) Any unmaturred life insurance contract owned by the debtor, other than a credit life insurance contract.

(9) The debtor's aggregate interest, not to exceed in value four thousand dollars less any amount of property of the estate transferred in the manner specified in Section 542(d) of the Bankruptcy Code of 1978, in any accrued dividend or interest under, or loan value of, any unmaturred life insurance contract owned by the debtor under which the insured is the debtor or an individual of whom the debtor is a dependent.

(10) Professionally prescribed health aids for the debtor or a dependent of the debtor.

(11) The debtor's right to receive or property that is traceable to:

(a) a social security benefit, unemployment compensation, or a local public assistance benefit;

(b) a veteran's benefit;

(c) a disability benefit, except as provided in Section 15-41-33, or an illness or unemployment benefit;

(d) alimony, support, or separate maintenance; or

(e) a payment under a stock bonus, pension, profit sharing, annuity, or similar plan or contract on account of illness, disability, death, age, or length of service, unless:

(i) the plan or contract was established by or under the auspices of an insider that employed the debtor at the time the debtor's rights under the plan or contract arose;

(ii) the payment is on account of age or length of service; and

(iii) the plan or contract does not qualify under Sections 401(a), 403(a), 403(b), or 409 of the Internal Revenue Code of 1954 (26 U.S.C. 401(a), 403(a), 403(b), or 409).

(12) The debtor's right to receive or property that is traceable to:

(a) an award under a crime victim's reparation law;

(b) a payment on account of the bodily injury of the debtor or of the wrongful death or bodily injury of another individual of whom the debtor was or is a dependent; or

(c) a payment under a life insurance contract that insured the life of an individual of whom the debtor was a dependent on the date of that individual's death, to the extent reasonably necessary for the support of the debtor and any dependent of the debtor.

(13) The debtor's right to receive individual retirement accounts as described in Sections 408(a) and 408A of the Internal Revenue Code, individual retirement annuities as described in Section 408(b) of the Internal Revenue Code, and accounts established as part of a trust described in Section 408(c) of the Internal Revenue Code, to the extent reasonably necessary for the support of the debtor and any dependent of the debtor. A claimed exemption may be reduced or eliminated by the amount of a fraudulent conveyance into the individual retirement account or other plan. For purposes of this item, "Internal Revenue Code" has the meaning provided in Section 12-6-40(A).

(14) The debtor's interest in a pension plan qualified under the Employee Retirement Income Security Act of 1974, as amended.

(B) Beginning on July 1, 2008, and each even-numbered year thereafter, each dollar amount in subsection (A), items (1) through (14), immediately before July first, must be adjusted to reflect the change in the Southeastern Consumer Price Index, All Urban Consumers, as published by the Department of Labor, Bureau of Labor Statistics, for the most recent year ending immediately before January first preceding July first, and to round to the nearest twenty-five dollars, the dollar amount that represents this change. No later than March first of each even-numbered year, the Economic Research Section of the Office of Research and Statistics of the State Budget and Control Board shall publish in the State Register the dollar amounts that will become effective on July first of each even-numbered year.

**Changes to §15-41-30 are to be replaced as attachments to playbook immediately after the changes in the statute are law.**

### **Waiver of Asset Ceilings**

In cases where an Applicant has available assets which, after deducting any applicable taxes, exceed the ceiling set forth below, representation will not generally be afforded, while the excess in assets exists. **Remember: If the Applicant's sole income is derived solely from Medicaid, SSI, TANF, Family Independence, and SNAP, you do not have to check for assets because the Applicant is deemed to be eligible for LSC-funded legal assistance.** The SCLS Executive Director or designee may waive the asset ceiling(s) for particular Applicants under unusual circumstances. SCLS staff will record the reason(s) for such waiver(s) and make such records available for review by LSC. The decision to provide legal assistance will be noted in Legal Server and the approved Waiver Request attached to the case in Legal Server. Also, the approved Waiver Request Form is to be printed and placed in the client's file. If the waiver is not approved, the decision will be duly noted in Legal Server and a copy placed in the client's file.

## Grant Exceptions to Financial/Asset Eligibility Guidelines

Some legal problems can be handled for an Applicant without having to financially qualify or fall within the SCLS asset guidelines. When completing an intake, consider the following SCLS grants: VOCA, Title III B, and/or the Low Income Taxpayer grant (LITC).

Once the screener determines the Applicant may qualify under a SCLS grant, the intake is completed and a note is put in the case facts that the case is being referred for consideration under the specific grant.

**NOTE:** Grants are subject to change. The SCLS Intake Office managing attorney will communicate changes affecting intake procedures and/or case acceptance to SCLS intake staff promptly and update the intake manual as appropriate.



### Low Income Taxpayer grant (LITC grant):

- Funds **federal** income tax issues for Applicants.
- For intake purposes, there are **NO** financial eligibility requirements with the LITC grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- The LITC grant has a financial eligibility limit of 250% of the poverty scale. The LITC grant staff will notify Applicant if they are over the income guidelines for the grant.
- There is a limit regarding the amount owed to the IRS. This is known as the “amount in controversy”. The limit for the “amount in controversy” cannot be more that \$50,000 for any tax period.
- The grant covers the **entire** State of South Carolina.
- LITC grant intakes are coded as “23” and/or “24”.

**Intake procedure for LITC cases for SCLS intake staff:** Intakes will state in the case facts that intake is being referred for possible representation under the LITC grant. Upon completion of the LITC intake, the SCLS intake staff will put the intake in the “grants” intake slot in the office. The SCLS Intake Office managing attorney or designee will review the intake and transfer the intake to the Greenville office. An email will be sent by the SCLS Intake Office managing attorney or designee to the LITC Primary Attorney and to the General Counsel alerting them of the transfer of a possible LITC case.

**Intake procedure for LITC cases for SCLS in-office staff:** When a tax grant (IRS or LITC) intake has been completed, the in-office staff should transfer the intake to the Greenville office. The in-office staff should email notice of the case transfer to the LITC Primary Attorney and to the General Counsel.

**VOCA grant:**

- Funds **emergency** civil legal assistance to victims of crime including domestic violence issues, child abuse issues, elder abuse, and elder financial abuse.
- There are **NO** financial eligibility requirements with the VOCA grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- The attorney based in Greenville will provide emergency legal services to victims of domestic violence in the five (5) county area of: **Anderson, Greenville, Greenwood, Oconee, and Pickens**. All VOCA intakes for these five (5) counties will be transferred to the Greenville Office.
- The attorney based in Columbia will provide emergency legal services to victims of domestic violence in the six (6) county area of: **Kershaw, Lee, Lexington, Newberry, Richland, and Sumter**. All VOCA intakes for these six (6) counties will be transferred to the Columbia Office.



**Title III B:**

**Program Purpose:** To ensure that South Carolinians, age 60 or older, with the greatest social and economic need receive quality advice, representation and referral to legal resources; assisting older individuals in securing and maintaining their legal rights, ensuring State capacity for coordinating the provision of legal assistance, training, and other supportive functions to area agencies on aging, legal assistance providers, ombudsmen and other persons, as appropriate.

The broad purposes include the following:

- Protecting the autonomy, dignity, and independence of vulnerable older persons;
- Focusing outreach and services particularly directed toward the most socially or economically needy older person-those least able to advocate on their own behalf-to assist them to:
  - Understand their rights;
  - Exercise choice;
  - Benefit from services, opportunities, and entitlements;
  - Meet essential needs of income, shelter, health care and nutrition; and
  - Maintain rights promised and protected by law;
- Assisting AAA/ADRCs in developing and maximizing resources including new or additional resources to meet the legal needs of vulnerable older persons;
- Fostering cost-effective, high quality services, having maximum impact on the neediest older persons and their most critical legal needs, and which are integrated in the Aging Services Network;
- Assisting vulnerable older persons in preventing legal problems through education and outreach; and,
- Ensuring accessibility in each county throughout each planning and service area.

**SCLS has the following Title III B grants and contracts:**

**Title III B grant (Appalachian):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);

- who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
    - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
    - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
    - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
    - **Nutrition:** Food Stamps (SNAP Program)
    - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
    - **Utilities:** Utility Shut-offs, Energy Issues
    - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
    - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;
    - **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
    - **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
    - **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
  - There are **NO** financial eligibility requirements with the Title III B (Appalachian) grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
  - Six (6) Counties covered by the Title III B-Appalachian grant: **Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg.**

### **Title III B grant (Trident):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
  - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
  - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
  - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
  - **Nutrition:** Food Stamps (SNAP Program)
  - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
  - **Utilities:** Utility Shut-offs, Energy Issues
  - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
  - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;

- **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
- **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
- **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
- There are **NO** financial eligibility requirements with the Title III B (Trident) grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- Three (3) Counties covered by the Title III B-Trident grant: **Berkeley, Charleston, and Dorchester.**

### **Title III B grant (Pee Dee):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
  - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;

- **Heath Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
  - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
  - **Nutrition:** Food Stamps (SNAP Program)
  - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
  - **Utilities:** Utility Shut-offs, Energy Issues
  - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
  - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;
  - **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
  - **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
  - **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
- There are **NO** financial eligibility requirements with the Title III B (Pee Dee) grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
  - Six (6) Counties covered by the Title III B-Pee Dee grant: **Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro.**

### **Title III B grant (Midlands):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);

- with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
    - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
    - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
    - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
    - **Nutrition:** Food Stamps (SNAP Program)
    - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
    - **Utilities:** Utility Shut-offs, Energy Issues
    - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
    - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;
    - **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
    - **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
    - **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.

- There are **NO** financial eligibility requirements with the Title III B (Midlands) grant. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- Four (4) Counties covered by the Title III B-Midlands grant: **Fairfield, Lexington, Newberry, and Richland.**

### **Title III B contract (Santee-Lynches):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
  - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
  - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
  - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
  - **Nutrition:** Food Stamps (SNAP Program)
  - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;

- **Utilities:** Utility Shut-offs, Energy Issues
  - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
  - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;
  - **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
  - **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
  - **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
- There are **NO** financial eligibility requirements with the Title III B Santee-Lynches contract. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
  - Four (4) Counties covered by the Title III B Santee-Lynches contract: **Clarendon, Kershaw, Lee, and Sumter.**

### **Title III B contract (Waccamaw):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.

- **Priority Issue Areas:**
  - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
  - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
  - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
  - **Nutrition:** Food Stamps (SNAP Program)
  - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
  - **Utilities:** Utility Shut-offs, Energy Issues
  - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
  - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;
  - **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
  - **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
  - **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
- There are **NO** financial eligibility requirements with the Title III B (Waccamaw) contract. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- Three (3) Counties covered by the Title III B Waccamaw contract: **Horry, Georgetown and Williamsburg.**

### **Title III B contract (Lower Savannah):**

- Funds civil legal assistance to the elderly in resolving their affairs as they age.
- **Target population:** The older individuals who shall receive priority for legal assistance services include those seniors:
  - in rural areas;
  - with greatest economic need (poverty or low-income, with particular attention to low-income minority);
  - with greatest social need (isolated, frail, homebound, illiterate/low literacy);
  - who are institutionalized (nursing home and long term care residents) or are at risk of institutionalization;
  - with severe disabilities, including mental health issues;
  - who have limited English proficiency;
  - who have Alzheimer's disease and related disorders (and their caretakers);
  - who are at risk of homelessness;
  - who are at risk of or under guardianship.
- **Priority Issue Areas:**
  - **Income:** Social Security, SSI, Pensions, Retirement, Debt Collection, Bankruptcy, Judgments, Wage Garnishment, Loans, Predatory Lending, Credit, Mortgages and Reverse Mortgages, Consumer Fraud, Contracts, Financial Exploitation, and Income Tax;
  - **Health Care:** Medicaid, Medicare, Dual Eligible, Other Health Insurance, and End-of-life Issues (critical situations only);
  - **Long-term care:** Residents Rights, Olmstead, Disability Rights, Medicaid Due Process Rights, etc.
  - **Nutrition:** Food Stamps (SNAP Program)
  - **Housing:** Homeownership, Landlord-Tenant, Fair Housing, Tenants Rights, ADA Issues;
  - **Utilities:** Utility Shut-offs, Energy Issues
  - **Protective Services:** Defense of Rights, Adult Protective Services Legal Issues, Family Court Legal Processes, Family Law Issues;
  - **Defense of Guardianship:** Defense Against Guardianship; Least Restrictive Alternatives; Dispute Mediation/Resolution;

- **Abuse:** Provision of Access to Elder Justice Information, Programs, and Services;
- **Neglect:** Provision of Access to Elder Justice Information, Programs, and Services
- **Age Discrimination:** Equal Employment Opportunity, Possible Arbitration, etc.
- There are **NO** financial eligibility requirements with the Title III B (Lower Savannah) contract. However, financial eligibility is taken at intake to inform the SCLS caseworker on whether to close their case as a CSR YES or CSR No for LSC purposes.
- Three (3) Counties covered by the Title III B Lower Savannah contract: **Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg**

### **FINANCIAL ELIGIBILITY INFORMATION AND STATUS**

SCLS shall make reasonable inquiry regarding the sources of an Applicant's income, the Applicant's income prospects and the Applicant's assets, and shall record information to document the Applicant's income and assets.

If there is substantial reason to doubt the accuracy of financial eligibility information provided to SCLS by an Applicant or group, SCLS staff shall make reasonable inquiry to verify the information in a manner consistent with the attorney-client relationship.

If, after making a determination of financial eligibility and accepting a client for LSC-funded service, SCLS staff become aware that the client has become financially ineligible for LSC-funded services through a change in circumstances, SCLS shall discontinue representation supported with LSC funds if the change in circumstances is sufficient, and is likely to continue, to enable the client to afford private legal assistance and discontinuation is not inconsistent with the rules of professional responsibility.

### **GROUP ELIGIBILITY FOR REPRESENTATION**

These group eligibility policies apply only to LSC-funded legal assistance. SCLS may use non-LSC funds to support representation of groups that do not meet these group eligibility standards.

In order for a group, corporation, association or other entity to be eligible for LSC-funded legal assistance, it **must** provide SCLS with information regarding the resources available to the group, showing that it lacks, and has no practical means of obtaining, funds to retain private legal counsel. Such information should include the group's income and income prospects, assets and obligations.

A group that provides information showing that it lacks the resources to hire private counsel is eligible for LSC-funded legal assistance:

- 1) if the group, or for a non-membership group the organizing or operating body of the group, is primarily composed of individuals who would be financially eligible for LSC-funded legal assistance, as determined by the financial or other socioeconomic characteristics of the persons comprising the group or its operating body; **OR**
- 2) one of the group's principal activities is the delivery of services to those persons in the community who would be financially eligible for LSC-funded legal assistance, as determined by the financial or socioeconomic characteristics of the persons served by the group, and the legal assistance sought by the group is related to such activity.

SCLS shall collect information that reasonably demonstrates that the group meets the eligibility criteria set forth in these policies and 45 CFR 1611.6.

## **Citizenship or Eligible Alien Requirement**

### **Restriction**

**NOTE:** The SCLS recognizes that “alien” is not a term that is culturally sensitive and that the more sensitive terminology would be reference to “undocumented” Applicant. However, for the purposes of discussing the citizen or eligible alien requirement, the term alien is used in accordance with 45 C.F.R. 1626.

It is impermissible for any SCLS staff, while engaged in legal services activities funded by SCLS, to provide legal assistance (including advice and brief service) for or on behalf of an ineligible alien. All prospective clients of SCLS who seek legal services beyond intake and referral and who are citizens of the United States will complete a declaration of citizenship.

### **Determining Eligibility**

Pursuant to 45 CFR Part 1626 and Program Letter 06-2, the following is designed to assist SCLS staff members and attorneys in determining the eligibility of clients in accordance with their immigration status.

#### **I. Assistance to United States Citizens**

- a. **Attestation of Citizenship:** SCLS can represent a client who attests in writing that s/he is a citizen of the United States (i.e. who signs the citizenship attestation). Verification of citizenship is not required unless the program advocate has reason to doubt that the client is a U.S. citizen.

- b. **If Verification of Citizenship is Required**: U.S. Citizenship is established by:
- If the client submits an original, certified copy, or photocopy that appears to be complete, correct, and authentic, of a (1) U.S. Passport; (2) Birth Certificate; (3) Naturalization Certificate; (4) U.S. Citizenship Identification Card (INS Form I-197); (5) Baptismal Certificate showing a place of birth in the U.S. and a date of baptism within two months of the client's date of birth. The client may also submit any other authoritative document providing evidence of citizenship such as a document issued by INS, by a court, or by any governmental agency.
  - If a client who does not have the above documentation produces a notarized statement from a third party, not employed by SCLS and who can produce proof of the third party's US citizenship, that the client is a U.S. citizen.
  - In the case of US citizen minors as clients, in accordance with LSC guidance, we are allowed to take cases for US citizen children (who meet the financial eligibility requirements) even when their parents are undocumented when the US citizen child has a legally cognizable legal right or interest in the case (i.e. the child is the Applicant for benefits).

## II. **Non-U.S. Citizens We Can Assist**

SCLS **can** assist the following classes of non-citizens:

- a. Lawful Permanent Residents admitted under 8 USC § 1101(a) (20).
- b. Conditional Permanent Residents who are (1) married to, a parent of, or an unmarried child under 21 of a US citizen, and (2) has filed for adjustment of status to Lawful Permanent Resident, which application has not been rejected. (E.g. Married women in the 24 month period between admission to the US and adjustment of status to Lawful Permanent Resident).
- c. Refugees granted admission under the current refugee statute (8 USC §207) or granted "conditional entry" before April 1, 1980 under the former statute. (Form 8 USC 1153(a)(7). A refugee is one who cannot return to his/her home country because of "persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion." 8 USC §1101(a)(42).
- d. Asylees granted admission (e.g., whose petition for political asylum has been granted) under 8 USC S 208. An immigrant whose petition is only pending is not LSC eligible.
- e. Immigrants present as a result of the withholding of deportation under 8 USC §1253(h) because the immigrant's life or freedom would be threatened in the

home country because of his/her race, religion, nationality, membership in a particular social group, or political opinion.

- f. Citizens of the Commonwealth of the Northern Marianas, Republic of Palau, Federated States of Micronesia, or the Republic of the Marshall Islands; Canadian-born American Indians at least 50% Indian by blood; and members of the Texas Band of Kickapoo.
- g. Special Agricultural Workers who's status is adjusted to temporary resident alien under the Immigration Reform Control Act.
- h. H-2 Agricultural Workers admitted under 8 USC § 1101(a)(15)(h)(ii), but only with respect to wage, housing, transportation, and other employment rights arising out of the worker's employment contract.
- i. Replenishment Agricultural Workers admitted under § 210 A(c) of the Immigration and Nationality Act.
- j. Victims of Domestic Abuse, battery, extreme cruelty, sexual assault, or trafficking, or those crimes listed in § 101(a)(15)(U)(iii) of the Immigration and Nationality Act.
- k. Alien Parents of children who, without the active participation of the alien, have been battered, subjected to extreme cruelty, sexual assault, or trafficking, or those crimes listed in § 101(a)(15)(U)(iii) of the Immigration and Nationality Act.
  - The legal assistance provided must help the affected alien or child escape from the domestic violence, sexual assault, trafficking, or covered criminal activity, to ameliorate their effects, or to protect against future domestic violence, sexual assault, trafficking, or criminal activity.
    - i. Example: Legal assistance can be provided to seek a civil protection order against the abuser and to terminate the marriage and the parental rights of the abuse, but could not provide adoption assistance if the client remarries and the new spouse, who is also an ineligible alien, wishes to adopt the children. Similarly, assistance can be provided to secure housing, medical , or income assistance for the abused alien and children sot that they would no longer have to be dependent on the abuser; however, absent some evidence that subsequent events were the direct result of the abuse, legal assistance cannot be provided to challenge an eviction action by a landlord for non-payment of rent, sue the agency administering the medical assistance program for failure to pay for specific care, or to challenge a cutoff of public assistance for failure to meet work requirements. Finally, SCLS is permitted to

assist the abused alien or child to seek suspension of deportation, or to self petition for immigrant status.

- ii. “U” visa includes crimes such as rape, torture, trafficking, incest, domestic violence, sexual assault, abusive sexual contact, prostitution, sexual exploitation, female genital mutilation, being held hostage, peonage, involuntary servitude, slave trade, kidnapping, abduction, unlawful criminal restraint, false imprisonment, blackmail, extortion, manslaughter, murder, felonious assault, witness tampering, obstruction of justice, perjury, or attempt conspiracy, or solicitation to commit any of the above mentioned crimes or any similar activity in violation of Federal, State, or local criminal law.
  1. Eligibility for “U” visa protection requires having been a victim of criminal activity.
  2. Victims are eligible for “U” visa immigration relief without requiring that the criminal case be ultimately prosecuted or that a conviction for the crime be obtained.
  3. A “U” visa provides for lawful temporary status for an alien who the Attorney General determines has suffered substantial abuse as a victim of certain criminal activity, possess information concerning the criminal activity, is cooperating with or likely to be helpful to law enforcement officials investigating the criminal activity, and such criminal activity violated U.S. law or took place in the U.S. Certain family members of a “U” visa Applicant may also apply for “U” visa relief.

### **Telephone Intake and Declaration of Citizenship**

Applicants whose initial intake and screening is made over the telephone will be asked to orally declare their citizenship or eligible alien status. Such Applicants may also receive emergency assistance pursuant to SCLS procedures, but they may **NOT** receive any subsequent legal assistance **UNLESS** they submit a written declaration or documentation of eligibility status as soon thereafter as is reasonably practicable.

### **Minor Applicants who are U.S. Citizens and their Undocumented Parent(s)**

According to LSC regulations, “to provide legal assistance on behalf of an ineligible alien is to render legal assistance to an eligible client which benefits an ineligible alien and does not affect a specific legal right or interest of the eligible client” 45 C.F.R. 1626.2 (e). SCLS can do an intake in the name of the undocumented parent on behalf of the minor child who is a U.S. citizen and who is seeking legal services. An example of this

would be: an intake can be done in the name of the undocumented alien parent if a minor child born in the U.S. is seeking assistance with amending his or her birth certificate.



### **Conflict check**

After completing financial pre-screening, you must ask the Applicant for the following so that a conflict check can be run on each name and social security number asked for:

- 1) Applicant's full name with correct spelling (always ask the Applicant to spell their name).
- 2) Applicant's maiden name (if applicable).
- 3) Applicant's social security number (**NOTE:** Do not run conflict check by Applicant's name and social security number at the same time. You must do conflict check for name first and then do conflict check of social security number).
- 4) The name and spelling of all Opposing Parties.
  - a. **NOTE:** If the name of the Applicant shows up more than once in Legal Server, review information for every name that appears under "Opposing Party".
  - b. When looking at the names under Opposing Party, review race, birthday, social security number and other demographic data to verify that the Applicant is not the same person listed as an Opposing Party.
  - c. Names listed under "Client" are not conflicts because the Applicant/caller is presumed to be a client for the limited purpose of checking conflicts.

### **Finding a Conflict of Interest**

There are times when nothing in Legal Server distinguishes whether the caller presents a conflict of interest. The general rule for conflicts is that we do not represent an Applicant against an old client in a substantially related matter in which the parties are materially adverse, without the old client's consultation and consent. Note: If you get information from a conflict check in Legal Server and you cannot tell if a conflict exists, always err on the side of caution and conflict the caller out. However, if there is nothing in Legal Server that would suggest a conflict of interest exists, you can do the intake by relying on

SC Appellant Court Rule 1.10 (e) in Rule 407 SCACR (see below) and not treat this as a conflict of interest. But, if there is information in Legal Server that does distinguish the caller as being a conflict of interest, the caller will be treated as a conflict of interest and will be given the appropriate referral.

**NOTE: Appellate Court Rule 1.10 (e) in Rule 407, SCACR Imputation of Conflicts of Interest, General Rule** reads as follows:

(e) A lawyer representing a client of a public defender office, legal services association, or similar program serving indigent clients shall not be disqualified under this Rule because of the program's representation of another client in the same or a substantially related matter if:

(1) the lawyer is screened in a timely manner from access to confidential information relating to and from any participation in the representation of the other client;  
**and**

(2) the lawyer retains authority over the objectives of the representation pursuant to Rule 5.4(c).

Once you discover that a conflict of interest exists, you must stop representation unless the old client is consulted and consents to the representation.

**If a conflict of interest exists, TELL the conflicted Applicant/caller:**

- 1) SCLS cannot assist you with your legal problem because there is a conflict of interest.
- 2) The caller should be instructed to call the South Carolina Pro Bono Program at **(800) 395-3425, Extension 2, Monday through Friday from 9:00 a.m. to 5:00 p.m.** You should inform the caller that they may call the Pro Bono office to find out **IF** the South Carolina Pro Bono Program has a volunteer lawyer available for free legal assistance.

**NOTE:** The policy of informing conflicted Applicants to call the South Carolina Pro Bono Program varies. Updates or any changes to the policy will be forwarded to intake staff and to the local SCLS offices when the Intake Office managing attorney receives of a change by the Pro Bono Program.

## **NO conflict of interest**



If no conflict of interest is found, the SCLS intake staff continues completing the intake application. If staff discovers that the intake is an emergency as defined by SCLS policy or that the intake is an out-of-state referral, the intake is immediately brought to the attention of the SCLS Intake Office managing attorney for further review.

If the intake is an emergency, the completed intake is transferred in Legal Server to the appropriate local office immediately. An email is sent with the transfer to the managing attorney or their designee notifying them of an emergency transfer.

If the intake is not an emergency, the completed intake is reviewed by the SCLS Intake Office managing attorney during the day to see if the intake can be accepted, denied, or transferred to the local SCLS' offices. An intake is coded for possible representation under one of the SCLS grants in the intake's case facts. For emergency intakes which qualify for representation under one of SCLS' grants, the notification of the possible grant case is sent in the email notifying the managing attorney or their designee of the possible emergency.

If the intake is an out-of-state referral, the SCLS Intake managing attorney sends a copy of the Applicant's intake and a letter to the appropriate state's local legal services office. The Applicant is also sent a letter explaining that their intake has been referred out of state. Emergency out-of-state referrals are also faxed to the appropriate state's local legal services office.

If the SCLS Intake Office managing attorney is out of the office for more than two (2) days, the SCLS intake staff will transfer all intakes to the appropriate local SCLS offices. The SCLS intake staff, when transferring the emergency intake, will send an email to the Intake Office managing attorney and the local SCLS managing attorney or designee to alert them of the transfer of a possible emergency.

## **Determining Service Priority Eligibility: The SCLS Priority Guidelines**

In order to be an effective at pre-screening the Applicant, the intake staff **MUST** be aware of the service priority guidelines of the SCLS. A thorough knowledge of the priorities enables intake staff to compartmentalize the Applicant's legal problem and also helps with picking up other issues during an intake that may lead to additional assistance by SCLS.

**Below are the current SCLS case priorities:**

**Consumer/Finance**: Secure and Retain Property for Low-Income Families and Enforce Consumer Protection Laws.



**Cases:**

**A. Bankruptcy/Debtor Relief [LSC code: 01]**

Chapter 7 & 13 to save a home, car, or medically necessary equipment or where there is a substantial harassment from creditors affecting the mental and/or physical well-being of the client.

**B. Collections (Including Repossession/Deficiency/Garnishment) [LSC Code: 02]**

1. Where the client has been served with pleadings or property has been repossessed.
2. Where the client disputes the debt or the amount of debt.

**C. Contracts/Warranties [LSC code: 03]**

**D. Collection Practices/Creditor Harassment [LSC code: 04]**

**E. Predatory Lending Practices (Not Mortgages) [LSC code: 05]**

**F. Loans/Installment Purchase (Not Collections) [LSC code: 06]**



- G. **Public Utilities** [LSC code: 07]
- H. **Unfair Sales and Practices** [LSC code: 08]
- I. **Other Consumer/Finance** [LSC code: 09]



**Education**: Ensure and Maintain Access to Education.

**Cases:**

- A. **Discipline (Including Expulsion and Suspension)** [LSC Code: 12]
- B. **Special Education (Includes Section 504 Plans)** [LSC Code: 13]
- C. **Access (Including Bilingual, Residency, Testing and Enrollment)**  
[LSC Code 14]
- D. **Vocational Rehabilitation** [LSC Code: 15]
- E. **Student Financial Aid** [LSC Code: 16]
- F. **Other Education (Includes School Fees and Charges)** [LSC Code: 19]

**Employment:** Ensure the Economic Stability of Low-Income Workers by Allowing Access to Employment Remedies.



**Cases:**

**A. Employment Discrimination [LSC code: 21]**

- Representation at administrative level (informal hearing with employer) **and** representation at court level where the administrative process has been exhausted and a Right to Sue Letter has been issued by EEOC.

**B. Wage Claims [LSC code: 22]**

- Representation at administrative level (informal hearing with employer) **and** representation at court level where administrative process has been exhausted.

**C. EITC (Earned Income Tax Credit) [LSC code: 23]**

**D. Taxes (Not EITC) [LSC code: 24]**

**E. Employees Rights [LSC code: 25]**

**F. Agricultural Worker Issues (Not Wage Claims/FLSA Issues) [LSC Code: 26]**

**G. Other Employment (including wrongful termination) [LSC Code: 29]**

- Representation at administrative level (informal hearing with employer)
- Representation at court level where the administrative process has been exhausted provided it has been reasonably determined that damages or the amount in question is not sufficient for a private attorney to accept or if the Applicant does not have the consultation fees required by private attorneys.

**H. Cases to resolve problems preventing employment (e.g. driver's license suspension) [LSC Code: 29, and/or 93]**

**Family:** Ensure Safety, Housing, and Economic Stability of the Family Unit



**Cases:**

- A. **Adoption** [LSC Code: 30] where an increased economic benefit can be obtained.
- B. **Visitation** [LSC Code: 31] **only** when non-custodial parent is current in child support and where there is an obvious benefit to the child.
- C. **Custody** [LSC Code: 31] – **DEFEND** already filed custody actions **only** when doing so is in the best interest of the child(ren).
- D. **Custody** [LSC Code: 31] – **INITIATE** **only** when
1. Cases where a minor has been abused, neglected, or threatened with harm (i.e. “at risk”) (non-DSS involvement);
  2. Cases where the non-custodial parent has removed the child and refuses to return the child to the custodian;
  3. Custodian needs an order to prevent eviction from public housing. [LSC Codes: 31, 61, and 64];
  4. Custodian needs an order to deal with school/medical issues [LSC Codes: 31 and 14];
  5. Custodian needs an order when a parent is enlisting in the U.S. Military;
  6. Third party custody intervention actions to keep child(ren) out of foster care.
- E. **Divorce/Separation/Annulment** [LSC Code: 32 and/or 37]
- Divorce in situations of domestic abuse
- F. **Guardianship and Conservatorship Issues** [LSC Code: 33]



**G. Name Change [LSC Code: 34]**

- Initiate to obtain or amend birth certificate where economic benefit can be gained or to allow for the issuance of a passport or a government issued ID.

**H. Domestic Abuse [LSC Code: 37]**

- Where necessary, to include assistance in getting Orders of Protection.

**I. Child Support Reductions [LSC Code: 38]**

- Where the obligor is disabled and/or has a disability case pending with supporting documentation; or,
- Where the obligor is involuntarily unemployed and is actively looking for employment; or,
- Where the obligor is within the self-support reserve amount of monthly income and is not voluntarily under employed.

**J. Other Family-Contempt Actions/Rule to Show Cause [LSC Code: 39]**

1. **Defend** – when Defendant is not in willful contempt.
2. **Initiate** – contempt action to enforce Family Court Orders which are not enforceable by the Clerk of Court.

**Health:** Ensure the Access to Health Care to Low-Income Individuals



**Cases:**

**A. Medicaid [LSC Code: 51]**

1. Representation at the administrative level and in court regarding the termination, overpayment, or denial of or other limitation of medical services.
2. Representation in collection actions regarding the Medicaid process.

**B. Medicare [LSC Code: 52]**

1. Representation at the administrative level and in District Court regarding the termination, overpayment, or denial of Medicare process.
2. Representation in collection actions regarding the Medicare process.

**C. Government Children's Health Insurance Programs [LSC Code: 53]**

**D. Home and Community Based Care [LSC Code: 54]**

**E. Private Health Insurance [LSC Code: 55]**

**F. Long Term Health Care Facilities [LSC Code: 56]**

**G. State and Local Health [LSC Code: 57]**

**H. Other Health [LSC Code: 59]**

1. Nursing Home and Home Health Care Issues [LSC Code: 54 and/or 56]
2. Mental Health Care Issues [LSC Code: 54, 55, and/or 57]
3. Basic Health Care Services to Medically Indigent [LSC Code: 53, 54, 56, and/or 57]

**Housing:** Ensure Sufficient Quality and Quantity of Affordable Housing for Low-Income Families



**Cases:**

**A. Federal Subsidized Housing Rights (Section 8) [LSC code: 61]**

1. Evictions
2. Access to quality housing
3. Obtaining necessary repairs to rented housing
4. Resolving problems with subsidized housing providers
5. Utility cutoffs/ouster
6. Security deposit returns

**B. Homeownership/Real Property (Not Foreclosure) [LSC code: 62]**

1. Access to quality housing.
2. Obtaining or maintaining ownership of homes or real property.
3. Loan closings where granted by SC Help for persons who have been unable to pay due to unemployment, divorce, illness, etc. and eligible for the forgivable loans.

**C. Private Landlord/Tenant [LSC code: 63]**

1. Evictions
2. Access to quality housing



3. Obtaining necessary repairs to rented housing
4. Utility cutoffs/ouster
5. Security deposit returns

**D. Public Housing [LSC code: 64]**

1. Evictions
2. Access to quality housing
3. Obtaining necessary repairs to rented housing
4. Resolving problems with subsidized housing providers
5. Utility cutoffs/ouster
6. Security deposit returns

**E. Mobile Homes [LSC code: 65]**



**F. Housing Discrimination [LSC code: 66]**

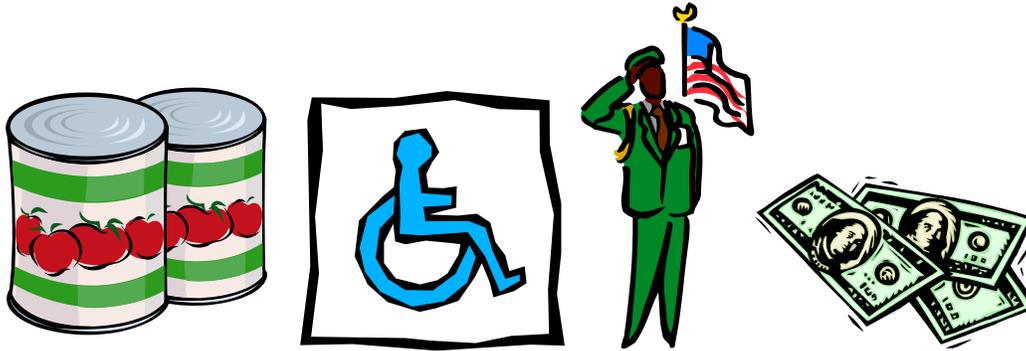
**G. Mortgage Foreclosures (Not Predatory Lending Practices) [LSC Code: 67]**

**H. Mortgage Predatory Lending Practices [LSC Code: 68]**

**I. Other Housing [LSC code: 69]**

1. Access to quality housing
2. Resolving problems with subsidized housing providers

**Income Maintenance/Public Benefits:** Obtain and Maintain Economic Benefits for Low-Income Families



**Cases:**

- A. **Social Security (Not SSDI)** [LSC code: 72]
- B. **Food Stamps** [LSC code: 73]
- C. **SSDI (Social Security Disability Income)** [LSC code: 74]
  - Overpayment and cessation cases and other cases where efforts to refer to the private Bar have not been successful – **Added clarification that two (2) attorney turndown rule is not applicable to overpayment and cessation cases.**
- D. **SSI (Supplemental Security Income)** [LSC code: 75]
  - Overpayment and cessation cases and other cases where efforts to refer to private Bar have not been successful – **Added clarification that two (2) attorney turndown rule is not applicable to overpayment and cessation cases.**
- E. **Unemployment compensation** [LSC code: 76]
- F. **Veterans benefits** [LSC code: 77]
  - 1. Pensions
  - 2. Veteran’s Disability – Initial filling and through first denial; second, and subsequent denials if private attorney cannot be secured
  - 3. Cases to prevent homelessness and secure employment
- G. **State and Local Income Maintenance** [LSC code: 78]
- H. **Other Income Maintenance** [LSC code: 79]

## **Individual Rights:**

### **Cases:**

#### **A. Immigration [LSC Code: 81, 86, and/or 37]**

- Assist victims of domestic violence, trafficking and other serious crimes with applications for T, U Visa, VAWA self-petitions, and battered spouse waivers

## **Miscellaneous and Elder Law: Ensure Access to the Civil Legal Justice System**

### **Cases:**

#### **A. Legal Assistance to Non-Profit Organization or Group (Including Incorporation/Dissolution) [LSC code: 91]**

#### **B. Indian/Tribal Law [LSC code: 92]**

#### **C. Wills/Estates [LSC code: 95]**

1. Drafting and Execution of Last Will and Testament

#### **D. Advance Directives [LSC code: 96]**

1. Drafting and Execution of Power of Attorney
2. Drafting and Execution of Health Care Power of Attorney
3. Drafting and Execution of Living Will

#### **E. Probating Estates (to include deeds of distribution) [LSC Code: 95]**

#### **F. Heirs Property Issues [LSC codes: 95, 99, and 62]**

#### **G. Other Miscellaneous [LSC code: 99]**

1. Provide counsel and advice and limited action (brief services) in any case not specifically prohibited by LSC statute or regulations or other federal law.
2. Community Economic Development. [LSC Code: 91]



## **Representation for Emergencies**

SCLS can represent clients in any emergency situation approved by the Executive Director or a member of the management team, or, if the Executive Director of the management team is not available, the Managing Attorney of the Office in which the emergency cases arises.

An Emergency is any of the following situations:

Those non-priority cases or matters that require immediate legal action to:

1. Secure or preserve the necessities of life; or,
2. Protect against or eliminate a significant risk to the health or safety of the client or immediate family members; or,
3. Address other significant legal issues that arise because of new and unforeseen circumstances.

The following is guidance for case acceptance and rejection within the priorities adopted by the Board:

- A. Refer additional cases to private attorneys therefore freeing resources to accept cases that the private bar will not accept, i.e. Social Security, SSI and second denial of VA disability.
- B. Emphasis should be placed on representation that provides security and economic opportunities; i.e. foreclosure, eviction, bankruptcy, income maintenance/public benefits and employment.
- C. Cases paid by a billable grant; i.e. Title III B, SC HELP, and Low Income Tax Payer grants.
- D. The Board recognizes that in placing emphasis on certain areas of the law than others, case statistics will be impacted; i.e. accepting SC HELP loan closings will increase the number of housing cases and may reduce other substantive areas accordingly.

## THE INTAKE: Legal Server Case Management System (CMS)



Once you have determined that the Applicant is financially eligible for legal services or that Applicant may receive services under one of the SCLS grants, the Applicant’s legal problem is within the SCLS service priority guidelines, AND that the Applicant does not impose a conflict of interest, the Applicant’s intake is now entered into Legal Server.

There are seven (7) screens in Legal Server that require you to input information on: Initial Information, Applicant Conflict Check Results, Adverse Party, Applicant Demographics, Financial Information, Case Questions, and Disposition. Legal Server allows for a linear intake. That means, once you finish one screen you click on the “continue” button to save the information on that screen and to complete the information in the next screen. You must do the intake in order. However, once the intake is done, you can go back to edit the information on the screens if needed.

### Screen 1: The Initial Information Screen

1. The first thing you will see under Initial Information is the **Intake Date**. Legal Server will generate the current day of the intake for you. Also, Legal Server will populate the local office in which the intake is being done and will populate “staff” as the answer for Intake Program. The first question that must be answered by the intake screener is **Intake Type**. Select “**Telephone**” in the drop down box if your intake is a telephone intake. Select “**In Person**” in the drop down box if you are doing the intake with the applicant.
2. Next, the applicant is to be asked: **Was this telephone number given while at SCLS Office?** If the applicant’s answer is **NO**, the intake staff will proceed to Step 3. If the applicant’s answer is **YES**, Legal Server will populate the following: **Office that Provided Telephone Number**. The intake staff will chose the office that gave the applicant the intake number from a drop down box with all the offices listed in it. The intake staff will then ask the applicant if **documents were signed while at SCLS Office** and record their answer. If the applicant’s answer is **NO**, Legal Server will populate the following message on the intake: “Applicant went to local office seeking intake. **PRIOR** to providing

any legal assistance including advice or brief service, the signed citizenship attestation, verification of eligible alien status or documentation of approved exception **MUST** be attached to the file”. If the applicant’s answer is **YES**, Legal Server will populate the following message on the intake: “**PRIOR** to providing any legal assistance including advice or brief service, the signed citizenship attestation, verification of eligible alien status or documentation of approved exception **MUST** be attached to the file”. These statements serve as a reminder to get the compliance documents signed before any work is done on the case.

3. Type **Applicant’s Name**. The order of the name is First, Middle, Last, 2nd Last/Suffix. Please make sure that you ask the Applicant to spell their name so that you can enter it in Legal Server (LS) correctly. For difficult names, it is always good to spell back the person’s name to them to insure you have entered it correctly.
4. Type Applicant’s **Date of Birth** and **Social Security Number**. If the Applicant provides his/her social security number, click the “**YES**” radio button on the “SSN Provided” question.
5. Type Applicant’s **Zip Code**. Legal Server will populate the **city** and **county** in which the Applicant resides in the intake provided the Applicant lives in South Carolina.
6. Type Applicant’s **Current Mailing Address**. This will be a street address or a post office box address.
7. Type Applicant’s **Apartment or Lot Number** (if applicable). When entering the Applicant’s apartment or lot number, type in Apt. No. or Lot No. along with the number in the box so that “Apt. and/or Lot” will show up on printed intake.
8. Select “**Out of State**” in **County of Residence** drop down box if Applicant does not live in South Carolina: Please note that you may have to click on the “**Show All Values**” box in order to for you to be able to choose “Out of State” as your choice in the “County of Residence” drop down box.
9. If Applicant does not live in South Carolina, please make sure that you put the appropriate State abbreviation in the State drop down box in the Applicant’s address.
10. Next is the **Rural County Check**. Ask Applicant whether he/she lives in a rural county. Record response by clicking YES or No. If the Applicant does not know whether they live in a rural county, you can click on the  for the information box to assist you with your answer.
11. Select Applicant’s **Preferred Phone** from choices in drop down box.

12. Type Applicant's **Phone Numbers**. If Applicant gives a number that is someone else's telephone number, type who's telephone number Applicant gave in the appropriate **Phone Note** box. Example: "App's mother's home phone number".
13. Select **County of Dispute** from drop down choices. This is **NOT** always going to be where the Applicant lives. You enter the County in which the lawsuit is going to be filed. For example, usually "county of dispute" for divorce intakes will be where the defendant lives or where the parties last lived together as husband and wife. If the "county of dispute" is in another state, click on "Out of State" as your choice in the drop down box. Again, you may have to click on the "Show All Values" box to get the "Out of State" choice.
14. Type Applicant's **Email Address**, if they have one.
15. Type Applicant's **Driver's License**.
16. Type Applicant's **Employer** (if applicable). Type in "disabled", "unemployed", "student", etc. in Employer box if applicable to Applicant.
17. Type Applicant's **Employer's Address** in remaining boxes on screen. Then hit the **CONTINUE** button  to get to the next screen.

## **Screen 2: The Applicant Conflict Check Results Screen**

On this screen, you will see that a conflict check has been done by Legal Server. This will be the second conflict check since staff is required to do conflict check at pre-screening of the Applicant. If there is no conflict, go to the **Client Conflict Status** under **Applicant Conflict Information** and select **No Conflict** in the drop down box.

You are **NOT** finished with this screen if Applicant's household is more than one (1). This is the screen where you enter the Applicant's family members by clicking on **Add Non-Adverse Party** bar.

Once you clicked on the **Add Non-Adverse Party** bar, you should type in the following information:

1. Type **Name of Household Member**. The order of the household member's name is First, Middle, Last, 2nd Last/Suffix.
2. Enter **Maiden Name** (if applicable).
3. Enter **Date of Birth**. Format for entering date of birth should be (mm/dd/yyyy).

4. Select **Gender** from dropdown box.
5. Select **Race** from dropdown box.
6. Type in **Social Security Number** (if Applicant knows it).
7. Enter **Relationship** to Applicant from dropdown box.

Then hit the **Save and Search** button. Legal Server will then run a conflict check on your household member. Click on **Add Non-Adverse Party** and repeat steps for each household member. **Remember to hit the Save and Search button for each family member. If you do not, you will not save the information you put in for Applicant's household member.**

After each household member is entered and saved, hit the **Continue** button  to get to the next screen.

### **Screen 3: The Adverse Party Screen**

On this screen, you will enter the information on all opposing parties.

1. Go to **Adverse Party Type** drop down box and select your adverse party type. You will be given the following three (3) choices: Individual, Organization, and Common.
2. If the Opposing Party is an **Individual**, Legal Server will populate the following questions to be completed:
  - Type in **Name of Opposing Party**. The order of the opposing party's name is First, Middle, Last, 2nd Last/Suffix.
  - Type in **Address of Opposing Party**.
  - Select **County** where Opposing Party lives from dropdown boxes. If Opposing Party lives out-of-state, select "Out-of-State" from dropdown choices. Again, you may have to click on "Show All Values" box in order to get the "Out-of-State" choice.
  - Type in **Opposing Party's Telephone Numbers**.
  - Type in **Opposing Party's Email** Address (if known or applicable).
  - Select **Relationship Type** of Opposing Party to Applicant from dropdown box choices.
  - Enter **Opposing Party's Date of Birth**. Format for birth should be (mm/dd/yyyy).
  - Select **Gender** of Opposing Party from dropdown box choices.
  - Enter **Opposing Party's Height** (if known).

- Enter **Opposing Party’s Weight** (if known).
- Enter **Opposing Party’s Eye Color** (if known).
- Enter **Opposing Party’s Hair Color** (if known).
- Select **Opposing Party’s Race** from dropdown box choices.
- Enter **Opposing Party’s Social Security Number** (if known).
- Enter **Opposing Party’s Drivers License Number** (if known).
- Type in **Name of Opposing Party’s Attorney** (if known).

Then hit the **Save and Search** button. Legal Server will then run a conflict check on your Opposing Party. If there is no conflict of interest with the opposing party, go to the **Adverse Party Conflict Status** dropdown box on this screen and select **No Conflict**.

Select “Add Additional Adverse Party” and repeat steps for each Individual opposing party. **Remember to hit the Save and Search button for each Individual opposing party. If you do not, you will not save the information you put in for the Individual opposing party.** After each individual opposing party is entered and saved, hit the



**Continue** button            to get to the next screen.

3. If the Opposing Party is an **Organization**, Legal Server will populate the following questions to be completed:

- Type in **Business Name**.
- Select **Business Type** from dropdown box choices.
- Type in **Business Address**.
- Type in **Business Phone Numbers** (if known).
- Type in **Business Fax Number** (if known).
- Type in **Name of Opposing Attorney** (if known).

Then hit the **Save and Search** button. Legal Server will then run a conflict check on your Organization Opposing Party. If there is no conflict of interest with the opposing party, go to the **Adverse Party Conflict Status** dropdown box on this screen and select **No Conflict**.

Select “Add Additional Adverse Party” and repeat steps for each Organization opposing party. **Remember to hit the Save and Search button for each Organization opposing party. If you do not, you will not save the information you put in for the Organization opposing party.** After each Organizational opposing party is entered and



saved, hit the **Continue** button            to get to the next screen.

4. If the Opposing Party is **Common**, Legal Server will populate a list of common opposing parties of the SCLS. Select the appropriate **Common** opposing party from dropdown box and type in the Name of the Common Opposing Party’s Attorney (if known).

Then hit the **Save and Search** button. Legal Server will then run a conflict check on your Common Opposing Party. If there is no conflict of interest with the Common opposing party, go to the **Adverse Party Conflict Status** dropdown box on this screen and select **No Conflict**.

Select “Add Additional Adverse Party” and repeat steps for each Common opposing party. **Remember to hit the Save and Search button for each Common opposing party. If you do not, you will not save the information you put in for the Common opposing party.** After each Common opposing party is entered and saved, hit the

**Continue** button  to get to the next screen.

### **Screen 4: The Applicant Demographics Screen**

On this screen, you will enter the demographic information on the Applicant.

1. Select **Applicant’s Gender** from dropdown box choices.
2. Select **Applicant’s Race** from dropdown box choices.
3. Select **Applicant’s Ethnicity** from dropdown box choices.
4. Select **Applicant’s Marital Status** from dropdown box choices.
5. **Domestic Violence** check: Ask Applicant-if domestic violence is an issue in this case. If the answer is **YES**, then ask: **“How is the Abuser related to the Applicant?”** Please select your answer from the drop down box choices: 1) current or former spouse; 2) Current or former intimate partner; 3) Other family or household member; and, 4) Other
6. **Veteran Status** check: Ask Applicant-whether either the applicant’s status or any member of the applicant’s household is a veteran (defined as anyone who has served in the military, including the Reserves or National Guard). Select answer by clicking YES or No radio button.
7. Answer whether Applicant is a **Migrant** by clicking YES or No radio button.
8. Answer whether Applicant is **Literate** by clicking YES or No radio button.
9. Answer whether Applicant is **Disabled** by clicking YES or No radio button.

10. Answer whether Applicant is **Blind** by clicking YES or No radio button. If the answer is **YES**, answer the “**Prefer Braille**” question by clicking on the YES or No radio button. If the answer is **No**, proceed to step 11.
11. Answer whether Applicant is **Hearing Impaired** by clicking YES or No radio button. If the answer is **YES**, answer the “**Prefer to Use Sign Language**” by clicking on the YES or No radio button. If the answer is **No**, proceed to step 12.
12. Select **Applicant’s Current Living Situation** from dropdown box choices.
13. Answer whether **Applicant has Limited English Proficiency (Spoken)** by clicking YES or No radio button. If Applicant answers YES, select appropriate **Language** from dropdown box choices.
14. Answer whether **Applicant has Limited English Proficiency (Written)** by clicking YES or No radio button. If Applicant answers YES, select appropriate **Language** from dropdown box choices.
15. Select **Applicant’s Citizenship Status** from dropdown box choices. If Applicant is a Non-Citizen, Legal Server will populate the following to be completed:
  - Select **Applicant’s Immigration Status** from drop down choices.
  - Type in **Applicant’s Visa Number** (if appropriate).
  - Type in **Expiration Date of Applicant’s Visa** (if appropriate).

After you have completed the Applicant Demographic screen, hit the **Continue** button



to get to the next screen.

### **Screen 5: The Financial Information Screen**

On this screen, you will enter the gross income and assets for the Applicant and/or all members of the household where applicable. **When putting in income, you must remember to enter both an Amount and Period for each entry. Never leave anything blank. If there is no income, you must enter a “0” in the amount box.**

1. **Food Stamp Check.** Ask the Applicant whether the Applicant is getting food stamps by clicking choices in drop down box. If the answer is **No**, please refer Applicant to The Benefit Bank of South Carolina at (800) 726-8774 or <http://www.tbbsc.org>.
2. **Medicaid Check.** Ask the Applicant whether the Applicant is getting Medicaid by clicking choices in drop down box. If the answer is **No**, please refer Applicant to The Benefit Bank of South Carolina at (800) 726-8774 or <http://www.tbbsc.org>.

3. **Income Verification.** Ask the Applicant whether their income is **solely** derived from Medicaid, SSI, TANF, Family Independence, and/or SNAP. Select answer by clicking on YES or No radio button.

Ask the Applicant whether there is anyone else in their household that receives income. Select answer by clicking YES or No radio button. If the Answer to the household question is No AND the Answer to the Applicant's source of income being one of the five listed above is YES, the Applicant gets a pass and no other income or asset information is needed. **NOTE:** if an Applicant's income is derived solely from a governmental program for low-income individuals or families that has an assets test and has income standards that are at or below 125% of the Federal Poverty Guidelines, **the Applicant is eligible for LSC-funded legal assistance without an independent determination of the Applicant's income and assets.** The SCLS Board has determined that the following government programs have an assets test and income standards that are at or below 125% of federal poverty guidelines: **Medicaid; SSI; TANF; Family Independence; and, SNAP.**

4. **Household Income.** The first drop down box will have the **Applicant's Name** and the **Names of Applicant's Household Members** listed in it. Select **"Applicant"**.
5. The next drop down box is the **Income Source** box. Select the appropriate source of income from the list.
6. The next drop down box is the **Frequency** box. Select the appropriate timeframe in which the income source is paid from the list.
7. Enter the Amount of the income using \$00.00 format. **If you pick "Other Income" as income source, type in what the source of income is in the Relationship/Notes box located under the income information.**
8. **Repeat Steps 1 through 4 until you have the income information for each applicable person in Applicant's household. NOTE: Remember that Legal Server only gives you two (2) lines to enter the financial information of the**



**Applicant.** In order to get additional lines, you must click on the button located next to the income amount you typed in.

9. **Prospective Income Check.** Ask Applicant: **whether Applicant has reason to believe that their income is likely to change significantly in the near future.** Codify Applicant's response by clicking on the appropriate YES or NO radio buttons. If you answer **YES**, write down Applicant's reason in the **Prospective Income Notes Box** that will be populated by Legal Server.

10. Legal Server will calculate the Applicant's poverty percentage as you enter in the financial information. If the amount is in **green**, then the Applicant will be within the 125% poverty population. If the amount is in **red**, then the Applicant's poverty percentage will be over 125%.
11. If Applicant is over the 125% income guidelines of SCLS, the income waiver questions will appear as follows:
- a) **Ask for Waiver (Income)** – Intake staff should **NOT** answer this question.
  - b) **Are You Seeking to obtain governmental benefits for low income?** Answer by clicking Yes or No radio button. If **Yes**, write in the government benefit in the box.
  - c) **Does your income change throughout the year (i.e.) seasonal variations in income?** Answer by clicking Yes or No radio button. If **Yes**, write down how the Applicant's income varies throughout the year.
  - d) **Do you have unreimbursed medical expenses including insurance premiums?** Answer by clicking Yes or No radio button. If **Yes**, list the medical expenses and/or premiums and what the Applicant pays each month.
  - e) **Do you have fixed debts and obligations including unpaid federal, state or local taxes?** Answer by clicking Yes or No radio button. If **Yes**, list the debt and the monthly payments made by the Applicant.
  - f) **Do you have child care, transportation, and other expenses necessary for employment?** Answer by clicking Yes or No radio button. If **Yes**, list the expenses and the monthly payments made by the Applicant.
  - g) **Do you have non-medical expenses associated with age or disability?** Answer by clicking Yes or No radio button. If **Yes**, list the expenses and the monthly payments made by the Applicant.
  - h) **Are there any other significant factors related to your financial inability to afford legal assistance?** Answer by clicking Yes or No radio button. If **Yes**, list the reasons why Applicant can not afford private legal assistance.

**NOTE:** An electronic income waiver request can be sent to the SCLS General Counsel. Income waiver requests should **NOT** be asked for by the initial intake staff.

12. **Applicant's Asset Information.** Enter the following assets of the Applicant:

- a) **Cash and Bank Accounts:** Enter the amount of cash and amounts Applicant has in the bank using the \$00.00 format.
- b) **Personal Property:** Enter the value of the Applicant’s personal property using the \$00.00 format. Applicants have trouble with answering this question. Hint: Ask Applicant, what do you think you would get if you sold all the stuff in your home at a yard sale?
- c) **Real Property Not Home:** If the Applicant owns real property that is not the home, enter the **approximate value** of the property and the **loan balance** using the \$00.00 format. If the property is paid for, enter \$00.00 in for the loan balance. Legal Server will compute the equity in the property.
- d) **Vehicles (not being driven):** If the Applicant owns a vehicle that is not being driven, enter the **approximate value** of the vehicle and the **loan balance** using the \$00.00 format. If the vehicle is paid for, enter \$00.00 in for the loan balance. Legal Server will compute the equity in the vehicle.

**Note:** The aggregate value of assets shall not exceed fifteen thousand dollars (\$15,000) plus an additional \$1,000 for each additional household member.

After you have completed the Financial Information screen, hit the **Continue** button



to get to the next screen.



### Screen 6: The Case Questions Screen

Here is where you enter the facts given by the Applicant which address his/her legal problem. The last section of your playbook provides you with intake questions for some of the problems our clients face. The intake scripts are loaded in Legal Server.

On the Case Questions Screen, you will enter the “**Legal Problem Code**” for the Applicant’s legal issue. This will be the LSC legal problem code numbers. Once you put in the Legal Problem Code, Legal Server will populate the appropriate intake script for you to use. You can select a “**Special Legal Problem Code**” from the dropdown list to generate a specific intake script for a specific substantive issue. For example, to get the intake script for an “Order of Protection” intake, you have to enter 37 in the Legal Problem Code, then select 37A Order of Protection in the Special Legal Problem Code” drop down box.

Once you have populated the appropriate intake script, it will appear in a yellow box under Case Fields. You have the option of answering each question by typing the answers free form in the **Case Facts** box or you can drop the script and type your answers alongside the questions by hitting the “**Add Script?**” button. **NOTE:** If you choose to type your answers alongside the questions, the script will fall in the **SC Script Note** box and not the **Case Facts** box. You **MUST** then cut and paste the script questions and/or to the Case Facts box since it is a mandatory field. If you do not put anything in the Case Facts box, you will not be able to complete the intake.

### **Limited Representation Statement**

After you have completed putting in the case facts in the Case Questions screen, the following three (3) statements that should be read to the Applicant:

- 1. I need to advise you that there are different levels of what can happen to your intake: it could be denied, or it could be accepted. If accepted, it may be accepted for the limited purpose of counsel and advice, some brief assistance or for more extended representation.**
- 2. We need your consent to allow us to share information about your case with private volunteer attorneys who may be available to represent you.**
- 3. We also need your consent to share your intake information with outside parties who provide us with the funding as part of their review of the work we do.**

The Intake staff **MUST** record Applicant’s response to each question by clicking on the appropriate YES or No radio button. Once a radio button is selected, Legal Server will populate the Applicant’s response on the intake.

The Intake staff **MUST** immediately alert their Managing Attorney if the Applicant does not agree to limited representation or does not agree to have their intake and all other documents related to their intake be referred to an outside attorney for representation.

**NOTE:** If the intake is completed at a local office (in person), the Applicant should sign and date the Consent to Possible Limitation of Service along with the LSC Compliance documents.

### **What to tell Applicant after Limited Representation Statements Read: Time Frame for Final Eligibility Determination**

Once an intake is completed, the intake staff shall inform the Applicant that a Managing Attorney will review the intake for final determination as to eligibility and that there are no guarantees as to acceptance. The intake staff shall inform the Applicant that they should receive notice on whether their case has been accepted within the next seven (7)

business days. Finally, the intake staff shall inform the Applicant to call the SCLS intake line or the SCLS managing attorney to get an update on the status of their intake if they have not received anything from SCLS within seven (7) business days from the date of intake. The Intake Staff should click on the box above the last “Consent Box” on the Case Questions screen. Once the intake staff clicks on the box, the intake will show that the Applicant was advised on the time frames for final eligibility determination.

After you have completed the Case Questions screen, hit the **Continue** button  to get to the next screen.

### **Screen 7: The Case Disposition Screen**

This is the final screen of the Applicant’s intake. At the top of the Case Disposition Screen, you will see the following summary:

- ✔ Client Conflict Status is eligible
- ✔ Adverse Party Conflict Status is eligible
- ✔ Legal Problem Code is eligible
- ✔ Citizenship Status is eligible
- ✔ Immigration Status is Not Applicable
- ✔ Client Income (Including Override) is eligible
- ✔ Assets is eligible

If you see the above, Legal Server will populate the Answer “YES” to the Question of whether the intake is LSC eligible. An **X** next to one of the seven (7) eligibility factors means that the intake may not be eligible to count for LSC purposes unless a waiver or form is added to the case file.

There are three (3) drop down boxes that are required fields that must be answered correctly in order to insure the intake gets to the proper Office’s Pending list. These are:

- **Office Box** – Select the Office where you want the intake to go to. Legal Server will populate this selection for you by picking the office at which the intake was completed.
- **Program Box** – Legal Server will populate the answer of “Staff” for you.

- **Caseworker Box** – Selecting “zzTransfer, Office” will put the intake in pending list for the office selected. For example, the SCLS Intake Office staff should make sure that “LATIS” is selected in the Office Box, “Staff” is selected in the Program box, and “zzTransfer, LATISOffice” selected in order to transfer the intake to the Intake Office pending list.

**NOTE:** When an intake is being assigned to SCLS staff, the Assignment Office will revert back to the LATIS office selection. **Staff must remember to select their Office and save selection or the intake will not show up on any Office caseload report.** The intake will, however, show up on the caseload report for the assigned staff person in the local office, and it will show up on a LATIS caseload report.



After you have completed the Case Disposition Screen, hit the **Continue** button  to save the completed intake.

**NOTE:** One more thing to do: pull the intake up and go to the **Funding Code** [Edit] link. Click on the Funding Code link. Legal Server will populate LSC as your funding code. Select the proper Funding Code and hit **SAVE**.



### **Recording Your Intake Time**

Once an intake is completed, the Intake Staff should record their time by going to the **Timekeeping Tab** or by going to **Add Client Time** link in Legal Server.

- Make sure that **Date of Service** box has the correct date the intake was completed.
- Make sure that **Caseworker** box has your name in it.
- Make sure that **Activity Type** box has “Case Activity” in it.
- Select “**Intake**” from the **Activity Code** dropdown list.
- Select appropriate Fund Code from the **Funding Code** dropdown list. Intake Office Fund Code should always be LSC.
- Make sure that your office appears in the **Office** box.
- Enter the time spent on completing intake in **Time Spent** box. Intake times should be entered in increments of **.25**.

- Type in “Intake” or other note in **Activity Details** box.
- Hit **Continue** to save time slip.

### **After the Applicant’s Information is Entered in Legal Server**

Non-emergency intakes are printed and put in an intake box. The SCLS Intake Office managing attorney reviews all intakes for acceptance, transfer, or denial. Each day, the SCLS Intake Office managing attorney reviews intakes that are within the SCLS priority guidelines and are eligible for legal assistance unless the SCLS Intake Office managing attorney is on vacation or out of the office for more than two (2) days. The SCLS Intake Office managing attorney reviews the intakes for acceptance by the SCLS Intake Office, rejection, and/or transfer to a local SCLS Office for further review for possible representation.

If an intake requires only counsel and advice, the SCLS Intake Office managing attorney assigns those cases to him and/or his staff. These include one-year separation advice letters with pro bono referrals and Chapter 7 bankruptcy cases where there is no home or car at risk of loss. Each week, the managing attorney prepares a case acceptance memo for cases assigned to SCLS intake attorney and the SCLS Intake Office managing attorney for counsel and advice, prints a copy of the report and emails it to the Intake Office Staff, Director of Litigation, and General Counsel.

Intakes that are within our service priority guidelines and financially within our guidelines (exception grant cases) are transferred to the local SCLS Office via Legal Server.

Applicants that are income and asset ineligible (excluding grant cases) are sent a denial letter by the SCLS Intake Office managing attorney. Applicants whose case is not within our service priority guidelines receive a denial letter sent by the SCLS Intake Office managing attorney.



### **Denial at Intake**

**An intake for services may be denied for the following reasons:**

- Applicant withdrew prior to services rendered
- Conflict of Interest exists
- The case is a duplicate
- Eligible client, no service

- Within priorities, no service
- Not within priorities
- Other grant, no service
- Outside Service Area-refer to LSP in Another State
- Over income/assets; no other grant available
- Referred no service

It is the policy of SCLS that all Applicants who have their intake denied for services shall be mailed a denial letter explaining the reason for the denial. The decision to deny an Applicant's intake for services shall solely be the decision of the managing attorney and/or Supervising Attorney of the local SCLS Office the Applicant resides.

Additionally, the denial letter sent to the Applicant should mention SCLS has limited resources and that there are not enough resources to handle cases for our entire client population. Applicants who desire a review of the decision should be given assistance to pursue their grievance.

As a result of SCLS having limited resources, the denial letter sent to the Applicant should mention the continual assessment of the needs of our clients and invite the Applicant to contact the local Office so that they can be sent a needs assessment survey to complete when SCLS reassesses its service priority guidelines.

If the Applicant contacts the local Office and wants to be sent a needs assessment survey, the Office Manager of the Office or the managing attorney's designee shall be responsible for keeping a list of all Applicants and/or clients who wish to be sent a need assessment survey. The Office Manager or the managing attorney's designee shall also be responsible for mailing the need assessment survey to the Applicant when SCLS reassesses its' priorities.

Clients determined to ineligible for legal assistance from SCLS for any reason will be additionally referred to the internet resource [www.lawhelp.org/sc](http://www.lawhelp.org/sc) for further information.

When a case is denied and the Applicant is referred to another source of assistance, the appropriate "Other Services" referral should be recorded in Legal Server.

## Out of State Referrals to Another Legal Services Provider



### SCLS Intake Office intake procedure:

- When an intake staff member completes an intake where it appears to be an out-of-state case, the intake is brought to the SCLS Intake Office managing attorney upon completion of the intake.
- The SCLS Intake Office managing attorney reviews the intake to see whether the intake should be referred out-of-state or whether the Applicant can file an action in South Carolina.
- If the intake should be referred out-of-state, the SCLS Intake Office managing attorney determines the State Legal Aid agency to which the intake is to be sent.
- The out-of-state intake referral is mailed to the appropriate legal services agency for the state where the legal issue arises and a letter is sent to the Applicant notifying them of the out-of-state referral. For out-of-state emergency referrals, the intake is also faxed to the appropriate legal services agency.

### Where to send the out-of-state referral (general use):

- If the Applicant does not know the County that the intake is to be referred to, the County is determined by using the following website: **www.naco.org**. This website allows you to find the County by finding the city where the out-of-state party resides.
- Once the proper County is found, the proper legal aid provider needs to be found. In order to find the proper legal aid provider, you can go to the following website: **www.lawhelp.org**. You would find the State you are going to send the referral to and click on the link. You will then click on legal services provider and the county to find out where to send the out-of-state referral.
- Before sending the referral, it is wise to go to that legal services' website to make sure that the address, telephone number, and fax number is the same as what you found on the Law Help website. You should use the address, telephone numbers, and fax numbers on the website to insure accuracy in your mailing of the referral.

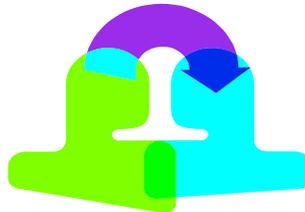
- If you find more than one legal services provider for the county, it is suggested that you check the websites and look at the priorities guidelines for both legal service providers in order to insure accuracy in your mailing of the referral.
- If the referral is an emergency, you should also fax the referral to out-of-state legal services provider.

### **Intake Transfer when Intake Managing Attorney is not in Office**

If the SCLS Intake Office managing attorney is out of the office for more than two (2) days of intake line operation, the intake staff will continue intake for the SCLS local offices. However, there will be no review of intake for acceptance by the SCLS Intake Office. All intakes will be transferred to the local offices.

Prior to the absence, the SCLS Intake Office managing attorney will send an email to the SCLS managing attorneys notifying them of the impending absence and reminding them that intakes will be sent without prior review. Further, the SCLS Intake Office managing attorney will request each managing attorney provide him with the name of a contact person(s) for their respective Office who will be responsible for receiving email alerts regarding possible emergencies transferred to the local Office. Once the contact list is completed, the SCLS Intake Office managing attorney forwards the list to the intake staff with directions to send possible emergencies by email to those listed. The person who completes the intake will transfer the intake to the Office and then send an email to the individual offices' contact person alerting them of possible emergency intake transfer.

If the SCLS Intake Office managing attorney is out of the office for a short period of time (less than 2 days), the intake staff will give any possible emergency intake to the SCLS Intake Office or the managing attorney's designee to transfer the emergency intakes and to send an email alerting the managing attorney of the transfer of a possible emergency. The non-emergency intakes are put in the intake box and will be reviewed for acceptance, transfer, and/or rejection when the SCLS Intake Office managing attorney is back at the SCLS Intake office.



### **Transfer of Intakes Between Offices**

It is sometimes necessary to transfer intakes from one office to another. If it is determined that a new intake should be transferred from one office to another office, an email is used to notify the Managing Attorney of the receiving Office, with a “cc” to the office manager, including notice of any deadlines or impending hearing dates. Transferred intakes must be complete prior to transfer, including transcription of any handwritten notes into the “case facts” screen.

**Standard Transfer Intake Guide**

<b>OFFICE</b>	<b>COUNTIES SERVED</b>	<b>WHO TO SEND POSSIBLE EMERGENCY EMAIL NOTIFICATION</b>	<b>AVAILABLE GRANTS FOR SERVICE AREA</b>
<p align="center"><b>Charleston</b></p>	<p align="center">Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, and Jasper</p>	<p align="center">angelamyers@sclegal.org; mariarollerson@sclegal.org;</p> <p align="center"><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p align="center">fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p align="center"><b><u>Title III B grant:</u></b></p> <p align="center">Charleston, Berkeley, and Dorchester</p> <p align="center"><b><u>Bankruptcy Intakes:</u></b></p> <p align="center">send all bankruptcy intakes for the Charleston service area to the <b>Charleston office</b></p> <p align="center"><b><u>Public Benefit Intakes:</u></b></p> <p align="center">Send all public benefit intakes for the Charleston service area to the <b>Charleston office</b></p>

<p><b>Columbia</b></p>	<p>Lee, Lexington, Kershaw, Richland, and Sumter</p>	<p>susanfirimonte@sclegal.org; lauriericard@sclegal.org;</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Midlands Title III B grant:</u></b></p> <p>Richland and Lexington</p> <p><b><u>Santee- Lynches Title III B contract:</u></b></p> <p>Kershaw, Lee, and Sumter</p> <p><b><u>VOCA grant:</u></b></p> <p>Richland, Lee, Lexington, Kershaw, Newberry, and Sumter</p> <p><b><u>Public Benefit Intakes:</u></b></p> <p>Send all public benefit intakes for the Columbia service area to the <b>Columbia</b> office</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Columbia service area to the <b>Columbia</b> office</p>
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<p><b>Conway</b></p>	<p>Georgetown, Horry, Marion, and Williamsburg</p>	<p>angelameyers@sclegal.org; nettieeady@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Pee Dee Title III B grant:</u></b></p> <p>Marion</p> <p><b><u>Waccamaw Title III B contract:</u></b></p> <p>Horry, Georgetown, and Williamsburg</p> <p><b><u>Public Benefit transfers:</u></b></p> <p>Send all public benefit intakes for the Conway service area to the <b>Conway Office</b></p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Conway service area to the <b>Conway office</b></p>
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<p><b>Greenville</b></p>	<p>Anderson, Greenville, Oconee, and Pickens</p>	<p>kimakanichols-graham@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>eddiemcdonnell@sclegal.org; jamiebell@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p> <p><b><u>For foreclosure cases, also send an email alerting the possible emergency to:</u></b></p> <p>markfessler@sclegal.org</p> <p><b><u>For housing cases, also send an email alerting the possible emergency to:</u></b></p> <p>michaelgambrell@sclegal.org</p> <p><b><u>For consumer cases, also send an email alerting the possible emergency to:</u></b></p> <p>susaningles@sclegal.org</p>	<p><b><u>Title III B grant:</u></b></p> <p>Anderson, Oconee, Pickens, and Greenville</p> <p><b><u>VOCA grant:</u></b></p> <p>Anderson, Greenville, Oconee, Greenwood, and Pickens</p> <p><b><u>Public Benefit transfers:</u></b></p> <p>Anderson, Greenville, Oconee, and Pickens</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Greenville service area to the <b>Greenville office</b></p>
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<p><b>Greenwood</b></p>	<p>Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry, and Saluda</p>	<p>frankcannon@sclegal.org johnarmstrong@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>eddiemcdonnell@sclegal.org; jamiebell@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Public Benefit transfers:</u></b></p> <p>Abbeville, Edgefield, Greenwood, McCormick, Saluda, Aiken, Newberry, Allendale, Barnwell, and Bamberg</p> <p><b><u>Title III B grant:</u></b></p> <p>Newberry</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Greenwood service area to the <b>Greenwood office</b></p>
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<p><b>Orangeburg</b></p>	<p>Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg</p>	<p>sheilathomas@sclegal.org; lauritzahill@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>eddiemcdonnell@sclegal.org; jamiebell@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Public Benefit transfers:</u></b></p> <p>Orangeburg and Calhoun</p> <p><b><u>Lower Savannah Title III B contract:</u></b> Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Orangeburg service area to the <b>Orangeburg office</b></p>
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<p><b>Pee Dee</b></p>	<p>Chesterfield, Clarendon, Darlington, Dillon, Florence, and Marlboro</p>	<p>susanfirimonte@sclegal.org; silvanatreaster@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>susanfirimonte@sclegal.org; silvanatreaster@sclegal.org;</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Pee Dee Title III B grant:</u></b></p> <p>Chesterfield, Darlington, Dillon, Florence, and Marlboro</p> <p><b><u>Santee-Lynches Title III B contract:</u></b></p> <p>Clarendon</p> <p><b><u>Public Benefit transfers:</u></b></p> <p>send all public benefit intakes for the Pee Dee service area to the <b>Pee Dee office</b></p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Pee Dee service area to the <b>Pee Dee office</b></p>
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<p><b>Rock Hill</b></p>	<p>Chester, Fairfield, Lancaster, and York</p>	<p>eddiemcdonnell@sclegal.org; marylee@sclegal.org</p> <p><b><u>For Public Benefits transfers (LSC Code 73, 74, and 75) add:</u></b></p> <p>jamiebell@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>eddiemcdonnell@sclegal.org; jamiebell@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Public Benefit transfers:</u></b></p> <p>Chester, Fairfield, Lancaster, York, and Union</p> <p><b><u>Title III B grant:</u></b></p> <p>Fairfield</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Rock Hill service area to the <b>Rock Hill</b> office</p>
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<p><b>Spartanburg</b></p>	<p>Cherokee, Spartanburg, and Union</p>	<p>eddiemcdonnell@sclegal.org</p> <p><b><u>For Public Benefits transfers (LSC Code 73, 74, and 75) add:</u></b></p> <p>jamiebell@sclegal.org</p> <p><b><u>For Public Benefit cases (74 and 75) needing to be filed in U.S. District Court transfer to Rock Hill send email to:</u></b></p> <p>eddiemcdonnell@sclegal.org; jamiebell@sclegal.org</p> <p><b><u>For LITC (statewide) cases transfer to Greenville and send email to:</u></b></p> <p>fredpfeil@sclegal.org thomasbruce@sclegal.org angelaperez@sclegal.org</p>	<p><b><u>Title III B grant:</u></b></p> <p>Spartanburg and Cherokee</p> <p><b><u>Public Benefit transfers:</u></b></p> <p>Laurens, Cherokee, and Spartanburg</p> <p><b><u>Bankruptcy Intakes:</u></b></p> <p>send all bankruptcy intakes for the Spartanburg service area to the <b>Spartanburg</b> office</p>
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## **SCLS Intake Line Evaluation**

The SCLS Intake Office managing attorney will run monthly reports for open cases, closed cases, pending, cases, and denied cases. Additionally, monthly telephone reports will be run in order to review the number of calls made to the SCLS intake line, the number of abandoned calls, the number of queued calls, the daily average abandon queue time, and the daily average queue time for the month.

Upon request of the SCLS Executive Director, the SCLS Intake Office managing attorney will submit a report to the SCLS Executive Director which includes the statistics detailed above.



## **Acceptable Wait Times in Queue**

The purpose of providing wait times in a report is to assess whether the wait times in queue meet a high quality of service for clients. An “acceptable daily average wait time” in queue is not a constant. One caller’s acceptable wait time may not be an acceptable wait time of another caller.

The telephone software suggests that any average daily wait time of more than 10 minutes of all the queued calls is an unacceptable wait time, as seen by the wait time box shading red. Average answered queued calls and average abandoned queue wait times will be given to the SCLS Executive Director, upon request, in a report prepared by the SCLS Intake Office managing attorney. In addition, average wait times will be reviewed in comparison with the client satisfaction survey card results returned during the quarter.

The client satisfaction survey card sent to clients of SCLS include a question where clients are asked how long they were on hold before they talked to someone and how many times they called the SCLS intake telephone line before speaking with an intake staff person. This data will be included in the telephone report.

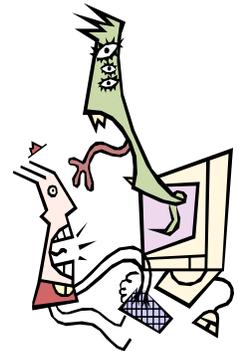
Additionally, the SCLS Intake Office report will include case statistics for those cases that were closed by the SCLS Intake Office and for those cases transferred by the SCLS Intake Office. The case statistics will be sorted by substantive area of law and by

geographical area. The purpose of including case statistics in the report is to assess whether SCLS is providing relatively uniform access of services to their client population and to assess where there may be some area of unmet need or whether there is a client population that does not have access to the civil legal justice system.

Lastly, the trends and statistics in the report will be discussed as an agenda item at each managing attorney's meeting for comment and analysis. Any proposed changes or recommendations made by the management team at the managing attorney's meeting will be forwarded to the SCLS Board's Priority Committee for them to review and take to the SCLS Board if needed.

### Dealing with Problem Callers

The people who are calling the intake line usually feel that they are in some kind of "crisis" situation when they call. Every caller will not be calm, considerate, and coherent. It is your job to redirect the caller's emotions so that they can tell us what we need to know.



#### ANGRY CALLERS

When an Applicant gets angry, keep the tone of your voice calm and avoid sounding defensive. **Do not take it personally!** You should acknowledge the Applicant's anger by saying something like "I can hear that you are angry" even if you do not agree with what the Applicant is saying. Sometimes you need to let the caller vent. When you speak, be direct and concise. Focus on what can be done for the Applicant rather than their behavior.



#### ABUSIVE CALLERS

For abusive callers: **BE ASSERTIVE, without being loud.** Tell the caller that we cannot continue with the intake if they continue to use profane and/or abusive language. Give the caller a moment to compose themselves.

If the caller continues to be abusive, tell the caller, in a firm and calm voice, that there is nothing we can do to assist them and that they should call back when they have gained their composure. Then END the call. Give yourself time to regroup before you take your next call.

**Do not take it personally!** You did not create the situation the Applicant is facing, and often they are not really mad at you.



### TALKATIVE CALLERS

Sometimes you will get someone who just wants to talk or who rambles from one point to another. In order to keep the conversation on point, ask closed questions (YES or no responses). **Do not engage in off topic discussions.** You must bring the caller back to the point if they tend to stray into side issues. Politely interrupt the caller, if necessary, to bring them back to the issue at hand. Explain that there is nothing further you can do at this time and that you need to move on to the next caller.

### MENTAL HEALTH CALLERS

For callers with mental health issues, you should focus on concrete issues. If necessary, interrupt to redirect the caller. **Do not engage the caller regarding any delusional statement.** For example, do not challenge or reinforce the caller's beliefs that their blood was taken and given to the President. **Be very clear about what we can and cannot do to assist the caller.**



### COMPLAINT CALLERS

When an Applicant or client calls to complain, remember there are two sides (at least) to every story. Do not make any judgments about the complaint. Your managing attorney will get involved and try to resolve the matter informally with the caller. Remember there is a grievance procedure that will be followed if the caller insists on pursuing the matter. You will be allowed to give your version of what happened prior to any action taken on the complaint.

## Intake Procedure for Migrant Cases

**Walk-ins:** When a person walks into a local SCLS office and it appears that the person has a migrant problem and cannot speak English, please contact SCLS Migrant Division staff immediately.

**Intake Office Referral:** If SCLS Migrant staff cannot be contacted, please tell your staff to call the Intake Office number, explain the situation to the Spanish speaking staff at the Intake Office or to a Spanish speaking staff in another office. The Spanish speaking staff will take the Applicant's name and contact number and email the Migrant Staff with the information after reassuring the Applicant that someone will be in touch with them.

## SCLS Migrant Division Priorities

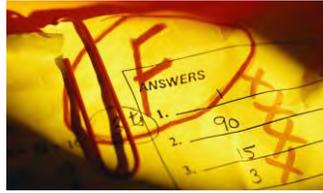


### A. Employment Conditions:

#### Cases:

- Wage Problems (getting all wages, not getting minimum wage, illegal deductions)
- Abuse by contractors, false promises, lack of toilets, clean drinking water and hand washing at work
- Discrimination on the job such as: age, disability, nationality, race, religion, or sex
- Retaliation for reporting violations of law or claiming your rights
- Sexual harassment
- Problems in nurseries, canneries, packing sheds
- Housing where required to be provided by the employer

## B. Education and Schools:



### Cases:

- Discrimination in schools, including unjust suspension or expulsion of students
- Problems with migrant education programs

## C. Civil Rights:

### Cases:

- Violation by Law Enforcement
- Violation by INS
- The need to educate people about the changes in immigration law



## D. Housing Problems:

### Cases:

- Improve compliance with housing codes and municipal codes
- Prevent homelessness
- Prevent redlining

**E. Health Care Problems:**



**Cases:**

- Pesticide poisoning
- Problems getting help from farm worker or low-income medical clinics



**F. Consumer Problems:**

**Cases:**

- Assure enforcement of existing consumer protections
- Warranty issues
- Bankruptcy
- Utility cut-offs

## **Emergency Disaster Plan for Continuing Intake for Eligible Applicants**



If the SCLS Intake Office becomes inoperable as a result of a disaster (i.e., fire, flood, hurricane, etc.), the following procedure for continuing intake goes into effect: The Legal Server Case Management System (CMS) and the Intake Call Center can be accessed via the World Wide Web. In case of an emergency, the Information Technology Manager will provide the SCLS Office intake staff with the website address needed to access Legal Server and the Intake Call Center from their home computers. A pre-recorded emergency message will instruct those calling into the SCLS intake line that the SCLS Intake Office is inoperable due to an emergency. The telephone message will instruct those individuals having access to a personal computer to email a message to the SCLS Intake Office managing attorney asking them to contact them regarding the need for an intake. The SCLS Intake Office managing attorney will monitor his email so that he can forward the Applicant's request for services to one of the SCLS Intake office staff working at home. The SCLS intake staff will then contact the Applicant and screen the Applicant for eligibility. If the Applicant is financially eligible for legal services and the Applicant's problem is within the service priority guidelines of the SCLS, an intake will be done for the Applicant. Callbacks will be done as soon as Legal Server is operable. The Applicants will be advised as to when they can expect to so receive a call back.

The SCLS intake staff will log the telephone calls made from their home on an SCLS telephone log so that they can be reimbursed for any long distance charges they may incur as a result of conducting statewide intake at their home. The SCLS telephone log will ask for the date the call was made, the name of the individual called, and the disposition of the call made. A copy of the SCLS intake staff's telephone bill will be submitted along with the telephone log to insure proper reimbursement. Failure to log calls and submit a telephone bill will result in no reimbursement being made to the SCLS intake staff for the calls made pursuant to the emergency disaster policy. The SCLS Comptroller shall make every effort to send a telephone reimbursement check to the appropriate SCLS intake staff member before their telephone bill comes due.

If the Internet is operable in other offices near the SCLS Intake Office, the intake staff can take their phones and go to other offices in the state, plug their phone into a jack in the other office, and begin to answer intake calls like normal.

If the emergency situation causes the internet and the telephone is inoperable statewide, the SCLS intake staff may be assigned by the SCLS Executive Director to report for work at one of the local SCLS Offices to assist with doing hand written intakes for those who come to the local SCLS Office for assistance. The written intake form is in the SCLS Procedure Manual. The assignment of staff to a local SCLS Office will continue until the SCLS Intake Office becomes operable or until the Internet and the telephones become operable statewide, which ever occurs first.



## INTAKE SCRIPT QUESTIONS

The following are questions to ask the Applicant based on the specific area of law. Some fact situations will not fit neatly into these questions. Staff should use common sense, their training and experience to guide them to ask appropriate questions and gather all relevant information.

These questions are a guide for completing an intake. Remember, the Applicant's fact scenario is important and the intake **MUST** reflect what had happened to Applicant that caused him/her to call for legal services.

### Consumer/Finance

#### **(01) Bankruptcy:**

**Prescreening:** If an Applicant calls for a bankruptcy, ask the Applicant:

- Have you attended Consumer Credit Counseling?

**NOTE:** The Bankruptcy Reform Act of 2005 calls for mandatory consumer credit counseling prior to filing a bankruptcy. Also, the Bankruptcy Reform Act of 2005 provides free consumer credit counseling for those qualified indigent.

If the Applicant says they have **NOT** received consumer credit counseling:

- **REFER** Applicant to Family Service Inc. at **(800) 232-6489 ext. 7818** or **(843) 735-7818** or their website at **www.fsisc.org**.
- **REVIEW** the Applicant's household gross monthly income. If Applicant appears to be eligible for legal services, **TELL** Applicant to inform Consumer Credit Counseling agency that they contacted legal services, are financially eligible for legal services and want to request that the fee for consumer credit counseling be waived.
- **PROCEED** with doing intake for bankruptcy

## **Bankruptcy Intake Questions:**

- What does Applicant want?
- Why do you want to file for bankruptcy?
- When did you go to Consumer credit counseling and get your certificate of completion?
- Certificate number?

**NOTE: Consumer credit counseling certificates are only good for six (6) months. If the Applicant's certificate has expired, refer the Applicant back to consumer credit counseling for a new certificate.**

- Have you ever filed bankruptcy before?
- **IF YES**, ask: When was the last time you filed bankruptcy?
- What Chapter bankruptcy did you file?

**NOTE: Under the Bankruptcy Act, a person must wait eight (8) years to file a Chapter 7 bankruptcy if they had previously filed a Chapter 7 bankruptcy action and had their debts discharged. Under the Bankruptcy Act, a person can file Chapter 13 bankruptcy actions back to back as long as dismissal order is without prejudice.**

- Have you filed a tax return in the last three years?
- What happened to your bankruptcy action?
- Was it dismissed? Discharged?
- Do you work?
- **IF YES**, ask: What is your gross monthly income?
- Do you have at least six months of pay stubs in your possession?

## **Homeownership**

- Do you own your home or are you buying a home?
- What are you buying a house, mobile home, condo, etc?

- If Applicant is buying a mobile home, is there land attached to the mobile home mortgage or are you buying just a mobile home?
- If you own your home, how much do you think it is worth?
- Are you living in your home?
- Is your house listed as collateral on any of your debt **beside** your mortgage?
- **IF YES**, ask: What debt(s) has your home listed as collateral?
- What is the name of your mortgage company?
- Is there a co-signer on the mortgage?
- **IF YES**, ask: Who is the co-signer?
- What relationship, if any, is the co-signer to you?
- What is your house payment?
- Are you current or behind in your house payment?

**IF Applicant is behind in mortgage payment, you should ask:**

- How far behind are you in your house payment?
- How much do you owe?
- Is this the original mortgage or have you had your mortgage refinanced?

**Second Mortgage**

- Do you have a second mortgage?
- What is the name of your mortgage company for the second mortgage?
- Is there a co-signer on the second mortgage?
- **IF YES**, ask: Who is the co-signer?
- What relationship, if any, is the co-signer to you?
- What is your mortgage payment for the second mortgage?

- When was the last time you made your second mortgage payment?

**If Applicant is behind in second mortgage payment, you should ask:**

- How far behind are you in your second mortgage payment?
- How much do you owe?
- Is this the original second mortgage or have you had the second mortgage refinanced?

**If Applicant Rents:**

- How much rent do you pay?
- How often do you pay rent?
- Are you current on your rent?

**If Applicant is behind in rent, ask:**

- How far behind are you in your rent?
- What is total arrearage owed your rent?
- Have you been served with eviction?

**Motor Vehicles**

- Do you own any cars or trucks?
- When did you buy your car(s) or truck(s)?
- **IF YES**, ask: What are the make, model, and year of your car(s)?
- How many doors on your car(s)?
- What is the mileage and condition of your car(s)?
- What is the name of the creditor(s) that financed your car loan(s)?
- What is your monthly car payment?
- Are you behind in your car payment?

- **IF YES**, ask: How far behind are you?
- Giving your **best guess**, what is the value of your car(s)?
- Is your car(s) listed as collateral on any of your debt other than the car loan?
- **IF YES**, ask: What debt(s) has your car(s) listed as collateral?

**The Monthly Basic Living Expenses for Applicant are:**

- Electric bill?
- Telephone?
- Gas?
- Water?
- Satellite or Cable TV?
- Internet?
- Other utilities?
- Food?
- Clothing expense?
- Transportation?
- Laundry and cleaning?
- Upkeep on the home?
- Charity?
- Medical and dental expenses?
- Home insurance?
- Rental insurance?
- Life insurance?
- Medical insurance?

- Car insurance?
- Car taxes?
- Property taxes?
- Furniture payments?
- Child support payments?

**List of Applicant's debts (creditors owed)**

- Ask for the monthly payment for each debt
- Are you current or behind on the debt?
- **If Applicant is behind on debt**, ask: How far behind are they?
- What is balance owed on the debt?
- Do you have collateral listed on your debt?
- What collateral do you have listed on your debt?
- Do you still have the collateral in your possession?

**Student Loans**

- Do you owe any student loans?
- **IF YES**, ask: Who do you owe?
- How much do you owe?

**Delinquent Taxes**

- Do you owe any back taxes?
- **IF YES**, ask: Who do you owe?
- How much do you owe?

**NOTE: If Applicant owes Federal Income tax, an additional intake for possible representation under the LITC grant should be completed.**

After entering the answers to the questions above, **TELL** Applicant that the managing attorney will review their application to see if a bankruptcy should be filed or whether SCLS will provide assistance filing a bankruptcy under Chapter 7 or 13.

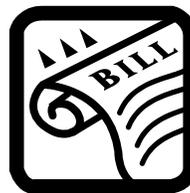
For Chapter 7, if the bankruptcy is needed to save a home, car, or medically necessary equipment or where there is substantial harassment from creditors affecting mental health and/or physical well-being of the Applicant, the intake is transferred to the local SCLE offices.

If the SCLS Intake Office managing attorney can answer “YES” to the following question, then the intake gets transferred because the case should meet the SCLS priority guidelines: If the unsecured debt was discharged, would Applicant have enough money to continue making the mortgage, car, and/or other secured debt without any further hardship?

If the SCLS Intake Office managing attorney can answer “no” to the above-referenced question, the case is assigned to the SCLS Intake Office and a counsel and advice letter is sent to the Applicant about filing a Chapter 7 bankruptcy and the intake is referred to the S.C. Pro Bono Program.

For Chapter 13 intakes, the SCLS Intake Office managing attorney reviews the Applicant’s intake to see if it is a possible emergency and transfers the intake accordingly to the applicable SCLS office.

**(02) Collection (Including Repossession/Deficiency/Garnishment):**



**For collection intakes, you should ask:**

- Have you been served with collection pleadings?
- **IF YES**, ask: When where you served?
- How were you served?
- When did you get served?
- What relief is the creditor seeking?
- In what Court is the collection action filed?

- What is the Docket Number on the pleadings you were served with?
- Do you have the original or copy of the contract or loan documents?
- Are there any co-debtors to the loan in question? If YES, who?
- Do you owe the debt the creditor is seeking?
- **IF YES**, ask: Do you owe the amount the creditor is seeking?
- **IF NO**, ask: Why don't you owe the amount? What is your proof that you do not owe the debt?
- What is the length of the loan?
- What is the interest rate of the loan?
- Did you list any property as collateral on your loan application?
- **IF YES**, ask: What collateral did you list?
- Has the property been repossessed?
- **If property was repossessed**, ask: What property did the creditor repossess?
- When did the creditor repossess the property?
- Did the creditor send a Right to Cure letter to you giving you a deadline to make payment current in order to avoid repossession?
- **IF YES**, ask: When did you receive the Right to Cure letter?
- Have you received a Right to Cure letter at any other time during the life of the loan?
- **IF NO**, ask: Have you moved from the place you were living when you got the loan? Did you notify your creditor of your move?



**(03) Contracts/Warranties:**

**For breach of contract intakes, you should ask:**

- What does Applicant want?
- Did you have a written contract with the OP or was it a verbal contract?
- If the contract was an oral contract, were there any witnesses to your oral contract?
- What were the terms of your contract?
- What were your responsibilities under the contract?
- What were the Opposing Party's responsibilities under the contract?
- Do you have the original or copy of the contract or loan documents?
- What did the Opposing Party (OP) do that breached your contract?
- Did you do anything that would be considered a breach of your contract? If so, what did you do?
- What do you want to do about the OP's alleged breach?
- What evidence do you have to establish that the OP breached the contract?

**NOTE: Please remind Applicant to bring contract with them to any appointment that is scheduled by the local SCLS office.**

**For warranty intakes, you should ask:**

- What do you want SCLS to help you with?
- Was there a warranty on the item you bought from OP or was the item bought "As Is"?

- **If Applicant states there was a warranty on the purchase**, ask: What was the warranty?
- Was the warranty given to you by the OP written or verbal?
- **If the Applicant answers that there was a verbal warranty**, ask: do you have any witnesses to the verbal warranty? List witness and relationship to Applicant.
- Was an extended warranty purchased?
- **IF YES**, What did you pay for the extended warranty?
- What was the warranty you paid for?
- Was the extended warranty oral or written?
- **If Applicant answers that there is an oral extended warranty**, ask: do you have witnesses to the extended warranty?
- What proof do you have that the OP breached the warranty given to you or paid for by you?

**(04) Collection Practices/Creditor Harassment:**

- What do you want SCLS to do about your legal problem?
- Are you being denied access to obtaining credit from OP?
- **IF YES**, ask: How are you being denied access to credit?
- What proof do you have that the OP is denying you access to credit?
- What is wrong with your credit report? How is your credit report wrong?
- What proof do you have that your credit report is wrong?

**For intakes involving creditor harassment, you should ask:**

- What does Applicant want?
- Who is the creditor harassing you?

- Is the creditor a collection agency?
- Is the creditor trying to collect on its own debt?
- How is the creditor going about collecting the debt?
- Please give examples of conduct by the creditor that you consider harassment.
- Did you make a complaint with S.C. Department of Consumer Affairs?
- **IF YES**, ask: What happened?

**(05) Predatory Lending Practices (Not Mortgages)**

- What does Applicant want?
- Did you have a written loan agreement with the OP?
- Was anyone there with at the time the loan was written?
- What were the terms of your loan agreement?
- What was the total price you had to pay?
- What was the interest rate on the loan or installment purchase?
- Do you have the original or copy of the contract or loan documents?
- Did you purchase credit life or credit disability insurance for the loan?
- Did the loan have “forced” credit life or disability insurance?
- **IF YES**, ask: What did you buy?
- Are you current on the loan insurance payments?
- Did you try to contact OP about having the insurance you bought for the loan?
- Is the insurance making the loan payments?
- Why not?



**(06) Loans/Installment Purchase (Not Collections):**

- What does Applicant want?
- Did you have a written loan or installment purchase agreement with the OP or was it a verbal agreement?
- Was your loan or installment purchase agreement an oral agreement, where there any witnesses to your oral agreement?
- What were the terms of your loan or installment purchase agreement?
- What were your responsibilities under the loan or installment purchase agreement?
- What were the Opposing Party's responsibilities under the loan or installment purchase agreement?
- What do you want to do about your loan or installment purchase agreement?
- Do you have the original or copy of the contract or loan documents?
- What is evidence do you have to establish that your loan or installment purchase agreement violates the law?
- Did you purchase any credit life or credit disability for the loan? If so, what did you purchase?
- Did you try to contact OP about utilizing the insurance benefits you purchased for the loan? Is the insurance making the loan payments? **IF NO**, why not?

**NOTE: Please remind Applicant to bring loan or installment purchase documents with them to any appointment that is scheduled by the local SCLS office.**



**(07) Public Utilities:**

- What does Applicant want?
- Who do you get your utilities from?
- How are you being denied from getting service from the OP?
- Do you owe OP for an outstanding utility bill?
- **IF YES**, ask: How much do you owe?
- When was last time you paid on the account?
- Are there any medical reasons why you cannot go without services until your bill is paid current? What are they?
- How is your utility bill not right?
- What evidence do you have that your utility bill is wrong?

**(08) Unfair and Deceptive Sales and Practices (Not Real Property):**

- What does the Applicant want?
- Have you been served with collection pleadings?
- **IF YES**, ask: What County are the papers filed in?
- What Court are the papers filed in?
- How and when did you get served?
- What is the docket number of the papers served on you?
- Do you have the original or copy of the contract and/or loan documents?

- What are the terms of your purchase agreement?
- Were you told something different than what you received in writing?
- What are you saying is “unfair” about the agreement?
- Do you have the original or a copy of your agreement?

**NOTE: Please remind Applicant to bring loan or installment purchase documents with them to any appointment that is scheduled by the local SCLS office.**

**(09) All Other Consumer/Finance:**

- What does Applicant want?
- Have you been served with collection pleadings?
- **IF YES**, ask: When where you served?
- What County are the papers filed in?
- What Court are the collection papers filed in?
- How did you get served?
- When did you get served?
- What is the docket number of the papers that were served on you?
- Do you have the original or copy of the contract and/or loan agreement?
- What are the terms of your purchase agreement?
- What do you understand the interest rate to be?
- What are you saying is wrong with your agreement?
- Do you have proof that the terms of purchase agreement may violate the law?
- What proof do you have?

**NOTE: Please remind Applicant to bring loan or installment purchase documents with them to any appointment that is scheduled by the local SCLS office.**

## **Education:**

**NOTE:** Please put the name of the school as the opposing party in Legal Server when doing an education intake. If a third party Applicant needs assistance in getting a child in school or services from a school, also put the name of the child's parents in Legal Server as opposing parties.



### **(12) Discipline (Including Expulsion and Suspension):**

- What does Applicant want SCLS to do in regards to the App's child being suspended or expelled?
- What is the reason the school gave for suspending or recommending expulsion?
- When does/did the suspension and/or expulsion begin?
- Has there been a suspension and/or expulsion hearing?
- **IF YES**, ask: When was it?
- Do you have any witnesses to the incident?
- What are the names of your witnesses and their relationship to you?
- Did your child talk to the school administrator or principal?

### **Suspension Intakes:**

- **IF the final consequence is Suspension**, did the school administrator and/or principal explain the allegations against your child?
- Has your child admitted to the allegations?
- Is your child in the special education program?
- **IF YES**, ask: Has your child been suspended for more than 10 days this school year?
- Has your child been suspended this year before this incident?
- **IF YES**, ask: What caused the suspension?

### **Expulsion Intakes:**

- **IF the final consequence is Expulsion, ASK:** Did the school administrator and/or principal explain the allegations against your child?
- **IF the child is in special education program and the school wants to expel the child, ASK:** Has the child had the IEP meeting or special education hearing?
- **IF the IEP meeting was held, ASK:** Did you attend the IEP hearing and voice any concerns or disagreements?
- **IF the IEP meeting wasn't held, ASK:** Has the IEP hearing been scheduled and when is it?
- Did the school district tell you how long you had to appeal the decision to expel?
- **IF YES,** ask: How long do you have?
- Do you have a copy of the Code of Conduct?
- Has your child been expelled before?
- **IF YES,** ask: What was the cause of the expulsion?
- Does your child have an individual behavior contract?
- Does your child have a prior criminal record?
- **IF YES,** ask: What is on his/her criminal record?
- Is there anything going on in your child's life affecting their school behavior?
- **IF YES,** ask: What?

### **(13) Special Education (Includes Section 504 Plans)**

- What do you want SCLS to do in regards to your child's special education/learning disabilities issue?
- What school does your child go to?
- Is your child disabled?
- **IF YES,** ask: What disabilities does your child have?

- Has the school taken a position on your child's disabilities?
- **IF YES**, ask: What is that position?
- Does your child qualify for special education services?
- **IF YES**, ask: Did the school identify the primary or main disability?
- **If the school considers your child disabled**, what does the school call your child's disabilities?
- What does the school call your child's main disability?
- Do you agree?
- Can you locate your child's current individualized education plan (IEP)?

**NOTE: Schools usually update IEP every year during the Spring.**

- When was the last time your child was tested?
- Has your child been held back a grade?
- **IF YES**, ask: For what reason?
- Does your child have academic problems?
- **IF YES**, Please explain.
- Do you know of any behavioral problems that your child may have?
- **IF YES**, ask: What are they?
- Do you want your child tested for special education services?

### **Denial of special education services**

- What explanation did the school give you for not offering special education services to your child?
- Did the school accommodate your child's disability or medical problem?
- Why not?
- Does your child have an individual behavior contract?

- Does your child have a prior criminal record?
- **IF YES**, ask: What is on his/her criminal record?
- Is there anything going on in your child's life affecting their school behavior?
- **IF YES**, ask: What?



**(14) Access (Including Bilingual, Residency, Testing):**

- What does Applicant want?
- What is your relationship to the minor child you are trying to get into school?
- How long has the child been living with you?
- Why did the child come to live in your home?
- What is the name of the school that says you have to have legal custody to be able to get the child enrolled in school?
- Do you live in the school district?
- Did the school refuse to enroll the child?
- **IF YES**, ask: Why did the school refuse to allow you to enroll the child?
- Did you present a school affidavit for enrollment?
- Did the school give you a deadline to provide them with additional documentation for enrollment?
- **IF YES**, ask: When is the deadline? And, what documentation do you need to give the school?
- What did the school say will happen if you cannot give them the documentation they want by their deadline?
- Where are the child's mother and father?
- Has the child's mother and/or father supported the child?

- To your knowledge, do you know if either parent to the child is disabled? If so, who?
- To your knowledge, do you know if either parent to the child has mental health problems? If so, who?
- Why can't the child live with either the mother or father and go to school where they live?
- Does your child have an individual behavior contract?
- Does your child have a prior criminal record?
- **IF YES**, ask: What is on his/her criminal record?
- Is there anything going on in your child's life affecting their school behavior?
- **IF YES**, ask: What?

### **(15) Vocational Rehabilitation**

- What do you want SCLS to do in regards to your Vocational Rehabilitation issue?
- Have you been previously diagnosed with a psychological problem? If YES, give details:
- Are you currently seeing a mental health professional? If YES, give details:
- Have you ever seen a mental health professional for services? If YES, give details:
- Have you ever been hospitalized for a psychological problem? If YES, give details:
- Have you ever been exposed to a traumatic event(s) including physical, sexual or emotional /verbal abuse that involved actual or threatened serious psychological or physical injury to yourself or others close to you? If YES, specify the:
  1. Dates:
  2. Frequency:
  3. Duration:
- Have you had significant problems with:
  - a. Extreme Depression?

- b. Excessive Anxiety?
  - c. Suicidal Thoughts?
  - d. Suicide Attempts?
  - e. Prolonged Sadness?
  - f. Excessive Fears/Phobias?
  - g. Delusions Panic attacks?
  - h. Hallucinations Anger Management?
- Are you currently taking any medications?
  - Have you ever been treated for alcohol/drug problems? **IF YES**, give details:
  - What is your past Job history:
    - a. Job Title?
    - b. Type of Business?
    - c. Dates Worked (month & year)?
    - d. Reason for Change?

**Denial/Termination of Vocational Rehabilitation Services**

- What explanation was given for the denial/termination of the Vocational Rehabilitation services?
- Do you agree with why the Vocational Rehabilitation services were denied and/or terminated?
- **IF NO**, ask: Why not?



**(16) Student Financial Aid**

- What does Applicant want SCLS to do in regards to your student Financial Aid issue?
- What school do you go to?
- Do you get Financial Aid for school?
- **IF YES**, ask: What type of Financial Aid do you receive?
- What is the problem with your current Financial Aid assistance?

### **Termination of Financial Aid**

- Did you get notified that your Financial Aid request was terminated?
- When did you get the notice of termination?
- What was the reason for terminating your Financial Aid?
- Do you agree with the reason? Why not?

### **Denial of Financial Aid**

- When did you get notice your Financial Aid request was denied?
- When did you get the denial notice?
- What was the reason for denying your Financial Aid?
- Do you agree with the reason? Why not?



### **(19) Other Education:**

#### **For School Fee intakes, please ask:**

- What does Applicant want?
- What is the name of the school charging the school fee?
- What district is the school in?
- What fee is the school trying to get you to pay?
- How much is the fee?
- Do you owe the fee?
- If you do not owe the fee, why don't you owe the fee?

- Does your child qualify for free or reduced priced meals at school?
- Is the school asking you to pay the full amount of the fee or a partial amount?
- Does your child have an individual behavior contract?
- Does your child have a prior criminal record?
- **IF YES**, ask: What is on his/her criminal record?
- Is there anything going on in your child's life affecting their school behavior?
- **IF YES**, ask: What?



**For School Bullying intakes, please ask:**

- Was there **a gesture** that emotionally or physically harmed your child?
  - a. **IF YES**, what was the gesture?
  - b. How did the gesture harm (or hurt) your child?
  - c. Who harmed the your child?
  - d. Where was the gesture made?
  - e. Did anyone else see the gesture?
    - IF YES**, do you know the witnesses names?
    - Are the witnesses students, school employees, or volunteers?
- Was there **an electronic communication** (email, text, or internet post) that emotionally or physically harmed your child?
  - a. **IF YES**, what kind of electronic communication harmed your child?
  - b. How did the electronic communication harm your child?
  - c. Do you know who created the harmful communication?

d. Do you know if a school computer was used to transmit this communication?

**IF YES**, how do you know it was a school computer?

e. Did anyone else get or see this communication?

**IF YES**, can you tell us the names of the people who got this communication?

Did any other students, school employees, or volunteers see this communication?

- Was there **a written communication** that emotionally or physically harmed your child?

a. **IF YES**, what was communicated?

b. How did your child get the communication?

c. Do you know who wrote the communication that harmed your child?

d. Did anyone else get or see the written communication?

**IF YES**, can you tell us the names of the people who got the written communication?

Did any other students, school employees, or volunteers see this communication?

- Was there **a verbal communication** that emotionally or physically harmed your child?

a. **IF YES**, what was said and to whom?

b. Where was the statement made?

c. Did you know if anyone else heard what was said?

**IF YES**, can you tell us the names of the people who heard what was said?

Did any other students, school employees, or volunteers hear what was said?

- Was there **a physical or sexual act** that emotionally or physically harmed your child?
  - a. **IF YES**, what was the physical or sexual act that harmed your child?
  - b. Where did it happen?
  - c. Did anyone else see or hear it happening?

**IF YES**, can you tell us the names of the possible witnesses?

Are any of the witnesses students, school employees, or volunteers?

- Was there a physical act that **damaged a student's property**?
  - a. **IF YES**, what happened?
  - b. Was anything or anyone else damaged?
  - c. Where did it happen?
  - d. Did anyone else see it happen?

**IF YES**, can you tell us the names of the possible witnesses?

Are any of the witnesses students, school employees, or volunteers?

- Was your child or group of students **insulted or demeaned**?
  - a. If a group was harmed, then can you tell us the names of those harmed?
  - b. How was your child or the group of students insulted or demeaned?
  - c. Who insulted or demeaned your child or the group of students?
  - d. Did anyone witness this happening?

**IF YES**, can you tell us the names of the possible witnesses?

Are any of the witnesses students, school employees, or volunteers?

- Have you reported this incident(s)?

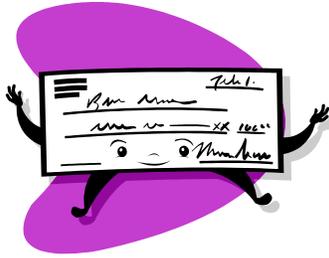
- a. Who have you reported this incident to?
- b. If reported to a teacher or principal, have they responded? How?
- c. To your knowledge, has the student or students that harmed your child been punished?
- d. Was your child punished in any way?



## **Employment:**

### **(21) Employment Discrimination:**

- What does Applicant want?
- When were you terminated?
- What reason did your Employer give for terminating you?
- What is your basis for believing that you have been discriminated against?
- Did you go to file a complaint for discrimination with your job's Human Resource Director?
- Was there an informal hearing held regarding your discrimination complaint?
- When did the informal hearing occur?
- What was the result of informal hearing?
- Were you represented at the informal hearing?
- Have you contacted the EEOC regarding your discrimination complaint?
- **IF YES**, ask: Did you receive a Right to Sue Letter?
- When did you get your Right to Sue Letter?



**(22) Wage Claims:**

- What does Applicant want?
- What did you do for OP?
- How long have you worked for OP?
- Do you have a written contract or agreement with OP?
- Do you have a copy of the contract or agreement?
- What is wrong with your paycheck?
- Did you earn a salary or an hourly wage?
- How often were you paid?
- Did you go to your job's Human Resource Director about your paycheck being wrong?
- When did you go?
- What happened?
- Did you contact the Department of Labor?
- **IF YES**, ask: What happened?

**(23) EITC (Earned Income Tax Credit):**

**For intakes regarding the representation of EITC issues pursuant to the LITC grant, you should ask:**

- What does Applicant want?
- How did you hear about the Low Income Taxpayer Clinic grant?

- For which tax year(s) do you have a problem?
- What was the last communication you had from the IRS?

Examples are: Payment; Notice of Lien; Notice of Levy; Information to Verify Earned Income Tax Credit

- Who did you claim for the earned income tax credit (EITC)?
- Did the person(s) you claimed live with you during the tax year?
- Why did you claim the person(s) for the earned income tax credit?
- Do you know who else claimed the person(s) for the earned income tax credit?
- What do you understand the IRS wants from you?
- Did the IRS give you a deadline to respond to them?
- **IF YES**, ask: What is the deadline?
- Did you respond by deadline?
- **IF YES**, ask: How did you respond?
- Have you filed all your tax returns for prior tax years in which you were legally obligated to file a tax return?
- Who prepared your taxes for the tax year(s) in dispute?

**(24) TAXES (Not EITC):**

- What does Applicant want?
- How did you hear about the Low Income Taxpayer Clinic grant?
- For which tax year(s) do you have a problem?
- What was the last communication you had from the IRS?

Examples are: Payment; Notice of Lien; Notice of Levy; Information to Verify Earned Income Tax Credit

- What do you understand the IRS wants from you?
- What was the reason for your debt with the IRS?

- Did the IRS give you a deadline to respond to them?
- **IF YES**, ask: What is the deadline?
- Did you respond by the deadline?
- **IF YES**, ask: How did you respond?
- Have you filed all your tax returns for prior tax years in which you were legally obligated to file a tax return?
- Who prepared your taxes for the tax year(s) in dispute?

**If the Applicant is undocumented, you should ask:**

- Do you have Individual Tax Identification Number (ITIN)?
- Have you filed a tax return each year to get your tax refund?

**NOTE: LITC can assist in obtaining an ITIN, and if it is the very first tax return to be filed for the Applicant, LITC can assist in preparation of that tax return only.**

**NOTE: A valid ITIN is required to file a tax return. Money withheld from a worker's paycheck based on a false Social Security Number is often lost to the worker as a result of the worker not filing a tax return or the employer pockets the money. No credit is given the worker for withholding wage information to the IRS or to the Social Security Administration.**

**(25) Employee Rights:**

- What does Applicant want?
- How long did you work for your former employer?
- Did you sign an employment contract with OP?
- **IF YES**, ask: Do you have a copy of your employment contract?
- Were there any conditions to your employment?
- What rights do you think are being violated by your employer?
- Did you have any disciplinary write-ups during your employment?

- Did you go to your job's Human Resource Director about this?
- When did you go and see the Human Resource Director?
- What happened after talking to the Human Resource Director?
- Do you have an employee manual?

**(29) Other Employment (including wrongful termination):**

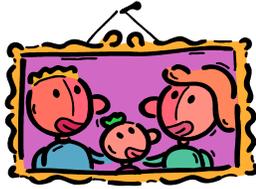
- What does Applicant want?
- When were you terminated?
- What reason was given for your termination?
- How long did you work for your former employer?
- Did you have any disciplinary write-ups during your employment?
- Did you go to your job's Human Resource Director about you being wrongfully terminated?
- When did you go and see the Human Resource Director?
- What happened after talking to the Human Resource Director?
- Do you have an employee manual?

**NOTE: Please remind Applicant to bring Employee Manual with them to any appointment that is scheduled by the local SCLS office.**

- Was there an informal hearing held regarding your allegation that you were wrongfully terminated?
- **IF YES**, ask: When did it occur and what happened?
- Have you applied for unemployment benefits?
- **IF YES**, ask: Did you get them without being penalized?

**NOTE: IF NO, the intake staff should do another intake for unemployment benefits if the appeal time has not run. Appeal time is 10 days from the date of the denial of unemployment benefits.**

**Family:**



**(30) Adoption:**

- What does Applicant want?
- What is your relationship, if any, to the child you are wishing to adopt?
- How did you get physical custody of the child?
- Was DSS involved in placing the child with you?
- Was the child removed from the biological parents for abuse and neglect by DSS?
- Have the biological parents had their parental rights terminated by DSS?
- Is there a DSS caseworker involved in this matter?
- **IF YES**, ask: What is the name of the DSS caseworker and contact information?
- How long has the child lived with you?
- What are the full names of the natural parents?
- Where are the natural parents?
- Have the natural parents visited with the child in the past 6 months?
- Have the natural parents paid any child support in the past 6 months?
- Are you receiving any public benefit because you the child lives with you?
- Where and when was the child born?
- What was the child's full name given at birth?
- Do you want to change the child's name?
- **IF YES**, ask: What name do you want to appear on the new birth certificate?

**(31) Visitation:**

The SCLS can offer legal representation for visitation cases **only** when the non-custodial parent is current in child support. Also, there has to be an obvious benefit to the child to allowing the non-custodial parent visitation.

- What does Applicant want?
- What relationship, if any, do you have to the child you are seeking visitation with?
- Are you married to the OP?
- Where you ever married to the OP?
- Is there an existing Order for custody?
- **IF YES**, ask: What is the date of the custody Order?
- When was the last time you visited your child?
- How long was your visit?
- List the attempts you mad to get visitation with your child and the results of your efforts?
- What type of visitation do you want?
- Are you under a court order to pay child support?
- **IF YES**, ask: How much do you pay?
- How often do you pay?
- Are you behind in paying your child support?
- How far behind are you?
- **IF NO**, ask: do you voluntarily pay child support?
- How often do pay child support?
- When was last time you made a support payment?

- Do you have a criminal record?
- Have you been investigated for neglect and/or abuse in regards to your child?

**(31) Custody:**

- What does Applicant want?
- What is your relationship to the child, if any?
- What is your relationship to the OP, if any?
- Are you married to the OP?
- Where you ever married to the OP?
- Do you believe you have a common law marriage with OP?
- Where was the child born? City, County, State?
- Is there an existing Order for custody?
- **IF YES**, ask: What is the date of the Order?
- Where was the Order filed?
- When did you get physical custody of the child(ren)?
- Has the child(ren) lived in South Carolina for the last six (6) months? If no, what State has the child last lived in for a period of six (6) months?
- Has there been a threat of harm by the OP against the child?
- **IF YES**, ask: What was the threat of harm?
- Has the OP ever physically harmed the child?
- **IF YES**, ask: When and what happened?
- Do you have any witnesses that can corroborate these allegations?
- **IF YES**, ask: Who are your witnesses and what relationship, if any, are they to you?
- What is the reason you are seeking custody of the child?

- Why should you have custody rather than the OP?

**NOTE: If the child was conceived and born in South Carolina and was born illegitimate, the natural mother has legal custody pursuant to statute. [See South Carolina Code of Law §63-17-20 (B)] Any intakes of this kind and which do not fit within the six extended priorities listed above, will be assigned to SCLS Intake Office staff for a counsel and advice on having legal custody via the illegitimate child custody statute.**



**(32) Divorce:**

- What does Applicant want?
- Are there any court actions pending between you and your spouse?
- **IF YES**, ask: Where and what type of case is it?
- What is the date of your marriage?

**Jurisdiction**

- What County and State were you married in?
- In what county did you and your spouse last live together?
- Date of separation?
- What caused your separation? Who left who?
- How long have you and your spouse lived in SC?

**Custody and support**

- Where does your spouse work and how much does he make?
- Do you and your spouse have any children?
- **IF YES**, ask: How many?

- Do you get child support?
- **IF YES**, ask: How much do you get and how often do you get the support?
- Is support paid voluntarily or paid through the Family Court?
- Is your spouse current on the child support obligation?
- Do you think your spouse will fight for custody of your child(ren)?

**Physical abuse ground**

- Is there or was there ever physical abuse committed by your spouse during your marriage?
- Date and description of last incident of physical abuse
- Were there any witnesses?
- **IF YES**, ask: Who are your witnesses and what relationship, if any, are they to you?
- Were the police called?
- **IF YES**, ask: Was your spouse arrested?
- Were there any visible marks as a result of the alleged incident of physical abuse?
- Did you receive any medical treatment?
- **IF YES**, ask: Where did you receive medical treatment and for what?
- Have any Orders of Protection or Restraining orders been issued against your spouse?
- **IF YES**, ask: When, where, and for how long?
- Were there previous episodes of physical abuse?
- **IF YES**, please describe the two (2) worst previous events.

### **Habitual Drunkenness ground**

- Is there habitual drunkenness and/or drug use by your spouse?
- What alcohol or drug does spouse consume?
- How often does spouse use?
- How much does spouse use?
- Has spouse been arrested or lost a job because of alcohol and/or drug use?
- Is OP habitually drinking or using drugs now?
- What proof do you have of the habitual drunkenness?

### **Adultery ground**

- Is your spouse committing adultery?
- **IF YES**, ask: What proof do you have?
- Is your spouse living with an alleged paramour?
- Has your spouse had any children by anyone else outside the marriage?
- Have you had sexual relations outside your marriage since the separation?

### **Equitable distribution of marital property or debts**

- Is there any marital property to divide?
- **IF YES**, ask: What property and where is it?
- Is there any marital debt to divide?
- **IF YES**, ask: What debts need to be divided?

### **(33) Adult Guardian/Conservatorship:**

- What does Applicant want?
- What is the name of the person you are seeking guardianship or conservatorship of?
- What is your relationship, if any, to this person?

- Where does this person live?
- Does this person own property?
- **IF YES**, ask: Where is property located?
- Why does this person need a guardian or conservator?
- Have you had any problems assisting in making health care decisions for OP?
- **IF YES**, ask: Do you know if someone else was chosen to make decisions for OP?
- Who chose that person to make these decisions?
- What is that person's relationship to OP?

**(34) Name Change:**

**For Amended Birth Certificate intakes, you should ask:**

- What does Applicant want?
- What is the name listed on your current birth certificate?
- What name do you now use?
- What explanation do you have as to the differences in the name?
- What name do you want your birth certificate to now read?
- What is the date of your birth?
- What county and state were you born in?
- What hospital were you born in?
- What is name of doctor or midwife that delivered you?
- Why do you want your birth certificate changed?
- Is there anything else wrong with your current birth certificate?

- **IF YES**, ask: What changes do you want to make?
- Do you have any documents showing the name you are now using?
- **IF YES**, ask: What documents do you have in your possession?

### **Mother's Information**

- What is your biological mother's full name, including maiden name?
- What is her date of birth?
- What city, county, and state was your mother born in?

### **Father's Information**

- What is your biological father's full name?
- What is his date of birth?
- What city, county, and state was your father born in?

### **IF Applicant is a minor child wanting an amended birth certificate, please ask the following questions to caller (parent to child):**

- Are you married to the father/mother of the minor for whom you are seeking a name change/birth record correction?
- If **NO**, did you list yourselves as married on the forms to receive the child's birth certificate at the hospital?

### **(35) Parental Rights Termination**

- What does Applicant want?
- What is your relationship to OP?
- What Court are the TPR pleadings from? County? State?
- How did you get served with the papers?
- Is there a deadline to file an Answer or Appeal given in the papers?
- **IF YES**, ask: What is the deadline?

- Did you file an Answer or Notice to Appeal on your own?
- **IF YES**, ask: Where did you send it and when did you send it?
- What are you asking SCLS to do in regards to you being served TPR pleadings?
- Are the allegations in the TPR pleadings true?
- **IF NO**, ask: What allegations are false?
- Is there a hearing date scheduled?
- **IF YES**, ask: When and where is the hearing?
- Do you pay child support?
- **IF YES**, ask: How much support do you pay? And, how often do you pay your child support?
- Is your child support paid through the Court?
- Is your child support paid current?
- **IF NO**, ask: Have you paid child support in the last 6 months?
- Have you visited with your child(ren)?
- When was the last time you visited your child(ren)?

**(36) Paternity**

- What does Applicant want?
- What is your relationship to OP?
- What Court are the paternity pleadings from? County? State?
- How did you get served with the papers?
- Is there a deadline to file an Answer or Appeal given in the papers?
- **IF YES**, ask: What is the deadline?
- Did you file an Answer or Notice to Appeal on your own?

- **IF YES**, ask: Where did you send it and when did you send it?
- What are you asking SCLS to do in regards to you being served paternity pleadings?
- Are the allegations in the paternity pleadings true?
- **IF NO**, ask: What allegations are false?
- Do you deny paternity of the child OP is claiming is yours?
- Is there a hearing date scheduled? **IF YES**, ask: When and where is the hearing?

**(37) Domestic Abuse:**

**NOTE: To assist offices that have domestic violence grants, all divorce intakes that have a recent allegation (within a year from intake) should be coded as a 37.**

**NOTE: Intake staff should note in the case facts, where applicable, the appropriate grant the case can be accepted under. For Orders of Protection, the intakes can be noted for possible representation under the VOCA grant, or any local office's domestic violence grant.**

**For Orders of protection cases, you should ask:**

- What does Applicant want?
- Have you ever experienced abuse from your spouse?
- **IF YES**, ask: What type of abuse have you experienced?
- When did the last incident of abuse occur?
- Where did the last incident of abuse occur? City, County, State?
- What happened?
- Were there any adult witnesses to the incident?
- **IF YES**, ask: Who are the witnesses and what relationship, if any, are they to you?
- What did your witnesses see?

- Did you call the police after the incident?
- Did the police issue a report?
- Did the OP get charged with criminal domestic violence (CDV)?
- **IF NO**, ask: Why didn't OP get charged in your opinion?
- What evidence of abuse do you have?
- Were there any bruises, lacerations, or cuts?
- Were there any marks left on you?
- Did you seek medical attention as a result of the incident?
- Do you have any witnesses to the bruises, lacerations, cuts, or marks?
- **IF YES**, ask: Who are your witnesses and what relationship, if any, are they to you?
- Are there any previous incidents of abuse?
- **IF YES**, Briefly describe.
- Have you ever filed for a protective order and/or restraining order against OP?
- When? Where?
- Is there a protective hearing scheduled?
- **IF YES**, ask: When and where?

**(38) Child Support**

**For Child Support Reduction intakes, please ask:**

- What does Applicant want?
- Where is your child support order from?
- How much child support were you ordered to pay?
- Were you ordered to pay your child support through the Court?

- Are you current on your child support?
- **IF NO**, ask: How far behind are you?
- When did you make your last child support payment?
- What caused you to stop paying your child support?
- Do you pay the child(ren)'s daycare expenses?
- **IF YES**, ask: How much do you pay a month in daycare expenses?
- Do you provide medical and dental insurance on the child(ren)?
- **IF YES**, ask: How much do you pay a month in medical and/or dental insurance premiums for the child(ren)?
- Does OP have legal custody of the child(ren) or do you have joint custody of the child(ren)?
- What is the reason you are seeking a child support reduction?

**NOTE: You should do two (2) intakes if the caller calls for a child support reduction and has been served with contempt pleadings.**

**For Applicants served with child support papers, please ask:**

- What does Applicant want?
- What is your relationship to OP?
- What Court are the support pleadings from? County? State?
- What is the docket number on the pleadings?
- When did you get served with papers?
- How did you get served with the papers?
- Is there a deadline to file an Answer or Appeal given in the papers?
- **IF YES**, ask: What is the deadline?
- Did you file an Answer or Notice to Appeal on your own?

- **IF YES**, ask: Where did you send it and when did you send it?
- What are you asking SCLS to do in regards to you being served child support pleadings?
- Are the allegations in the support pleadings true?
- **IF NO**, ask: What allegations are false?
- Is there a hearing date scheduled?
- **IF YES**, ask: When and where is the hearing?
- Do you work?
- **IF YES**, ask: Where do you work?
- What is your gross monthly income?
- Do you pay the child(ren)'s daycare expenses?
- **IF YES**, ask: How much do you pay a month in daycare expenses?
- Do you provide medical and dental insurance on the child(ren)?
- **IF YES**, ask: How much do you pay a month in medical and/or dental insurance premiums for the child(ren)?
- Does OP have legal custody of the child(ren) or do you have joint custody of the child(ren)?
- **IF YES**, ask: Where and when did OP get legal custody of the child(ren)?
- Do you have visitation with your child(ren)?
- What visitation do you get with your child(ren)?
- Is your visitation court ordered?

**NOTE: Use this script only if the caller has been served with pleadings to get them to pay child support. DO NOT use this script if the caller has been serviced with contempt pleadings for failing to pay child support. Failure to pay child support script is found under Code 39A in Legal Server.**

**(39) Other Family Contempt-Rule to Show Cause:**

**For defense of contempt intakes, you should ask:**

- What does Applicant want?
- When did you get served with the Rule to Show Cause?
- How did you receive the Rule to Show Cause?
- Is there a hearing date in the Rule to Show Cause?
- **IF YES**, ask: When and where is the hearing?
- What is the docket number on the contempt pleadings?

**[Docket Numbers in SC look like: Year - DR-2 digit County Code-Case No.]**

- What part of the Order does the OP say you are not following?
- What Court does the Order in which the OP says you are not following come from?
- What evidence do you have that you can show that you have followed the provisions of the Order?
- Do you have witnesses who can testify that you have followed the provisions of the Order?
- Who are your witnesses and what relationship, if any, do they have to you?
- What reasons, if any, do you have for not following the provisions in the Order exactly how they are written?

**For intakes where Applicant wants to file a contempt action, you should ask:**

- What does Applicant want?
- What Order are you saying OP is in contempt for not following?
- What provisions of the Order do you claim OP is not following?
- When did the violation(s) occur?

- How long has OP not followed the provisions of the Order?
- Do you have proof that OP has not followed the provisions of the Order?
- Do you have any witnesses that OP is not following the provisions of the Order?
- What relationship, if any, do your witnesses have to you?
- What do you want to happen as a result of you filing a contempt action against OP?



## **Health**

### **(51) Medicaid:**

- What does Applicant want?
- What health problems do you have?
- Are you seeing a doctor?
- Are you taking any medications?
- When did you apply for Medicaid?
- Were you denied Medicaid?
- When were you denied Medicaid?

**NOTE: A person must appeal within thirty (30) days in a Medicaid case. If the person requests a hearing within ten (10) days they can ask that their benefits continue while the appeal is pending.**

- What was the reason for your denial?

- Have you received a notice of non-coverage saying Medicaid will not cover a particular service?
- Have you appealed the Medicaid denial?
- Do you have a hearing date?
- **IF YES**, ask: When is the hearing date?

### **For Medicaid Cessation:**

- Have you appealed the cessation?
- When did you appeal?
- Did you request continued benefits?

### **For Medicaid Overpayment**

- When did you receive notice of the overpayment?
- What was the reason given in your notice for the overpayment?
- Do you think the overpayment is correct?
- Have you appealed the overpayment?
- Have you applied for an overpayment waiver?
- **IF YES**, ask: When?
- Do you have a hearing date?
- **IF YES**, ask: When is the hearing date?
- Do you have the financial resources to pay the overpayment?
- **IF NO**, ask: Why not?

**(52) Medicare:**

- What does Applicant want?
- When did you apply for Medicare benefits?
- Were you denied Medicare benefits?
- When were you denied Medicare benefits?
- What was the reason for your denial of Medicare benefits?
- Have you received a notice of non-coverage saying that Medicare won't cover a particular service?
- Have you appealed the denial of your Medicare benefits?
- Do you have a hearing date?
- **IF YES**, ask: When is the hearing date?

**For Medicare Overpayment**

- When did you receive notice of the overpayment?
- What was the reason given in your notice for the overpayment?
- Do you think the overpayment is correct?
- Have you appealed the overpayment?
- Have you applied for an overpayment waiver?
- **IF YES**, ask: When?
- Do you have a hearing date?
- **IF YES**, ask: When is the hearing date?
- Do you have the financial resources to pay the overpayment?
- **IF NO**, ask: Why not?

### **For Medicare Cessation:**

- Have you appealed the cessation?
- When did you appeal?
- Did you request continued benefits?

### **(53) Government Children's Health Insurance Programs:**

- What does Applicant want?
- Do you receive Medicaid or Medicare?
- Is your child seeing a doctor?
- **IF YES**, ask: What is your child seeing a doctor for?
- Is your child taking any prescribed medications?
- What health care service was your child receiving?
- When did your child lose their health care service?
- How were you notified that your child lost their health care service?
- Did you appeal the loss of the health care service?
- **IF YES**, ask: Was there a deadline to appeal?
- **IF YES**, ask: What was the deadline?
- How did you appeal?
- Who did you appeal to?
- When did you appeal?

**(54) Home and Community Based Care:**

- What does Applicant want?
- Do you receive Medicaid or Medicare?
- **IF YES**, ask: Does Medicaid or Medicare pay a portion of the home/community based health care service? What part?
- **IF NO**, ask: Do you have medical insurance?
- **IF YES**, ask: Who with?
- What is your monthly insurance premium?
- Is your insurance premium paid current?
- Are you seeing a doctor?
- **IF YES**, ask: What are you seeing your doctor for?
- Are you taking any prescribed medications?
- What type of home/community health care service were you receiving?
- How long have you been receiving this health care service?
- When did you lose your health care service?
- How were you notified that you lost your health care service?
- Did you appeal the loss of your health care service?
- **IF YES**, ask: Was there a deadline to appeal?
- **IF YES**, ask: What was the deadline?
- How did you appeal?
- Who did you appeal to?
- When did you appeal?



**(55) Private Health Insurance:**

- What does Applicant want?
- Who do you have medical insurance with?
- What is your monthly insurance premium?
- Is your insurance premium paid current?
- What type coverage do you have? Co-payments?
- Are you seeing a doctor?
- **IF YES**, ask: What are you seeing your doctor for?
- Are you taking any prescribed medications/
- What health care service was your insurance paying?
- When did your insurance stop paying for the health care service?
- How were you notified that your health insurance no longer paid for the service?
- Did you appeal the non-coverage for the health care service?
- **IF YES**, ask: Was there a deadline to appeal?
- **IF YES**, ask: What was the deadline?
- How did you appeal?
- Who did you appeal to?
- When did you appeal?



**(56) Long Term Health Care Facilities:**

- What does Applicant want?
- What nursing home do you live in?
- When did you go into the nursing home?
- Have you received a notice terminating your nursing home coverage?
- **IF YES**, ask: When did you get notice?
- Have you appealed?
- What complaint(s) do you have against the nursing home?
- Do you have witnesses who can verify your allegations?
- **IF YES**, ask: What relationship are you, if any, to your witnesses?
- What do you want us to do in regards to your nursing home case?
- Have you made a complaint to DHEC?
- **IF YES**, ask: When and what was the outcome?
- Have you complained to anyone at the nursing home?
- Who did you complain to?
- What was the result?



**(57) State and Local Health:**

- What does Applicant want?
- Do you receive Medicaid or Medicare?
- **IF NO**, ask: Do you have medical insurance?
- **IF YES**, ask: Who with?
- What is your monthly insurance premium?
- Is your insurance premium paid current?
- Are you seeing a doctor?
- **IF YES**, ask: What are you seeing your doctor for?
- Are you taking any prescribed medications?
- What health care service were you receiving?
- When did you lose your health care service?
- How were you notified that you lost your health care service?
- Did you appeal the loss of your health care service?
- **IF YES**, ask: Was there a deadline to appeal?
- **IF YES**, ask: What was the deadline?
- How did you appeal?
- Who did you appeal to?
- When did you appeal?

**(59) Other Health:**

- What does Applicant want?
- Do you receive Medicaid or Medicare?
- **IF NO**, ask: Do you have medical insurance?
- **IF YES**, ask: Who with?
- What is your monthly insurance premium?
- Is your insurance premium paid current?
- Are you seeing a doctor?
- **IF YES**, ask: What are you seeing your doctor for?
- Are you taking any prescribed medications?
- What health care service were you receiving?
- When did you lose your health care service?
- How were you notified that you lost your health care service?
- Did you appeal the loss of your health care service?
- **IF YES**, ask: Was there a deadline to appeal?
- **IF YES**, ask: What was the deadline?
- How did you appeal?
- Who did you appeal to?
- When did you appeal?



## **Housing:**

### **(61) Federal Subsidized Housing Rights:**

**NOTE: Intake staff should note in the case facts, where applicable, the appropriate grant the case can be accepted under.**

- What does Applicant want?
- Do you have a written or oral lease?
- How long does your lease run?
- When does your lease expire?
- What amount of rent do you pay out of pocket?
- Is your rent paid current?
- **IF NO**, ask: How far behind are you?
- Did you pay a security deposit?
- **IF YES**, ask: How much was your security deposit?
- Have you asked for your security deposit back?
- How did you ask for your security deposit back?
- Did you get the entire amount back?
- **IF NO**, ask: Why not?
- Was there any damage to the rental unit when you left?
- **IF YES**, ask: What damage and who is responsible for the damage?
- Does your landlord provide utilities?

- **IF YES**, ask: What utilities did your landlord provide?
- Did you receive a letter from your landlord terminating your lease?
- **IF YES**, ask: How did you receive the notice?
- When did you receive the notice?
- What reason did your landlord give for terminating your lease?
- Have you been served with eviction pleadings?
- **IF YES**, ask: What county was the eviction pleadings filed in?
- Docket Number?
- How did you get served?
- When did you get served?
- What reason do the papers give for wanting to evict you?
- Did you request a hearing with the Magistrate court?
- **IF YES**, ask: How did you request a hearing?
- When did you request a hearing?
- Have you been served with a Writ of Ejectment?
- **IF YES**, ask: What county was the Writ of Ejectment filed in?
- How did you get served?
- When did you get served?
- What date and time is listed as the time when you must move?

**NOTE: Intake staff should advise Applicant to request an informal hearing with the Housing Authority if Applicant has only received a Notice to Vacate (letter) from the landlord.**

**For Security deposit issues in Federally Subsidized Housing Rights intakes, you should ask:**

- What does Applicant want?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?
- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?
- Did you pay a security deposit?
- **IF YES**, ask: How much did you pay?
- Have you requested the return of your security deposit?
- How did you ask that your security deposit be returned?
- Did you get the entire amount?
- **IF NO**, ask: Why not?
- Did you and the landlord go through the rental unit after you moved out?
- Was there any damage to the rental unit when you left?
- **IF YES**, ask: What damage?
- Who is responsible for the damage?

- Did you have any witnesses with you at the time you and your landlord inspected the rental unit?
- Who are your witnesses? What relationship, if any, are your witnesses to you?

**For Landlord Repairs in Federally Subsidized Housing intakes, you should ask:**



- What does Applicant want?
- Does your landlord provide utilities?
- **IF YES**, ask: What utilities does your landlord provide?
- What repairs need to be done in your home?
- Were the repairs promised by the landlord as a condition of you moving in?
- Have you notified your landlord that the repairs needed to be done?
- **IF YES**, ask: When did you notify your landlord?
- How did you notify your landlord about getting the repairs to your home done?
- Has your landlord done anything about your request to make repairs?
- **IF YES**, ask: What has your landlord done?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?

- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is the name of your landlord/property manager?

**For Federally Subsidized Housing Eviction intakes, you should ask:**

- What does Applicant want?
- Do you have a written or oral lease?
- How long does your lease run?
- When does your lease expire?
- What amount of rent do you pay out of pocket?
- Did you pay a security deposit?
- **IF YES**, ask: How much was your security deposit?
- Did you receive a letter from your landlord terminating your lease?
- **IF YES**, ask: How did you receive the notice?
- When did you receive the notice?
- What reason did your landlord give for terminating your lease?

**NOTE: Intake staff should advise Applicant to request an informal hearing with Housing Authority if Applicant has only received a Notice to Vacate (letter) from their landlord.**

- Have you been served with eviction pleadings?
- **IF YES**, ask: What county was the eviction pleadings filed in?
- Docket Number?
- How did you get served?
- When did you get served?

- What reason do the papers give for wanting to evict you?
- Did you request a hearing with the Magistrate Court?
- **IF YES**, ask: How did you request a hearing?
- When did you request a hearing?
- Have you been served with a Writ of Ejectment?
- **IF YES**, ask: What county was the Writ of Ejectment filed in?
- How did you get served?
- When did you get served?
- What date and time is listed as the time you must move out?

**(62) Home ownership/Real Property (Not Foreclosure):**

**NOTE: Intake staff should note in the case facts, where applicable, the appropriate grant the case can be accepted under.**

**For Homeownership/Property intakes, you should ask:**

- What does Applicant want?
- What kind of home are you buying? Condo? Mobile home? House?
- What kind of arrangement do you have in regards to the purchase of your home?

**RENT-TO-OWN:**

- What is the purchase price for your home?
- What is your monthly house payment?
- Are you current on your payments?
- **IF NO**, how far behind are you?
- Is there a written Rent-To-Own contract?
- Do you have a copy of your contract?

- Who pays for repairs?
- Who pays the taxes on your home?

### **CONTRACT-FOR-DEED:**

- What is the purchase price for your home?
- What is your monthly house payment?
- Is your house payment paid current?
- **IF NO**, how far behind are you?
- Is there a written Contract-for-Deed?
- Do you have a copy of your contract?
- Who pays for repairs?
- Who pays the taxes on your home?

### **MORTGAGES:**

- How many years do you have on your mortgage?
- What is your monthly mortgage payment?
- Is your mortgage payment paid current?
- **IF NO**, how far behind are you?
- What is the interest rate on your mortgage?
- What is the original mortgage amount on your home?
- What type of mortgage do you have?
- Do you have insurance on your mortgage?
- **IF YES**, ask: What kind?

- Do you have a copy of your mortgage?
- Have you tried to modify your current mortgage?
- **IF YES**, ask: With whom? With what result?
- Do you have a second mortgage?
- **IF YES**, ask: What is your monthly second mortgage payment?
- What is the interest rate on your second mortgage?
- What is the original second mortgage amount on your home?
- Is your second mortgage payment current?
- **IF NO**, how far behind are you?
- What type of second mortgage do you have?
- Do you have insurance on your second mortgage?
- **IF YES**, ask: What kind?
- Do you have a copy of your second mortgage?

**For Quiet Title/Petition to Determine Heirs intakes, you should ask:**

- What does Applicant want?
- What is the decedent(s) date of death? (need year-best guess)
- What is your relationship to the decedent?
- Did the decedent have a will?
- How many children did the decedent have? Names of children?
- What is the address of the property the decedent owned?
- Who is living in the property at this time?
- How long has that person been living there?

- Have the property taxes been paid?
- If **YES**, who is paying the property taxes?
- How many years have they paid the property taxes?
- Are the property taxes current?
- Who may have an interest in the property? Why?
- Is there a mortgage on the property?
- If **YES**, who is the mortgage company?
- What is the outstanding balance on the mortgage?
- Who is making the mortgage payments?
- Are the mortgage payments current?
- If **NO**, how far behind is the mortgage payment?
- Can any of the information be support by written documents and/or receipts?
- What has happened that you need to fix the title to the land now? [Examples: Repairs needed? Insurance policies? Homestead Exemptions?]



**(63) Private Landlord/Tenant):**

**NOTE:** Intake staff should note in the case facts, where applicable, the appropriate grant the case can be accepted under.

**For Private Landlord/Tenant Security Deposit intakes, you should ask:**

- What does Applicant want?
- Do you have a lease?

- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?
- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?
- Did you pay a security deposit?
- **IF YES**, ask: How much did you pay?
- Have you asked for the return of your security deposit?
- How did you ask that your security deposit be returned?
- Did you get the entire amount?
- **IF NO**, ask: Why not?
- Did you and the landlord go through the rental unit after you moved out?
- Was there any damage to the rental unit when you left?
- **IF YES**, ask: What damage?
- Who is responsible for the damage?
- Did you have any witnesses with you at the time you and your landlord inspected the rental unit?



**For Private Landlord/Tenant Repair intakes, you should ask:**

- What does Applicant want?
- Does your landlord provide utilities?
- **IF YES**, ask: What utilities does your landlord provide?
- What repairs need to be done in your home?
- Were the repairs promised by the landlord as a condition of you moving in?
- Have you notified your landlord that the repairs needed to be done?
- **IF YES**, ask: When did you notify your landlord?
- How did you notify your landlord about getting the repairs to your home done?
- Has your landlord done anything about your request to make repairs?
- **IF YES**, ask: What has your landlord done?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?
- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?

**For Private Landlord/Tenant Eviction intakes, you should ask:**

- What does Applicant want?
- Do you have a written or oral lease?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay out of pocket?
- Is your rent paid current?
- IF NO, how far behind are you?
- Did you pay a security deposit?
- **IF YES**, ask: How much was your security deposit?
- Did you get a letter from your landlord terminating your lease?
- **IF YES**, ask: How did you receive the notice?
- When did you receive the notice?
- What reason did your landlord give for terminating your lease?

**NOTE: Intake staff should advise Applicant to request an informal hearing with Housing Authority if Applicant has only received a Notice to Vacate (letter) from their landlord.**

- Have you been served with eviction pleadings?
- **IF YES**, ask: What county was the eviction pleadings filed in?
- Docket Number?
- How did you get served?
- When did you get served?
- What reason do the papers give for wanting to evict you?
- **IF YES**, ask: How did you request a hearing?

- When did you request a hearing?
- Have you been served with a Writ of Ejectment?
- **IF YES**, ask: What county was the Writ of Ejectment filed in?
- How did you get served?
- When did you get served?
- What date and time is listed as the time when you must move?

**For General Private Landlord/Tenant intakes, you should ask:**

- What does Applicant want?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?
- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?
- Have you received any written notice from your landlord?
- **IF YES**, ask: What type notice did you get?
- How did you get the notice?
- What did you get the notice?
- Does the notice say that your landlord wants to terminate your lease?

- Have you been served with court papers?
- **IF YES**, ask: What county are the papers filed in?
- What Court did the papers come from?
- What are the papers for (caption)?
- Docket Number?
- How did you get served the papers?
- When did you get the papers?
- Did you request a hearing?
- **IF YES**, ask: When did you request your hearing?
- How did you request your hearing?

**(64) Public Housing:**

**NOTE: Intake staff should note in the case facts, where applicable, the appropriate grant the case can be accepted under.**

**For Public Housing Security Deposit intakes, you should ask:**

- What does Applicant want?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?

- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?
- Did you pay a security deposit?
- **IF YES**, ask: How much did you pay?
- Have you asked for the return of your security deposit?
- How did you ask that your security deposit be returned?
- Did you get the entire amount?
- **IF NO**, ask: Why not?
- Did you and the landlord go through the rental unit after you moved out?
- Was there any damage to the rental unit when you left?
- **IF YES**, ask: What damage?
- Who is responsible for the damage?
- Did you have any witnesses with you at the time you and your landlord inspected the rental unit?
- Who are your witnesses? What relationship, if any, are your witnesses to you?

**For Public Housing Landlord Repair intakes, you should ask:**

- What does Applicant want?
- Does your landlord provide utilities?
- **IF YES**, ask: What utilities does your landlord provide?
- What repairs need to be done in your home?
- Where the repairs promised by the landlord as a condition of you moving in?
- Have you notified your landlord that the repairs needed to be done?

- **IF YES**, ask: When did you notify your landlord?
- How did you notify your landlord about getting the repairs to your home done?
- Has your landlord done anything about your request to make repairs?
- **IF YES**, ask: What has your landlord done?
- Do you have a lease?
- **IF YES**, ask: Is your lease written or oral?
- **IF written lease**, ask: Do you have a copy of your lease?
- When does your lease expire?
- What amount of rent do you pay?
- How often do you pay rent?
- Are you current in paying your rent?
- **IF NO**, ask: How far behind are you?
- How much do you owe?
- What is name of your landlord/property manager?

**For Public Housing Eviction intakes, you should ask:**

- What does Applicant want?
- Do you have a written or oral lease?
- How long does your lease run?
- When does your lease expire?
- What amount of rent do you pay out of pocket?
- Did you pay a security deposit?
- **IF YES**, ask: How much was your security deposit?
- Did you receive a letter from your landlord terminating your lease?

- **IF YES**, ask: How did you receive the notice?
- When did you receive the notice?
- What reason did your landlord give for terminating your lease?

**NOTE: Intake staff should advise Applicant to request an informal hearing with Housing Authority if Applicant has only received a Notice to Vacate (letter) from their landlord.**

- Have you been served with eviction pleadings?
- **IF YES**, ask: What county was the eviction pleadings filed in?
- Docket Number?
- How did you get served?
- When did you get served?
- What reason do the papers give for wanting to evict you?
- Did you request a hearing with the Magistrate Court?
- **IF YES**, ask: How did you request a hearing?
- When did you request a hearing?
- Have you been served with a Writ of Ejectment?
- **IF YES**, ask: What county was the Writ of Ejectment filed in?
- How did you get served?
- When did you get served?
- What date and time is listed as the time when you must move?

**For General Public Housing intakes, you should ask:**

- What does Applicant want?
- Do you have a written or oral lease?

- What are the terms of your lease?
- When does your lease expire?
- What amount of rent do you pay out of pocket?
- Did you pay a security deposit?
- **IF YES**, ask: How much was your security deposit?
- Have you asked for your security deposit back?
- How did you ask for your security deposit back?
- Did you get the entire amount back?
- **IF NO**, ask: Why not?
- Was there any damage to the rental unit when you left?
- **IF YES**, ask: What damage and who is responsible for the damage?

### **For utility issues**

- Does your landlord provide utilities?
- **IF YES**, ask: What utilities did your landlord provide?
- When were your utilities cut off?
- How were you notified that your utilities would be cut off?
- Did you receive a letter from your landlord terminating your lease?
- **IF YES**, ask: How did you receive the notice?
- When did you receive the notice?
- What reason did your landlord give for terminating your lease?
- Have you been served with eviction pleadings?
- **IF YES**, ask: What county was the eviction pleadings filed in?
- How did you get served?

- When did you get served?
- What reason do the papers give for the Landlord wanting to evict you?
- Did you request a hearing with the Magistrate Court?
- **IF YES**, ask: How did you request a hearing?
- When did you request a hearing?
- Have you been served with a Writ of Ejectment?
- **IF YES**, ask: What county was the Writ of Ejectment filed in?
- How did you get served?
- When did you get served?

**(65) Mobile Homes:**

- What does Applicant want?
- Do you rent the lot your mobile home is on?
- **IF YES**, ask: Who is your landlord?
- What is your monthly lot rent?
- Are you behind in your lot rent?
- **IF YES**, ask: How far behind are you?
- Do you have a copy of the written lease agreement for the lot?
- What are the terms of the lease?
- When does your lease expire?
- Are you behind in your mobile payments?
- **IF YES**, ask: How far behind are you?
- What is the total amount of your arrears?
- Giving your **best guess**, what is the value of your mobile home?

- Do you have Homeowner's insurance?
- **IF YES**, ask: With whom?
- Is there a warranty on your mobile home?
- **IF YES**, ask: What is the name of the warranty company?

**NOTE: Intake staff should note in case facts that the intake is possible emergency if the Applicant has been served with repossession/foreclosure pleadings.**

**(66) Housing Discrimination:**

- What does Applicant want?
- How were you discriminated against?
- Were you refused the opportunity to rent or buy a house?
- Were you denied a housing loan?
- Where you told that housing was not available when there was housing available?
- **IF NONE of these**, ask: What happened to you?
- Why do you think you are a victim of housing discrimination?
- Is it because of your Race? Color? Sex? National origin? Familial status? Disability?
- Who discriminated against you? A landlord? Owner? Bank? Etc.
- Where did the discriminatory act occur?
- When did the last act of discrimination occur?
- Is the discrimination continuing?
- Have you filed a housing discrimination complaint with HUD or a state or local housing agency?
- **IF YES**, ask: What happened?

**(67) Mortgage Foreclosures (Not Predatory Lending Practices):**

- What does Applicant want?
- How many years do you have on your mortgage?
- When did you get your mortgage loan?
- What is your monthly mortgage payment?
- Is your monthly mortgage payment current?
- **IF NO**, ask: How many months behind are you?
- What is the interest rate on your mortgage?
- Is your interest rate fixed or does it change during the terms of your mortgage?
- What mortgage company gave you the loan?
- Does the mortgage company still have your loan?
- **IF NO**, ask: What mortgage company has your loan now?
- What is the original mortgage amount on your home?
- Do you have insurance on your mortgage?
- **IF YES**, ask: What kind?
- Do you have a copy of your mortgage?
- Do you have a copy of your promissory note?
- Do you have a copy of your closing documents?
- Did you get this mortgage to pay off another mortgage and other bills?
- **IF this is a refinance**, ask: Have you refinanced before with this mortgage company or a different company?
- Have your mortgage payments stayed the same or have they changed?
- Are they expected to change?

- Have you been served with foreclosure pleadings?
- **IF YES**, ask: When did you get served?
- How did you get served?
- Did you file an Answer to the pleadings?
- What caused you to get behind?
- Can you afford to make payments now?
- What can you afford each month?
- Do you have money saved for payments?
- Can you afford to keep your home at the current monthly payments?
- What is the value of your home?
- Have you ever filed bankruptcy?
- **IF YES**, ask: When?

## **SECOND MORTGAGE**

- Do you have a second mortgage?
- **IF YES**, ask: What is your monthly second mortgage payment?
- Are you behind in your second mortgage?
- **IF YES**, ask: How far behind are you?
- What is the interest rate on your second mortgage?
- What is the original second mortgage amount on your home?
- What type of second mortgage do you have?
- Do you have insurance on your second mortgage?
- **IF YES**, ask: What kind?

- Do you have a copy of your second mortgage?
- Have you been served with foreclosure pleadings on the second mortgage?
- **IF YES**, ask: When did you get served?
- How did you get served?
- Did you file an Answer to the pleadings?

**(68) Mortgage Predatory Lending Practices:**

- What does Applicant want?
- When did you get your mortgage loan?
- What company gave you the loan?
- Does this company still have your loan?
- **IF NO**, ask: What company has your mortgage?
- Is this your first mortgage loan?
- Did you get it to pay off another mortgage and other bills?
- **IF this is a refinance**, ask: Have you refinanced before with this company or a different company?
- Do you have a second mortgage?
- **IF YES**, ask: What is the name of the company?
- How did you come into contact with your lender?
- How soon after speaking with the lender did you have your closing?
- Where did your closing take place?
- Who was present at the closing?
- Was an attorney present?
- Did you select the attorney?

- Did you know that you could select the attorney?
- What is your interest rate?
- When did you first learn of your interest rate?
- What are your monthly payments?
- When did you first learn the amount of your monthly payments?
- Have your mortgage payments stayed the same or have they changed?
- Are they expected to change?
- How many months behind?
- What caused you to get behind?
- Can you afford to make payments now?
- What can you afford each month?
- Do you have money saved for payments?
- Can you afford to keep your home at the current monthly payments?
- Do you have a copy of your mortgage?
- Do you have a copy of your promissory note?
- Do you have a copy of your closing documents?
- What is the value of your home?

**(69) Other Housing:**

- What does Applicant want?
- Where do you live?
- What do you live in? Home, mobile home, condo, etc.?
- What type of housing problem do you have?
- Who is your problem with?

- Are you aware of any deadlines, in regards to your housing problem?
- **IF YES**, ask: What are your deadlines?

**NOTE: Intake staff should note in case facts that the intake is a possible emergency if the Applicant has been served with foreclosure pleadings.**

### **Income Maintenance/Public Benefits**



### **(72) Social Security (Not SSDI)**

#### **For Social Security (Not SSDI)-Children Survivor Benefit intakes, you should ask:**

- What does Applicant want?
- Have you applied for survivor benefits?
- Have you been denied?
- What was the date the denial?
- What was the reason Social Security gave you as to why you are not eligible to get survivor benefits?
- Have you appealed the decision that you are not eligible to get survivor's benefits?
- When did you file your appeal?
- How did you file your appeal?
- Did the deceased sign the child's birth certificate?
- Did the deceased ever acknowledge that he/she was the biological parent of the child?
- Was there a support order?

- Was a paternity test done?
- Was your child on the deceased's medical insurance?
- Does the deceased's family acknowledge the child as belonging to their family?

**(73) Food Stamps:**

**For Food Stamp Reduction or Termination intakes, you should ask:**

- What does Applicant want?
- How were you told that your food stamps were going to be reduced or terminated?
- When did you get the letter that your food stamps would be reduced or terminated?
- How much do you get in food stamps?
- What will be your new amount in food stamps?
- What was the reason given in the notice for reducing or terminating your food stamps?
- Have you asked for a fair hearing with DSS?
- Did you ask for the fair hearing in writing?
- **IF YES**, ask: Do you have a hearing date?
- Have you been convicted of a crime?
- **IF YES**, ask: What crime(s) were you convicted of? When?
- When was the last time you were re-certified?
- How long have you been getting food stamps?
- Has the number of people in your household changed?
- **IF YES**, ask: How did it change?

- Did you report the change to your caseworker?
- Has your household income changed?
- **IF YES**, ask: How did it change?
- Did you report the change to your caseworker?

**For Food Stamp Overpayment intakes, you should ask:**

- What does Applicant want?
- How did you find out about the food stamp overpayment?
- When did you get the letter telling you of the food stamp overpayment?
- Does the letter tell you how the overpayment happened?
- **IF YES**, ask: What does the letter say about how the overpayment happened?
- Did you report the circumstance(s) that caused the overpayment to DSS?
- **IF YES**, ask: Who did you report it to?
- **IF NO**, ask: Why not?
- Have you appealed the overpayment?
- How did you appeal the overpayment? In writing? Telephone call to caseworker?
- Do you have a hearing date?
- Can you afford to repay the overpayment?
- Have you received any letters attempting to collect the overpayment yet?
- Has your household income changed?
- **IF YES**, ask: How has your household income changed?
- Did you report your change of income to your caseworker?
- Did the number in your household change?

- **IF YES**, ask: How has the number of your household changed?
- Did you report the change in the number of your household to your caseworker?
- Have any of your other benefits stopped?

**(74) SSDI:**

- What does Applicant want?
- What is the nature of your disability?
- Are you seeing a doctor or doctors?
- When did you apply for Social Security disability benefits?
- When did you get denied for Social Security disability benefits?
- Did you appeal the denial of your Social Security disability?
- How did you appeal?
- When did you appeal?
- How many times have you appealed the denial of your Social Security disability benefits?
- Do you have a hearing date?
- How far did you go in school?
- When was the last time you worked?
- **IF WORKED**, ask: What did you do?
- **For cessation intakes**, ask: Have you asked for your benefits to continue?

**NOTE: If Applicant has not requested benefits to continue, please advise Applicant to do so. Applicant has only 10 days to appeal for benefits to continue.**

**For SSDI Overpayment cases, you should ask:**

- What does Applicant want?
- When did you get your notice of the SSD overpayment?
- How did you receive notice of the overpayment? By letter? By telephone?
- What was the reason Social Security Administration gave you as to why you were overpaid?
- Did you report the circumstance(s) that caused the overpayment to Social Security?
- **IF YES**, ask: Who did you report it to?
- How much were you overpaid?
- Do you have any of the overpaid money now?
- Are you able to pay the money back?
- Have you appealed the decision that you were overpaid?
- How did you appeal? In writing? By telephone?
- Is Social Security taking money out of your check to recoup the overpayment?
- **IF YES**, ask: How much are they taking out? When did this start?
- Did you file a waiver?
- **IF YES**, ask: When did you file for a waiver?
- Do you have a representative payee?
- **IF YES**, ask: Who is your representative payee?

**(75) Supplemental Security Income (SSI):**

- What does Applicant want?
- What is the nature of your disability?
- Are you seeing a doctor or doctors?
- When did you apply for SSI benefits?
- When did you get denied for SSI benefits?
- Did you appeal the denial of your SSI benefits?
- How did you appeal?
- When did you appeal?
- How many times have you appealed the denial of your SSI benefits?
- Do you have a hearing date?
- How far did you go in school?
- When was the last time you worked?
- **IF WORKED**, ask: What did you do?
- **For cessation intakes**, ask: Have you asked for your benefits to continue?

**For SSI Overpayment intakes, you should ask:**

- What does Applicant want?
- When did you get your notice of the SSI overpayment?
- How did you receive notice of the overpayment? By letter? By telephone?
- What was the reason Social Security Administration gave you as to why you were overpaid?
- Did you report the circumstance(s) that caused the overpayment to Social Security?

- **IF YES**, ask: Who did you report it to?
- How much were you overpaid?
- Do you have any of the overpaid money now?
- Are you able to pay the money back?
- Have you appealed the decision that you were overpaid?
- How did you appeal? In writing? By telephone?
- Is Social Security taking money out of your check to recoup the overpayment?
- **IF YES**, ask: How much are they taking out? When did this start?
- Did you file a waiver?
- **IF YES**, ask: When did you file for a waiver?
- Do you have a representative payee?
- **IF YES**, ask: Who is your representative payee?



**(76) Unemployment Benefits:**

- What does Applicant want?
- What date did your employment end?
- How long did you work there?
- **IF Applicant worked less than one (1) year**, ask the Applicant: Where did you work before the job you just had? When did you work there?

- How did you find out that you have been disqualified from receiving unemployment benefits?
- **IF Applicant found out about the disqualification by receiving a Determination**, ask: What is the mailing date of that Determination?
- Do you have your denial notice?
- What other documents have you received from the Department of Employment and Workforce (DEW)?
- What is the date of the most recent document you received?
- Have you had any previous hearings in this case?
- Have you filed an appeal?
- **IF YES**, ask: When did you file the appeal?
- How did you file your appeal?
- Do you have a hearing date?
- Did you quit your job or were you terminated?
- **IF Quit**, ask: Why did you quit?
- **IF Terminated**, ask: What do you believe was the reason you were terminated?
- What was the reason given by your employer for terminating you?
- Did you do what your employer is claiming was the reason you were terminated?

**NOTE: If the Applicant has not appealed unemployment denial, please advise Applicant to do so. Applicant has only 10 days to appeal unemployment denial. The 10 day appeal time is from date of denial and not date denial is received by Applicant.**



## 77) Veterans (VA) Benefits:

### For VA Disability Benefit denial intakes, you should ask:

- What does Applicant want?
- What is the nature of your disability?
- Is your disability service connected?
- Does the VA regard your disability as service connected?
- Are you seeing a doctor or doctors?
- When did you apply for VA disability benefits?
- When did you get denied for VA benefits?
- How many times have you appealed the denial of your VA benefits?
- Do you have a hearing date?
- How far did you go in school?
- When was the last time you worked?
- **IF WORKED**, ask: What did you do?

### For VA Overpayment intakes, you should ask:

- What does Applicant want?
- When did you get notice of the VA overpayment?
- How did you receive notice of the overpayment? By letter? By telephone?

- What reason did the VA give you as to why you were overpaid?
- Did you report the circumstance(s) that caused the overpayment to the VA?
- **IF YES**, ask: Who did you report it to?
- How much were you overpaid?
- Do you have any of the overpaid money now?
- Are you able to pay the money back?
- Have you appealed the decision that you were overpaid?
- When did you file your appeal?
- Did you file for a waiver?
- When did you file for a waiver?
- Have your benefits been stopped or reduced?



**(78) State and Local Income Maintenance:**

- What does Applicant want?
- What public benefit is at issue?
- Did you get a letter that your public benefit would be reduced or terminated?
- Or were you told by your caseworker that your public benefit would be reduced or terminated?
- What was the reason given in the notice for reducing or terminating your public benefit?
- Have you requested a fair hearing in writing?

- **IF YES**, ask: Do you have a hearing date?
- How long have you been receiving the benefit?
- Has the number of persons in your household changed?
- **IF YES**, ask: Did you report the change to your caseworker?
- Has your household income changed?
- **IF YES**, ask: Did you report the change to your caseworker?

**For State and Local Income Maintenance Overpayment intakes, you should ask:**

- What does Applicant want?
- Did you get a letter notifying you of an overpayment?
- Or, were you told by your caseworker that you were overpaid?
- Did you report the circumstance(s) that caused the overpayment?
- **IF YES**, ask: Who did you report it to?
- **IF NO**, ask: Why not?
- Have you appealed the overpayment?
- Do you have a hearing date?
- Can you afford to repay the overpayment?
- Have you received any letters attempting to collect the overpayment?
- Has your income changed?
- **IF YES**, ask: Did you report your change of income to your caseworker?
- Did the number of persons in your household change?
- Have any of your benefits stopped?

**(79) Other Income Maintenance:**

- What does Applicant want?
- Did you get the letter that your public benefit would be reduced or terminated?
- Or, were you told by your caseworker that your public benefit would be reduced or terminated?
- What was the reason given in the notice for reducing or terminating your public benefit?
- Have you requested a fair hearing in writing?
- **IF YES**, ask: Do you have a hearing date?
- How long have you been receiving the benefit?
- Has the number of persons in your household changed?
- **IF YES**, ask: Did you report the change to your caseworker?
- Has your household income changed?
- **IF YES**, ask: Did you report the change to your caseworker?

**For Other Income Maintenance Overpayment intakes, you should ask:**

- What does Applicant want?
- Did you get a letter notifying you of an overpayment?
- Or, were you told by your caseworker that you were overpaid?
- Did you report the circumstance(s) that caused the overpayment?
- **IF YES**, ask: Who did you report it to?
- **IF NO**, ask: Why not?
- Have you appealed the overpayment?
- Do you have a hearing date?
- Can you afford to repay the overpayment?

- Have you received any letters attempting to collect the overpayment?
- Has your income changed?
- **IF YES**, ask: Did you report your change of income to your caseworker?
- Did the number of persons in your household change?
- Have any of your benefits stopped?

### **Individual Rights:**



### **(81) Immigration:**

#### **For Immigration intakes to assist Victims of Domestic Violence that would qualify them for a T, U, or VAWA Visa, you should ask:**

- What does Applicant want?
- Have you or your children been a victim of physical or emotional violence?
- Who committed the violence?
- Please describe the crime?
- Did you ever talk to anyone about this crime? If so, who?
- Was the person who committed the crime arrested and/or prosecuted?
- What is the name of your Spouse/Partner?
- Are you and your Spouse/Partner married?
- **IF YES** ask, what is the date of your marriage and where did you get married?
- Are you still living with your Spouse/Partner?
- Does your Spouse/Partner have immigration status?

- What is your Spouse/Partner's Address?
- What is your Spouse/Partner's Date of Birth?
- Does your Spouse/Partner have a Social Security Number?
- **IF YES** ask, what is the Social Security Number?
- Does your Spouse/Partner have an A Number?
- **IF YES** ask, what is the A Number?
- Do you have any safety concerns about you and/or your children?
- Do you have any children living outside of your home or outside of the country?
- In your opinion, what is your current immigration status?
- What country were you born in?
- Are you a citizen of any other country?
- Have you ever had contact with an immigration official?
- Have you ever filed any immigration paperwork before?
- What are the children's immigration statuses?
- To your knowledge, do you have a criminal history, including criminal traffic convictions?

**(86) Human Trafficking:**

**For Human Trafficking intakes, you should ask:**

- What does Applicant want?
- In your opinion, what is your current immigration status?
- How many times have you entered the U.S.?
- Dates entered U.S.?
- Times entered U.S.?
- Places where Applicant entered U.S.?

- What Country were you born in?
- Are you a citizen of any other Country
- Have you had any prior contact with Immigration Officials?
- **IF YES**, ask the Applicant to: Describe when, where, and what happened.
- Have you ever filed any immigration paperwork before?
- **IF YES**, ask: What did you file and when?
- Do you have a work permit?
- Are you married?
- **IF YES**, ask: Where was your spouse born?
- What is the immigration status of your spouse?
- Do you have a partner?
- **IF YES**, ask: Where was your partner born?
- What is the immigration status of your partner?
- Do you have any children?
- **IF YES**, ask: Where were they born?
- What are the children's immigration statuses?
- Where do the children currently live?
- Where were your parents born?
- What are your parents' immigration statuses?
- Were your parents married when you were born?
- With whom did you live when you were a child?
- Where were your grandparents born?
- What is their immigration status?
- Do you have any chronic or serious medical condition or disability?
- What is your source of income?
- How much do you earn per month?
- Are you afraid to return to your home Country?
- **IF YES**, ask: Why?
- Have you ever been arrested or detained?

- To your knowledge, do you have a criminal history, including criminal traffic convictions?
- Have you ever had an immigration attorney?
- **IF YES**, ask: What is the attorney's name?
- Have you ever had a criminal attorney?
- **IF YES**, ask: What is the attorney's name?
- Have you or your children been a victim of physical or emotional abuse?
- Who committed the violence?
- When was last incident of abuse?
- What happened?
- What did you do after the abuse?
- What was the immigration status of the abuser?
- Are you the victim of a crime?
- **IF YES**, ask: What crime(s)?
- Have you cooperated with the police and/or solicitor in investigating and/or prosecuting this crime?

### **Miscellaneous and Elder Law:**

#### **For intakes regarding Indian/Tribal Law, you should ask:**

- What does Applicant want?
- What is your relationship with the Opposing Party (OP)?
- Are you or the OP invoking relief by applying Native American Tribal Law?
- Are you a Native American?
- **IF YES**, ask: What tribe are you from?
- Are you currently living on a Native American reservation?

- **IF YES**, ask: Where is the location of the reservation?
- Who is the chief of the reservation?
- Is the OP a Native American?
- **IF YES**, ask: What tribe is the OP from?
- Is the OP currently living on a Native American reservation?
- **IF YES**, ask: Where is the location of the reservation?
- Who is the chief of the reservation?
- What Native American Tribe is the focus of the litigation?

**(95) Wills/Estates:**

**For intakes regarding the Drafting and Execution of the Applicant's Last Will & Testament, you should ask:**

- What does Applicant want?
- Do you have a spouse?
- **IF YES**, ask: What is your spouse's name
- **IF NO**, ask: Did you ever have a spouse?
- **IF YES**, ask: What was your spouse's name?
- Do you have any children?
- **IF YES**, ask: What are their names and ages?
- Are all of your children living?
- **IF any of Applicant's child(ren) under 18 years old**, ask: Who do you want to take care of your child(ren)?
- **IF any of Applicant's child(ren) have passed away**, ask: What is the name of the deceased child(ren)?

- What property do you have?
- Who do you want to leave your property to?
- **If the person you want to leave your property to dies before you**, ask: Who do you want to give your property to then?
- Who do you want to administer your will?
- What relationship, if any, do you have with the person you want to administer your will?

**For intakes regarding the Probating of an Estate (includes deeds of distribution), you should ask:**

- What does Applicant want?
- Whose estate do you want to probate?
- Have you gone to the Probate Court in regards to this matter? When?
- Has an estate already been opened for the decedent by you or someone else?
- If **YES**, by who? What is relation to caller and decedent?
- What problems, if any, are you having probating the estate?
- What was date of decedent's death?
- What is your relationship, if any, to this person?
- Did the person have a will?
- **IF YES**, ask: Can the will be located?
- Who is the personal representative of the will?
- What is the contact information of the personal representative?
- Where did the decedent live at the time of death?
- Where was the property decedent owned?
- Does the decedent own any property that is not in South Carolina?

- **IF YES**, ask: What property was owned and where is the property located?
- What was the decedent's address prior to death?
- What other property is in the estate?
- Giving me your best guess, what is the estimated value of the estate?
- Giving me your best guess, how many potential heirs are there?

**(96) Advance Directives/Powers of Attorney**

**For intakes regarding the Drafting and Execution of a Power of Attorney, you should ask:**

- What does Applicant want?
- Do you currently have a Power of Attorney?
- Where is your current Power of Attorney?
- Is it the original Power of Attorney?
- **IF NO**, ask: Where is the original Power of Attorney?
- Has the Power of Attorney ever been recorded at the court house?
- Who do you want to give your Power of Attorney to?
- What relationship, if any, do you have to this person?
- Why do you want to give your Power of Attorney?

**For intakes regarding the drafting and execution of a Health Care Power of Attorney, you should ask:**

- What does Applicant want?
- Do you currently have a Health Care Power of Attorney?
- Where is your current Health Care Power of Attorney?
- Is it the original Health Care Power of Attorney?

- **IF NO**, ask: Where is the original Health care Power of Attorney?
- Has the Health Care Power of Attorney ever been recorded at the court house?
- Who do you want to give your Health Care Power of Attorney to?
- What relationship, if any, do you have to this person?
- Why do you want a Health Care Power of Attorney?

**For intakes regarding the drafting and execution of a Living Will, your case facts should be:** Applicant is seeking a Living Will.



**For Applicants served with papers, you should also ask:**

- What papers were you served with?
- What Court are the papers from?
- What is the County and State the papers come from?
- Docket Number?
- How did you get served with the papers?
- Is there a deadline to file an Answer or Appeal given in the papers?
- **IF YES**, ask: What is the deadline?
- Did you file an Answer or notice of appeal on your own?
- **IF YES**, ask: Where did you send it and when?
- What are you asking SCLS to do in regards to you being served the papers?
- What are the allegations in the papers?
- Are the allegations in the papers true?
- **IF NO**, ask: What allegations are false?
- Why are the allegations false?
- Is there a hearing date?
- **IF YES**, ask: When and where is the hearing?

**For Applicants calling about Community Economic Development**

**NOTE: No Intake to be done over telephone. Community Economic Development cases do not lend themselves to telephone intake.**

## **Referral Numbers for Assistance during times of Emergency**



1. Salvation Army: (800)-SAL-Army
2. Air Force Aid Society: (800) 769-8951
3. Companheiros das Americas (Partners): (800) 322-7844
4. Mercy Corps: (888) 256-1900
5. Feed the Children: (800) 627-4556
6. American Red Cross: (800) HELP NOW (English)  
(800) 257-7575 (Spanish)
7. Humane Society of the United States: (888) 259-5431
8. FEMA: (800) 621-FEMA
9. Call TTY at (800) 462-7585 for people with speech or hearing disabilities
10. Fair Housing: (800) 440-8091
11. National Sexual Assault Hotline: 1-800-656-HOPE (4673)
12. National Domestic Violence Hotline: 1-800-799-SAFE (7233)

### **County Specific Referrals for callers**

There will be times when you, the person doing intake, may need to refer the Applicant to another agency. For example, if a victim of domestic violence calls to see if they are eligible to receive legal services while they continue to reside with their abuser, a referral to a local shelter may be warranted in addition to services from SCLS for the safety of the Applicant. It is important that those staff members doing intake for SCLS have access to county specific referral numbers so that they will be able to make appropriate referrals for those who call for legal services through the SCLS.



## **South Carolina Domestic Violence Programs and Shelters**

### **Beyond Abuse (formerly Sexual Trauma and Counseling Center)**

Sexual Assault Services – Greenwood, Laurens, and Abbeville

Website: [www.sexualtraumacenter.org](http://www.sexualtraumacenter.org)

Phone: 864-227-1623 Hotline: 864-227-1623

### **CASA/Family Systems**

Domestic Violence and Sexual Assault Services -Orangeburg, Calhoun, and Bamberg

Website: [www.casafamilysystems.com](http://www.casafamilysystems.com)

Phone: 803-534-2448 Hotline: 1-800-298-7228

### **Citizens Opposed to Domestic Abuse**

Domestic Violence Services – Beaufort, Colleton, Hampton, and Jasper

Website: [www.codalowcountry.org](http://www.codalowcountry.org)

Phone: 843-770-1074 Hotline: 843-770-1070

### **Cumbee Center to Assist Abused Persons**

Domestic Violence Services – Aiken, Barnwell and Allendale

Sexual Assault Services -Aiken, Barnwell, Allendale, Edgefield, Saluda, and McCormick

Website: [www.cumbeecenter.org](http://www.cumbeecenter.org)

Phone: 803-649-0480 Hotline: 803-641-4162

### **Family Resource Center**

Sexual Assault Services – Kershaw and Lee

Website: [www.thefamilyresourcecenter.org](http://www.thefamilyresourcecenter.org)

Phone: 803-425-4357 Hotline: 1-800-585-4455

**Foothills Alliance**

Sexual Assault Services – Anderson and Oconee

Website: [www.foothillsalliance.org](http://www.foothillsalliance.org)

Phone: 864-231-7273 Hotline: 1-800-585-8952

**Julie Valentine Center**

Sexual Assault Services – Greenville

Website: [www.julievalentinecenter.org](http://www.julievalentinecenter.org)

Phone: 864-331-0560 Hotline: 864-467-3633

**Hope Haven of the Lowcountry: Children’s Advocacy and Rape Crisis Center**

Sexual Assault Services – Beaufort, Colleton, Hampton and Jasper

Website: <http://www.hopehavenlc.org>

Phone: 843-524-2256 Hotline: 1-800-637-7273

**Laurens County Safe Home**

Domestic Violence Services – Saluda, Abbeville, and Laurens

Website: [www.thesafehome.org](http://www.thesafehome.org)

Phone: 864-682-7270 Hotline: 866-598-5932

**Meg’s House**

Domestic Violence Services – McCormick, Edgefield, and Greenwood

Website: [www.megshouse.org](http://www.megshouse.org)

Phone: 864-227-1421 Hotline: 1-800-447-7992

**My Sister’s House**

Domestic Violence Services – Charleston, Berkeley, and Dorchester

Website: [www.mysistershouse.org](http://www.mysistershouse.org)

Phone: 843-747-4069 Hotline: 1-800-273-4673

**Palmetto Citizens Against Sexual Assault**

Sexual Assault Services – Lancaster, Chester, and Fairfield

Phone: 803-286-5232 Hotline: 1-888-790-8532

**Pee Dee Coalition Against Domestic & Sexual Assault**

Domestic Violence Services – Florence, Darlington, Marion, Chesterfield, Marlboro, Dillon, and Williamsburg

Sexual Assault Services – Florence, Darlington, Marion, Chesterfield, Marlboro, Dillon, Williamsburg, and Clarendon

Website: [www.peedeecoalition.org](http://www.peedeecoalition.org)

Phone: 843-669-4694 Hotline: 1-800-273-1820

**People Against Rape**

Sexual Assault Services – Charleston, Berkeley, and Dorchester

Website: [www.peopleagainstrape.org](http://www.peopleagainstrape.org)

Phone: 843-745-0411 Hotline: 1-800-241-7273

**Rape Crisis Center**

Sexual Assault Services – Horry and Georgetown

Website: [www.victimtosurvivor.org/](http://www.victimtosurvivor.org/)

Phone: 843-448-3180 Hotline: 843-448-7273

**Rape Crisis Council of Pickens County**

Sexual Assault Services – Pickens

Website: [www.pickensrcc.org](http://www.pickensrcc.org)

Phone: 864-442-5500 Hotline: 864-442-5500

**Safe Harbor**

Domestic Violence Services – Greenville, Oconee, Pickens, and Anderson

Website: [www.safeharborsc.org](http://www.safeharborsc.org)

Phone: 864-467-1177 Hotline: 1-800-291-2139

**SAFE Homes – Rape Crisis Coalition**

Domestic Violence Services – Spartanburg, Cherokee, and Union

Sexual Assault Services – Spartanburg and Cherokee

Website: [www.shrcc.org](http://www.shrcc.org)

Phone: 864-583-9803 Hotline: 1-800-273-5066

**Safe Passage Inc.**

Domestic Violence Services – York, Chester, and Lancaster

Sexual Assault Services – York and Union

Website: [www.safepassagesc.org](http://www.safepassagesc.org)

Phone: 803-329-3336 Hotline: 1-800-659-0977

**Sexual Trauma Services of the Midlands**

Sexual Assault Services – Richland, Lexington, Newberry, and Sumter

Website: [www.stsm.org](http://www.stsm.org)

Phone: 803-790-8208 Hotline: 1-800-771-RAPE (7273)

**Sistercare**

Domestic Violence Services – Richland, Lexington, Newberry, Fairfield, and Kershaw

Website: [www.sistercare.com](http://www.sistercare.com)

Phone: 803-926-0505 Hotline: 1-800-637-7606

**YWCA of the Upper Lowlands**

Domestic Violence Services – Sumter, Lee, and Clarendon

Website: [www.ywca.org/upperlowlands](http://www.ywca.org/upperlowlands)

Phone: 803-773-7158 Hotline: 803-775-2763

**Healthy Connection Offices (Medicaid) by Counties**

**Abbeville County**

Human Services Building  
903 West Greenwood Street  
Abbeville, South Carolina 29620-5678  
(864) 366-5638

**Aiken County**

County Commissioner's Building  
1410 Park Avenue, SE  
Aiken, South Carolina 29801-4776  
(803) 643-1938

**Allendale County**

521 Barnwell Road  
Allendale, SC 29810-1903  
(803) 584-8137  
Post Office Box 326  
Allendale, SC 29810-0326

**Anderson County**

224 McGee Road  
Anderson, South Carolina 29625-2104  
(864) 260-4541

**Bamberg County**

374 Log Branch Road  
Bamberg, South Carolina 29003-0544  
(803)245-3932

**Barnwell County**

10913 Ellenton Street  
Barnwell, South Carolina 29812-0648  
(803) 541-3825

**Beaufort County**

1905 Duke Street  
Beaufort, South Carolina 29902-4403  
(843) 255-6095

**Berkeley County**

2 Belt Drive  
Moncks Corner, South Carolina 29461-2801  
(843) 719-1170

**Calhoun County**

2831 Old Belleville Road  
St. Matthews, South Carolina 29135-9010  
(803) 874-3384

**Charleston County**

326 Calhoun Street  
Charleston, South Carolina 29401-1124  
(843) 740-5900

**Cherokee County**

1434 North Limestone Street  
Gaffney, South Carolina 29340-4734  
(864) 487-2521

**Chester County**

115 Reedy Street  
Chester, South Carolina 29706-1881  
(803) 377-8135

**Chesterfield County**

201 North Page Street  
Chesterfield, South Carolina 29709-1201  
(843) 623-5226

**Clarendon County**

3 South Church Street  
Manning, South Carolina 29102-3454  
(803) 435-4305

**Colleton County**

215 South Lemacks Street  
Walterboro, South Carolina 29488  
(843) 549-1894

**Darlington County**

300 Russell Street, Room 145  
Darlington, South Carolina 29532-3340  
(843) 398-4427

404 South Fourth Street, Suite 300  
Hartsville, South Carolina 29550-5718  
(843) 332-2289

**Dillon County**

1213 Highway 34 West  
Dillon, South Carolina 29536-8141  
(843) 774-2713

**Dorchester County**

216 Orangeburg Road  
Summerville, South Carolina 29483-8945  
(843) 821-0444

**Edgefield County**

120 W.A. Reel Drive  
Edgefield, South Carolina 29824-1607  
(803) 637-4040

**Fairfield County**

1136 Kincaid Bridge Rd  
Winnsboro, South Carolina 29180-7116  
(803) 589-8035

**Florence County**

2685 South Irby Street, Box I  
Florence, South Carolina 29505-3440  
(843) 673-1761

345 South Ron McNair Blvd  
Lake City, South Carolina 29560-3434  
(843) 394-8575

**Georgetown County**

330 Dozier Street  
Georgetown, South Carolina 29440-3219  
(843) 546-5134

**Greenville County**

301 University Ridge, Suite 6700  
Greenville, South Carolina 29601-3636  
(864) 467-7800

**Greenwood County**

1118 Phoenix Street  
Greenwood, South Carolina 29646-3918  
(864) 229-5258

**Hampton County**

102 Ginn Altman Avenue, Suite B  
Hampton, South Carolina 29924-3962  
(803) 914-0053

**Horry County**

1601 11th Ave., 1st Floor  
Conway, South Carolina 29526-4142  
(843) 381-8260

**Jasper County**

10908 North Jacob Smart Boulevard  
Ridgeland, South Carolina 29936-2708  
(843) 726-7747

**Kershaw County**

110 East DeKalb Street  
Camden, South Carolina 29020-4432  
(803) 432-3164

**Lancaster County DHHS**

1599 Pageland Hwy  
Lancaster, South Carolina 29720-2409  
(803) 286-8208

**Laurens County**

93 Human Services Road  
Clinton, South Carolina 29325-7546  
(864) 547-8135

**Lee County**

820 Brown Street  
Bishopville, South Carolina 29010-4207  
(803) 484-5376

**Lexington County**

605 West Main Street  
Lexington, South Carolina 29072-2550

FI Medicaid  
(803) 785-2991

SSI Medicaid  
(803) 785-5050

**McCormick County**

215 North Mine Street - Highway 28 N  
McCormick, South Carolina 29835-8363  
(864) 465-5221

**Marion County**

137 Airport Ct., Suite J  
Mullins, SC 29574  
(843) 423-5417

**Marlboro County**

County Complex  
1 Ag Street  
Bennettsville, South Carolina 29512-4424  
(843) 479-4389

**Newberry County**

County Human Services Center  
2107 Wilson Road  
Newberry, South Carolina 29108-1603  
(803) 321-2159

**Oconee County**

223 B Kenneth Street  
Walhalla, South Carolina 29691-2443  
(864) 638-4420

**Orangeburg County**

2570 Old St. Matthews Road NE  
Orangeburg, South Carolina 29118-1407  
(803) 515-1793

**Pickens County**

212 McDaniel Avenue  
Pickens, South Carolina 29671-2527  
(864) 898-5815

**Richland County**

3220 Two Notch Road  
Columbia, South Carolina 29204-2826  
(803) 741-1165

**Saluda County**

613 Newberry Hwy  
Saluda, South Carolina 29138-8903  
(864) 445-2139

**Spartanburg County**

1000 N. Pine Street, Suite 23  
Pinewood Shopping Ctr.  
Spartanburg, South Carolina 29303  
(864) 596-2714

**Sumter County**

105 North Magnolia Street, 3rd Floor  
Sumter, South Carolina 29150-4941  
(803) 774-3447

### **Union County**

200 South Mountain Street  
Union, South Carolina 29379-2389  
(864) 424-0227

### **Williamsburg County**

831 Eastland Avenue  
Kingstree, South Carolina 29556-2555  
(843) 355-5411

### **York County**

454 South Anderson Road, Suite 10  
Rock Hill, SC 29730  
(803) 366-1900

## **DSS Offices by County**

### **Abbeville County DSS**

903 West Greenwood Street  
Abbeville, SC 29620

#### **Telephone:**

(864) 366-5481 Main  
(864) 366-0045 Fax  
(864) 366-5481, ext. 142 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Aiken County DSS**

1410 Park Avenue, SE  
Aiken, SC 29802

#### **Telephone:**

(803) 649-1111 Main  
(888) 866-8852 Toll Free  
(803) 202-3535 Foster Home Licensing  
(888) 711-7095 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Allendale County DSS**

521 Barnwell Highway  
Allendale, SC 29810

**Telephone:**

(803) 584-7048 Director ext. 221  
(803) 584-7048, ext. 239 Foster Home Licensing  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Anderson County DSS**

224 McGee Road  
Anderson, SC 29625

**Telephone:**

(864) 260-4100 Main  
(864) 224-6576 Child and Adult Protective Services  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

**Bamberg County DSS**

374 Log Branch Road  
Bamberg, SC 29003

**Telephone:**

(803) 245-4363 Main  
(855) 245-4361 Toll Free  
(803) 245-3935 Fax  
(803) 245-3931, Ext. 146 Foster Home Licensing  
(888) 711-7095 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Barnwell County DSS**

10913 Ellenton Street  
Barnwell, SC 29812

**Mailing Address:**

Barnwell County DSS  
Post Office Box 1306  
Barnwell, SC 29812

**Telephone:**

(803) 541-1220 Director  
(803) 541-1200, Ext. 137 Human Services  
(803) 541-1200, Ext. 139 Foster Home Licensing  
(888) 711-7095 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Beaufort County DSS**

1905 Duke Street  
Beaufort, SC 29902

**Mailing Address:**

Beaufort County DSS  
Post Office Box 1065  
Beaufort, SC 29901

**Telephone:**

(843) 255-6080 Main  
(843) 255-6085 Director  
(843) 255-6147 Foster Home Licensing  
(843) 255-6143 Child & Adult Abuse/Neglect  
(843) 525-0414 Fax  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Berkeley County DSS**

2 Belt Drive  
Moncks Corner, SC 29461

**Telephone:**

(843) 761-8044 Main  
(843) 953-9700 Child Support Enforcement  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Calhoun County DSS**

2831 Old Belleville Road  
St. Matthews, SC 29135

**Telephone:**

(803) 874-1612 Director  
(803) 874-3384 Main  
(803) 874-3384, ext. 105 Foster Home Licensing  
(803) 515-1852 Adoptions  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Charleston County DSS**

3366 Rivers Avenue  
North Charleston, SC 29405

**Telephone:**

(843) 953-9400 Main  
(843) 953-9678 Director  
(843) 953-9422 Child Protective Services  
(800) 588-1543 Foster Home Licensing  
(843) 953-9422 Adult Protective Services  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Cherokee County DSS**

1434 North Limestone Street  
Gaffney, SC 29342

**Telephone:**

(864) 487-2704 Main  
(864) 487-2704 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Chester County DSS**

115 Reedy Street  
Chester, SC 29706

#### **Mailing Address:**

Chester County DSS  
Post Office Box 488  
Chester, SC 29706

#### **Telephone:**

(803) 377-8131 Main  
(803) 377-8131, ext. 145 Foster Home Licensing  
(803) 385-3361 Human Services (Fax)  
(803) 581-8771 SNAP (Fax)  
(800) 922-1537 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

### **Chesterfield County DSS**

201 North Page Street  
Chesterfield, SC 29709

#### **Telephone:**

(843) 623-2147 Main  
(843) 623-5201 Director  
(843) 623-5758 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Clarendon County DSS**

3 South Church Street  
Manning, SC 29102

#### **Telephone:**

(803) 435-4303 Main  
(803) 435-8922 Director  
(888) 828-3555 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Colleton County DSS**

215 South Lemacks Street  
Walterboro, SC 29488

#### **Telephone:**

(843) 549-1012 Director  
(843) 549-1894 Main  
(843) 549-2942 Fax  
(843) 549-1894, ext. 227 Foster Home Licensing  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

### **Darlington County DSS**

Post Office Drawer 1377, 130 East Camden Avenue  
Hartsville, SC 29551

#### **Telephone:**

(843) 332-2231 Hartsville Office  
(843) 398-4420 Darlington Office  
(843) 326-5591 Lamar Office  
(843) 332-2231 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Dillon County DSS**

1211 Highway 34 West  
Dillon, SC 29536

#### **Mailing Address:**

Dillon County DSS  
Post Office Box 1307  
Dillon, SC 29536

#### **Telephone:**

(843) 774-3461 Director  
(843) 774-8284 Main  
(843) 774-8284, ext. 131 Foster Home Licensing  
(843) 841-0253 Fax  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

**Dorchester County DSS**

216 Orangeburg Road  
Summerville, SC 29483

**St. George Branch Address:**

Dorchester County DSS  
201 Johnston Street  
St. George, SC 29477

**Telephone:**

(843) 821-0444 Main  
(843) 821-0444, ext. 3017 Foster Home Licensing  
(843) 563-9524 St. George Branch Office  
(803) 515-1852 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Edgefield County DSS**

120 W.A. Reel Drive  
Edgefield, SC 29824

**Telephone:**

(803) 637-4040 Main  
(803) 637-5230 Fax  
(803) 637-4040, ext. 118 Foster Home Licensing  
(888) 711-7095 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Fairfield County DSS**

321 By-Pass & Kicaid Bridge Road  
Winnsboro, SC 29180

**Telephone:**

(803) 635-5502 Main  
(803) 635-2322 Fax  
(803) 589-8031 Foster Home Licensing  
(800) 922-1537 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

### **Florence County DSS**

2685 South Irby Street  
Florence, SC 29505

#### **Telephone:**

(843) 669-3354 Main  
(888) 828-3555 Foster Home Licensing  
(843) 669-3354, prompt #5 Report Abuse/Neglect of Child or Adult  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Georgetown County DSS**

330 Dozier Street  
Georgetown, SC 29440

#### **Telephone:**

(843) 546-5134 Main  
(843) 546-5134, ext. 160 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Greenville County DSS**

301 University Ridge  
Greenville, SC 29603

#### **Telephone:**

(864) 467-7797 Director  
(864) 467-7700 Main  
(864) 467-7770 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Greenwood County DSS**

1118 Phoenix Street  
Greenwood, SC 29648

#### **Mailing Address:**

Greenwood County DSS  
Post Office Box 1096  
Greenwood, SC 29648

**Telephone:**

(864) 229-5258 Main  
(864) 229-5258, ext. 114 Foster Home Licensing  
(864) 229-4613 Main Fax  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

**Hampton County DSS**

102 Ginn Altman Avenue, Suite A  
Hampton, SC 29924

**Telephone:**

(803) 943-3641 Main  
(803) 943-4879 Fax  
(864) 943-3641 Foster Home Licensing  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Horry County DSS**

1951 Industrial Park Road  
Conway, SC 29526

**Telephone:**

(843) 915-4700 Main  
(843) 915-4841 Foster Home Licensing  
(843) 915-4820 Fax - Administration  
(843) 915-4796 Fax - Human Services  
(843) 915-4798 Fax - Economic Services  
(800) 763-6637 Adoptions  
(843) 413-6465 Intensive Foster Care & Clinical Services

**Jasper County DSS**

10908 North Jacob Smart Blvd.  
Ridgeland, SC 29936

**Telephone:**

(843) 726-7753 Director  
(843) 726-7747 Main  
(843) 726-7749 Child Protective Services  
(843) 726-7747, ext. 230 Foster Home Licensing  
(800) 922-1518 Adoptions  
(843) 740-1570 Specialized Foster Home Services  
(843) 740-1570 Intensive Foster Care & Clinical Services

**Kershaw County DSS**

110 East Dekalb Street  
Camden, SC 29020

**Telephone:**

(803) 432-7676 Main  
(803) 425-7195 Fax  
(803) 432-7676, ext. 177 Foster Home Licensing  
(888) 711-7095 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Lancaster County DSS**

1837 Pageland Highway  
Lancaster, SC 29721

**Mailing Address:**

Lancaster County DSS  
Post Office Box 1719  
Lancaster, SC 29721

**Telephone:**

(803) 286-6914 Main  
(803) 286-7108 Director  
(803) 285-4480 Fax  
(803) 289-1563 Foster Home Licensing  
(803) 286-1116 Director Fax  
(800) 922-1537 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Laurens County DSS**

93 Human Services Road  
Laurens, SC 29325

**Mailing Address:**

Laurens County DSS  
Post Office Box 409  
Laurens, SC 29360

**Telephone:**

(864) 833-0100 Main  
(864) 833-0118 Fax  
(864) 200-5736 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Lee County DSS**

820 Brown Street  
Bishopville, SC 29010

#### **Telephone:**

(803) 484-5376 Main  
(803) 484-6435 Fax  
(803) 484-5376, ext. 345 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Lexington County DSS**

1070 South Lake Drive, Suite A  
Lexington, SC 29073

#### **Mailing Address:**

Lexington County DSS  
Post Office Box 84129  
Lexington, SC 29073

#### **Telephone:**

(803) 785-7333 Main  
(803) 785-7438 Administrative Fax  
(803) 785-3546 Human Services Fax  
(803) 785-2278 Economic Services Fax (SNAP (Food Stamps) / FI)  
(803) 785-1500 Human Services Intake Fax  
(803) 785-2958 Intake  
(888) 711-7095 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

### **McCormick County DSS**

215 North Mine Street, Highway 28 North  
McCormick, SC 29835

#### **Telephone:**

(864) 465-2140 Main  
(864) 465-2125 Fax  
(864) 465-2129 Foster Home Licensing  
(888) 711-7095 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Service

### **Marion County DSS**

137 Airport Court, Suite A  
Mullins, SC 29574

#### **Telephone:**

(843) 423-4623 Main  
(843) 423-2419 Fax  
(843) 413-6470 Foster Home Licensing  
(888) 828-3555 Heartfelt Calling (SC FosterParent Association)  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Marlboro County DSS**

713 South Parsonage Street Ext.  
Bennettsville, SC 29512

#### **Mailing Address:**

Marlboro County DSS  
Post Office Drawer 120  
Bennettsville, SC 29512

#### **Telephone:**

(843) 479-7181 Main  
(843) 479-6254 Fax  
(843) 479-7181 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Newberry County DSS**

2107 Wilson Road  
Newberry, SC 29108

#### **Telephone:**

(803) 321-2155 Main  
(803) 321-2168 Fax  
(803) 924-0596 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Oconee County DSS**

223A Kenneth Street  
Walhalla, SC 29691

#### **Telephone:**

(864) 638-4400 Main  
(864) 638-4444 Fax  
(846) 557-0932 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Orangeburg County DSS**

2570 St. Matthews Road  
Orangeburg, SC 29118

#### **Mailing Address:**

Orangeburg County DSS  
Post Office Box 1087  
Orangeburg, SC 29116

#### **Telephone:**

(803) 531-3101 Main  
(803) 531-2045 Fax  
(803) 515-1829 Foster Home Licensing  
(803) 515-1700 Report Child & Adult Abuse/Neglect  
(803) 515-1852 Adoptions  
(803) 641-7645 Specialized Foster Home Services  
(803) 515-1818 Intensive Foster Care & Clinical Services

### **Pickens County DSS**

212 McDaniel Avenue  
Pickens, SC 29671

#### **Telephone:**

(864) 898-5810 Main  
(864) 898-5819 Fax  
(864) 898-5381 Foster Home Licensing  
(864) 898-5292 Report Abuse & Neglect  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

**Richland County DSS**

3220 Two Notch Road  
Columbia, SC 29204

**Eastover Branch Office Address:**

Richland County DSS  
120 Clarkson Street  
Eastover, SC 29044

**Telephone:**

(803) 714-7300 Main  
(803) 714-7301 General Information Fax  
(803) 714-7435 Foster Home Licensing  
(803) 714-7616 SNAP/FI Fax  
(888) 711-7095 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Saluda County DSS**

613 Newberry Highway  
Saluda, SC 29138

**Mailing Address:**

Saluda County DSS  
Post Office Box 276  
Saluda, SC 29138

**Telephone:**

(864) 445-2139 Main  
(864) 445-7088 Fax  
(864) 445-2139 Foster Home Licensing  
(888) 711-7095 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(803) 898-8940 Intensive Foster Care & Clinical Services

**Spartanburg County DSS**

630 Chesnee Highway  
Spartanburg, SC 29303

**Telephone:**

(864) 596-3001 Main  
(864) 596-3141 Fax  
(864) 596-3001, ext. 2339 Foster Home Licensing  
(800) 868-6595 Adoptions  
(864) 370-9208 Specialized Foster Home Services  
(864) 260-2250 Intensive Foster Care & Clinical Services

### **Sumter County DSS**

105 North Magnolia Street  
Sumter, SC 29151

#### **Telephone:**

(803) 773-5531 Main  
(803) 778-2058 Fax  
(803) 773-5531, ext. 281 Foster Home Licensing  
(888) 828-3555 Inquiries on becoming a Foster Parent- Heartfelt Calling  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

### **Union County DSS**

200 South Mountain Street  
Union, SC 29379

#### **Telephone:**

(864) 429-1660 Main  
(864) 429-1664 Fax  
(864) 251-4031 Foster Home Licensing  
(864) 466-4803 Abuse & Neglect  
(800) 922-1537 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services

### **Williamsburg County DSS**

831 Eastland Avenue  
Kingstree, SC 29556

#### **Mailing Address:**

Williamsburg County DSS  
Post Office Box 389  
Kingstree, SC 29556

#### **Telephone:**

(843) 355-5411 Main  
(843) 355-0913 Fax  
(843) 355-0926 Foster Home Licensing  
(800) 763-6637 Adoptions  
(843) 293-3502 Specialized Foster Home Services  
(843) 413-6465 Intensive Foster Care & Clinical Services

## **York County DSS**

933 Heckle Blvd.  
Rock Hill, SC 29732

### **Telephone:**

(803) 909-7446 or (803) 684-2315 Main  
(803) 684-8103 Fax  
(803) 909-7704 Foster Home Licensing  
(800) 922-1537 Adoptions  
(803) 898-8940 Intensive Foster Care & Clinical Services



## **Local Social Security Offices by County**

1.	Abbeville County	(864) 223-1711	Office in Greenwood
2.	Aiken County	(803)-648-2356	Office in Aiken
3.	Allendale County	(800) 772-1213	Office in Aiken
4.	Anderson County	(864) 231-7057	Office in Anderson
5.	Bamberg County	(800) 772-1213	Office in Columbia
6.	Barnwell County	(800) 231-1213	Office in Aiken
7.	Beaufort County	(843) 524-5795	Office in Port Royal
8.	Berkeley County	(843) 573-3600	Office in Charleston
9.	Calhoun County	(803) 531-1568	Office in Orangeburg
10.	Charleston County	(866) 495-0111	Office in Charleston
11.	Cherokee County	(864) 583-8223	Office in Spartanburg
12.	Chester County	(803) 328-6271	Office in Rock Hill
13.	Chesterfield County	(843) 479-5302	Office in Bennettsville
14.	Clarendon County	(803) 775-9140	Office in Sumter
15.	Colleton County	(843) 549-2866	Office in Walterboro
16.	Darlington County	(843) 662-4651	Office in Florence
17.	Dillon County	(843) 662-4651	Office in Florence
18.	Dorchester County	(843) 573-3600	Office in Charleston
19.	Edgefield County	(864) 223-1711	Office in Greenwood
20.	Fairfield County	(803) 432-7776	Office in Camden
21.	Florence County	(843) 662-4651	Office in Florence
22.	Georgetown County	(843) 527-2893	Office in Georgetown
23.	Greenville County	(864) 233-1116	Office in Greenville
24.	Greenwood County	(864) 223-1711	Office in Greenwood

25.	Hampton County	(843) 549-2866	Office in Walterboro
26.	Horry County	(843) 248-4271	Office in Conway
27.	Jasper County	(843) 524-5795	Office in Port Royal
28.	Kershaw County	(803) 432-7776	Office in Camden
29.	Lancaster County	(803) 328-6271	Office in Rock Hill
30.	Laurens County	(864) 938-9898	Office in Clinton
31.	Lee County	(803) 432-7776	Office in Camden
32.	Lexington County	(803) 929-7635	Office in Columbia
33.	McCormick County	(864) 223-1711	Office in Greenwood
34.	Marion County	(843) 662-4651	Office in Florence
35.	Marlboro County	(843) 479-5302	Office in Bennettsville
36.	Newberry County	(864) 938-9898	Office in Clinton
37.	Oconee County	(864) 231-7057	Office in Anderson
38.	Orangeburg County	(803) 531-1568	Office in Orangeburg
39.	Pickens County	(864) 233-1116	Office in Greenville
40.	Richland County	(803) 929-7635	Office in Columbia
41.	Saluda County	(864) 223-1711	Office in Greenwood
42.	Spartanburg County	(864) 583-8223	Office in Spartanburg
43.	Sumter County	(803) 775-9140	Office in Sumter
44.	Union County	(864) 583-8223	Office in Spartanburg
45.	Williamsburg County	(843) 527-2893	Office in Georgetown
46.	York County	(803) 328-6271	Office in Rock Hill

### **South Carolina Social Security Disability Field Offices**

#### **Aiken**

151 Corporate Parkway  
Aiken, SC 29803  
Telephone: (803) 648-2356

#### **Anderson**

3420 Clemson Boulevard  
Anderson, SC 29621-1324  
Telephone: (864) 231-7057

#### **Bennettsville**

1060 Cottingham Boulevard, North  
Bennettsville, SC 29512  
Telephone: (888) 810-7373

## **Camden**

1111 Broad Street, 2nd Floor  
Camden, SC 29020  
Telephone: (888) 810-7373

## **Charleston**

1463 Tobias Gadsen Blvd.  
Charleston, SC 29407  
Telephone: (843) 573-3600

## **Clinton**

292 Professional Park Road  
Clinton, SC 29325  
Telephone: (866) 526-9854

## **Columbia**

Strom Thurmond Federal Building  
1835 Assembly Street  
Columbia, SC 29201-2441  
Telephone: (803) 929-7635

## **Conway**

1316 3rd Avenue  
Conway, SC 29526  
Telephone: (843) 248-4271

## **Florence**

181 Dozier Boulevard  
Florence, SC 29501  
Telephone: (843) 662-4651

## **Georgetown**

413 King Street  
Georgetown, SC 29440  
Telephone: (866) 593-1584

## **Greenville**

319 Pelham Road  
Greenville, SC 29615-3110  
Telephone: (864) 233-1116

## **Greenwood**

115 Enterprise Court, Suite C  
Greenwood, SC 29649  
Telephone: (866) 739-4803

## **Orangeburg**

1391 Middleton Street  
Orangeburg, SC 29115-3115  
Telephone: (803) 531-1568

## **Port Royal**

2212 Mossy Oaks Road  
Port Royal, SC 29935  
Telephone: (843) 524-5795

## **Rock Hill**

498 Lakeshore Parkway  
Rock Hill, SC 29730-4205  
Telephone: (803) 385-3494

## **Spartanburg**

140 Magnolia Street  
Spartanburg, SC 29306  
Telephone: (866) 701-6620

## **Sumter**

240 North Bultman Drive  
Sumter, SC 29150-2500  
Telephone: (803) 775-9140

## **Walterboro**

502 Robertson Blvd.  
Walterboro, SC 29488  
Telephone: (843) 549-2866

## **South Carolina Offices of Disability Determination Services**

Disability Determination Division  
Post Office Box 60  
West Columbia, South Carolina 29171-0060  
Telephone: (803) 896-6400

Disability Determination Division  
Columbia Regional Office  
Post Office Box 80  
West Columbia, South Carolina 29171-0060  
Telephone: (803) 896-6700

Disability Determination Division  
Charleston Regional Office  
2070 North Rivers Business Center  
Charleston, South Carolina 29406  
Telephone: (843) 953-0300

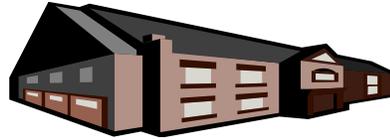
Disability Determination Division  
Greenville Regional Office  
Post Office Box 3090  
Greenville, South Carolina 29602  
Telephone: (864) 242-1950



## **County Health Departments**

- |                     |                |
|---------------------|----------------|
| 1. Abbeville County | (864) 366-2131 |
| 2. Aiken County     | (803) 642-1687 |
| 3. Allendale County | (803) 584-3818 |
| 4. Anderson County  | (864) 260-5541 |
| 5. Bamberg County   | (803) 245-5176 |
| 6. Barnwell County  | (803) 541-1061 |

7.	Beaufort County	(843) 525-7615
8.	Berkeley County	(843) 719-4600
9.	Calhoun County	(803) 874-2037
10.	Charleston County	(843) 579-4500
11.	Cherokee County	(864) 487-2705
12.	Chester County	(803) 385-6152
13.	Chesterfield County	(843) 623-2117
14.	Clarendon County	(803) 435-8168
15.	Colleton County	(843) 549-1516
16.	Darlington County	(843) 398-4400
17.	Dillon County	(843) 774-5611
18.	Dorchester County	(843) 832-0107
19.	Edgefield County	(803) 637-4035
20.	Fairfield County	(803) 635-6481
21.	Florence County	(843) 661-4835
22.	Georgetown County	(843) 546-5593
23.	Greenville County	(864) 282-4100
24.	Greenwood County	(864) 942-3600
25.	Hampton County	(803) 943-3878
26.	Horry County	(843) 248-1500
27.	Jasper County	(843) 726-7788
28.	Kershaw County	(803) 425-6012
29.	Lancaster County	(803) 286-9948
30.	Laurens County	(864) 833-0000
31.	Lee County	(803) 286-9948
32.	Lexington County	(803) 791-3580
33.	McCormick County	(864) 852-2511
34.	Marion County	(843) 423-8295
35.	Marlboro County	(843) 479-6801
36.	Newberry County	(803) 321-2170
37.	Oconee County	(864) 882-2245
38.	Orangeburg County	(803) 536-9060
39.	Pickens County	(864) 898-5965
40.	Richland County	(803) 576-2980
41.	Saluda County	(864) 445-2141
42.	Spartanburg County	(864) 596-3337
43.	Sumter County	(803) 773-5511
44.	Union County	(864) 429-1690
45.	Williamsburg County	(843) 355-6012
46.	York County	(803) 684-7004



## Housing Authorities

1. Abbeville Housing Authority (864) 366-4549
2. Housing of the City of Aiken (803) 649-6673, Ext. 225
3. Housing Authority of Anderson (864) 260-5120
4. Atlantic Beach Housing Authority (704) 872-9811, Ext. 206
5. Beaufort Housing Authority (843) 525-7059, Ext. 6
6. Bennettsville Housing Authority (843) 479-3857
7. Chester Housing Authority (803) 581-6981
8. Charleston Housing Authority (843) 720-3969
9. Charleston County Housing & Redevelopment Authority (843) 722-1942
10. Columbia Housing Authority, Cayce Housing Authority (803) 254-3886
11. Conway Housing Authority (843) 248-7327
12. Darlington Housing Authority (843) 393-0436, Ext. 105
13. Easley Housing Authority (864) 855-0629
14. Florence Housing Authority (843)669-4163,Ext. 3320
15. Fort Mill Housing Authority (803) 547-6787, Ext. 23
16. Gaffney Housing Authority (864) 489-3193
17. Georgetown Housing Authority (843) 546-9621, Ext. 24

18. Greenville Housing Authority (864) 467-4273
19. Greenwood Housing Authority (864) 332-1583
20. Greer Housing Authority (864) 877-5471
21. Hartsville Housing Authority (843) 332-1583
22. Lake City Housing Authority (843) 394-3541, Ext. 22
23. Lancaster Housing Authority (803) 285-7214
24. Marion Housing Authority (843) 423-5242, Ext. 6
25. Mullins Housing Authority (843) 464-9822
26. Myrtle Beach Housing Authority (843) 918-1525
27. Newberry Housing Authority (803) 276-1049
28. North Charleston Housing Authority (843) 747-1793
29. SC Housing Authority No. 1, Laurens (864) 984-0578
30. SC Regional Housing Authority No. 3 (803) 259-7636
31. SC State Housing Authority (803) 896-9001
32. Spartanburg Housing Authority (864) 598-6001
33. Sumter Housing Authority (803) 775-2051, Ext. 311
34. Union Housing Authority (864) 427-9679
35. Woodruff Housing Authority (864) 476-7043
36. Rock Hill Housing Authority (803) 324-3060
37. York Housing Authority (803) 684-7359

## **Referral Numbers Given to Applicants Who Do Not Qualify for SCLS Assistance**

1. **South Carolina Bar:** (803) 799-6653; 877-797-2227 (toll free)
2. **Client Assistance Program:** (803) 799-6653, extension 170
3. **Commission on Lawyer Conduct:** (803)734-2038
4. **Lawyer Referral Service:** (803) 799-7100; (800) 868-2284 (toll free). The first thirty (30) minute consultation with a private attorney signed up to participate in the Lawyer Referral Service Program will cost \$50.00 and then will cost what the private attorney charges per his or her hourly rate after that
5. **Columbia Better Business Bureau:** (803) 254-2525
6. **The South Carolina Pro Bono Program:** (803) 799-4015, extension 2 or (800) 395-3425, extension 2 (toll free)
7. **Eldercare Locator (National number):** (800) 677-1116
8. **National Fraud Information Office:** (800) 922-7818
9. **Medicare Consumer Information Line:** (800) MEDICARE
10. **Veterans Administration:** (800) 827-1000
11. **South Carolina Dept. of Consumer Affairs:** (800) 922-1594
12. **South Carolina Department of Revenue:** (803) 898-339
13. **Lt. Governor's Office on Aging:** (800) 868-9095
14. **Adoption and Birth Parent Services:** (800) 922-2504
15. **Child Support Enforcement:** (800) 768-5858
16. **Palmetto Aids Life Support Services:** (800) 723-7257

17. **SC CARES:** (843) 546-7893
18. **TANF/Food Stamps, Client Services:** (800) 768-5700
19. **Woman, Infants & Children:** (800) 922-4406
20. **ACS Silvercard Hotline:** (877) 239-5277
21. **SC Healthcare Association:** (803) 772-7511
22. **Alzheimer's Association:** (800) 272-3900
23. **HUD:** (803) 253-3292
24. **SC Dept. of Disabilities and Special Needs:** (888) 376-4636
25. **SC Victims Assistance Network:** (803) 750-1200
26. **SC Human Affairs:** (800) 521-0725
27. **Worker's Compensation Commission:** (803) 737-5700
28. **SC Vocational Rehabilitation Dept.:** (803) 896-6500
29. **Protection & Advocacy:** (803) 782-0639
30. **Elder Abuse Hotline:** (803) 898-7318
31. **SC Tax Commission:** (803) 898-5000
32. **Tax Payer Advocate:** (877) 777-4778 (toll-free)
33. **SC Department of Labor:** (803) 896-4300
34. **Immigration Services for Catholic Charities:** (843) 388-0089
35. **NOSCR Hotline (SSDI/SSI Attorney):** (800) 431-2804

## **County Specific Referrals for Callers**

### **1. Abbeville - [www.abbevillecountysc.com](http://www.abbevillecountysc.com)**

#### **a. Day Care Services**

GLEAMMS Abbeville Learning Center  
706 Carolina Circle Abbeville, SC 29620  
(864) 459-5275 (864) 459-2100

First Steps  
105 Court Square  
Abbeville, SC 29620  
(864) 366-0656

#### **b. Domestic Violence Programs and Shelters**

Abbeville Commission on Alcohol & Drug Abuse  
112 Whitehall Street  
Abbeville, SC 29620  
(864) 366-9661

Dept. of Social Services  
Hospital Complex, Human Services Bldg.  
903 W. Greenwood  
Abbeville, SC 29620  
(864) 366-5481

#### **c. Drug Rehabilitation Services**

Abbeville Commission on Alcohol & Drug Abuse  
112 Whitehall Street  
Abbeville, SC 29620  
(864) 366-9661

Cornerstone  
112 Whitestone Street  
Abbeville, SC 29620  
[www.cornerstonecares.org](http://www.cornerstonecares.org)  
(864) 366-9661

d. DSS & Medicaid Services

903 West Greenwood  
Abbeville, SC 29620  
www.dss.sc.gov  
(864) 366-5481

e. Energy Assistance

f. Employment Services

GLEAMMS Human Resource Commission  
237 N. Hospital Street  
Greenwood, SC 29646  
(864) 223-8434

g. Fatherhood Programs

h. Food Banks

i. Health Services

Women, Infants, & Children (WIC) Supplemental Food  
Program Abbeville Public Health Department  
905 W. Greenwood Street  
Abbeville, SC 29620  
(864) 366-2131

Abbeville Public Health Department  
905 W. Greenwood Street  
Abbeville, SC 29620  
(864) 366-2131

Dept. of Health and Human Services  
903 West Greenwood Street  
Abbeville, SC 29620  
(864) 366-5638

- j. Homeless Services  
  
Abbeville Coalition for a Healthy Community  
123 Washington Street  
Abbeville, SC 29620  
(864) 366-8904
  
- k. Housing Authorities  
  
Abbeville Housing Authority  
508 Haigler Street  
Abbeville, SC 29620  
(864) 366-4549
  
- l. Medicaid Offices
  
- m. Mental Health Services  
  
Abbeville Mental Health Center  
101 Commercial Dr.  
Abbeville, SC 29620  
(864) 459-9671
  
- n. Social Security Administration  
  
**[www.ssa.gov](http://www.ssa.gov)**  
(864) 223-1711
  
- o. Veterans' Affairs  
  
101 Church Street  
Abbeville, SC 29620  
(864) 366-2608

**2. Aiken – [www.aikencountysc.gov](http://www.aikencountysc.gov)**

a. Day Care Services

Salley Head Start  
203 Beaufort Street  
P.O. Box 882  
Aiken, SC 29802  
803) 649-1465

b. Disability Services

Aiken County Board of Disabilities  
1016 Vacluse Road  
Aiken, SC 29801  
(803) 642-8800

c. Domestic Violence Programs and Shelters

d. Drug Rehabilitation Services

Aiken Center for Alcohol and Other Drug Services  
1105 Gregg Hwy  
Aiken, SC 29801  
[www.aikencenter.org](http://www.aikencenter.org)  
(803) 649-1900

e. DSS Offices

Aiken County DSS – North Augusta  
802 East Martintown Road  
North Augusta, SC 29841  
(803) 202-3500

Aiken County Guardian ad Litem Program  
5170 Woodside Executive Court  
Suite F-4  
Aiken, SC 29803  
(803) 648-9919

Aiken County DSS – Wagener  
49 Roy St  
Wagener, SC 29164  
(803) 564-2270

Aiken County Department of Social Services  
1410 Park Avenue S.E.  
Aiken SC 29801  
(803) 649-1111

DSS North Augusta: (803) 202-3500

Medicaid Aiken: (803) 643-1938

f. Elderly Services

Senior Food Program  
129 Charles Street  
Jackson, SC 29831  
(803) 642-5919

g. Employment Services

SC Employment Security Commission  
1571 Richland Avenue East  
Aiken, SC 29801  
(803) 641-7640

Goodwill Job Connection  
1384 Whiskey Road  
Aiken, SC 29803  
(803) 644-4601

Vocational Rehabilitation Dept.  
855 York Street NE  
Aiken 29801  
(803) 641-7630

h. Energy Assistance

Aiken/Barnwell/Lexington Community Action  
Commission, Inc. (ABLCAC)  
291 Beaufort Street  
Aiken, SC 29802  
(803) 648-6836

i. Fatherhood Programs

j. Financial Services

Consumer Credit Counseling Service  
1341 Druid Park Ave  
Augusta, GA 30904  
(800) 736-0033 or Aiken: (803) 649-1239

k. Food Bank

Golden Harvest Food Bank  
Aiken Distribution Center  
13 Enterprise Ave.  
Aiken, SC 29803  
<http://www.goldenharvest.org>  
(803) 648-0752

l. Health Services

Aiken County Health Department  
828 Richland Ave W  
Aiken, SC 29801  
(803) 642-1687

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Aiken County Public Health Dept.  
828 Richland Avenue, W.  
Aiken, SC 29801  
(803) 642-1673 or (803) 642-7543, or (800) 450-1687  
for appointments

Community Medical Clinic of Aiken County  
244 Greenville St NW  
Aiken, SC 29801  
(803) 226-0630

Margaret J. Weston Community Health Clinic of Aiken  
1211 University Lane  
Aiken, SC 29801  
(803) 648-4744

Margaret J. Weston Community Health Clinic of  
Clearwater  
4645 Clearwater Road  
Clearwater, SC 29822  
(803) 593-9283

Margaret J. Weston Community Health Clinic of Jackson  
210 Atomic Road  
Jackson, SC 29831  
(803) 471-9200

North Augusta Public Health Dept.  
803 E. Martin Town Road, Suite 170  
North Augusta, SC 29841  
(803) 278-3621, or (800) 450-1687

Aiken Pregnancy Care Center  
225 Barnwell Avenue  
Aiken, SC 29801  
(803) 649-9890 or (803) 642-3949

Welcome Baby  
104 Florence Street, SW  
Aiken, SC 29801  
(803) 641-5919

m. Homeless Services

Helping Hands  
100 John Elliott Lane  
Aiken, SC 29801  
(803) 648-3456

Cumbee Center Emergency Shelter  
135 Lancaster Street  
Aiken, SC 29801  
(803) 649-0480

Salvation Army  
322 Gayle Avenue NW  
Aiken, SC 29802  
(803) 648-0461 or (803) 641-4141

Salvation Army Thrift Store  
1510 Richland Street  
Aiken, SC 29801  
(803) 641-4151

n. Housing Authorities

Aiken Housing Authority  
100 Rogers Terrace  
Aiken, SC 29801  
<http://www.aikenhousing.org>  
(803) 649-6673

o. Mental Health Services

Aiken-Barnwell Mental Health Center  
1135 Gregg Hwy  
Aiken, SC 29801  
(803) 641-7700

Aurora Pavilion Behavioral Health Services  
655 Medical Park Dr  
Aiken, SC 29801  
(803) 641-5900

p. Medicaid Offices

Aiken County DHHS  
County Commissioner's Building  
1410 Park Avenue, SE  
Aiken, SC 29801  
(803) 643-1938

q. Social Security Administration

151 Corporate Parkway SE Aiken, SC 29803  
www.ssa.gov  
(864) 223-1711  
(866) 275-8271 or 800-772-1213

r. Veterans' Affairs

Aiken County Veteran's Affairs  
902 Vacluse Road  
(803) 642-1545

**3. Allendale – [www.allendalecounty.com](http://www.allendalecounty.com)**

a. Domestic Violence Programs and Shelters

Dept. of Social Services  
521 Barnwell Road  
Allendale, SC 29810  
(803) 584-7048

- b. DSS Office  
  
Allendale County  
398 Barnwell Hwy. Room 103  
Allendale SC 29810  
(803) 584-3956
- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services  
  
Allendale County Public Health Dept.  
571 N. Memorial Avenue  
Allendale, SC 29810  
(803) 584-3818
- f. Homeless Services
- g. Housing Authorities
- h. Medicaid Offices  
  
Allendale County DHHS  
521 Barnwell Road  
Allendale, SC 29810  
(803) 584-8137
- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(800) 772-1213
- j. Veterans' Affairs  
  
703 Pine Street  
Allendale, SC 29810  
(803) 584-2934

Veterans' Affairs Office  
184 Barnwell Hwy  
Allendale, SC 29810  
(803) 584-4226

**4. Anderson – [www.andersoncountysc.org](http://www.andersoncountysc.org)**

a. Disability Services

Department of Disability and Special Needs (DDSN)  
214 McGee Road  
Anderson, SC 29625  
[www.ddsn.sc.gov](http://www.ddsn.sc.gov)  
(864) 260-4515

b. Domestic Violence Programs and Shelters

c. DSS Office

Anderson County  
224 McGee Road  
Anderson, SC 29625  
(864) 224-6576 Child Protective Services

d. Elderly Services

Meals on Wheels, Inc.  
403 Jefferson Avenue  
Anderson, SC 29622  
(864) 225~6800

Anderson/Oconee Agency on Aging  
101 Perry Avenue Anderson  
South Carolina 29678  
(864) 885-1510

e. Employment Services

South Carolina Employment Security Commission  
309 Whitner Street  
Anderson, SC 29622  
(864) 226-6273

f. Energy Assistance

g. Fatherhood Programs

h. Food Bank

Lifeline Ministries  
306 Franklin Street  
Anderson, SC 29622  
(864) 224-4763

Good Neighbor Cupboard  
Anderson, South Carolina 29624  
(864) 224-1701

i. Health Services

Anderson County Public Health Dept.  
220 McGee Road  
Anderson, SC 29625  
(864) 260-5541

Westside Community Center  
1100 West Franklin Street  
Anderson, SC 29624  
(864) 260-1093 Main line

Anderson Free Clinic  
414 North Fant Street  
Anderson, SC 29621  
(864) 226-1294

j. Homeless Services

Haven of Rest Ministries  
219 West Whitner Street  
Anderson, SC 29622  
(864) 226-6193

The Salvation Army  
112 Tolly Street  
Anderson, SC 29622  
(864) 225-7381

St. John's United Methodist Church Clothing Closet  
305 E. River Street  
Anderson, SC 29634  
(864) 224-6563

k. Housing Authorities

Anderson Housing Authority  
1335 E. River Street  
Anderson, SC  
(864) 260-5120

S C Regional Housing Authority  
210 Central Road  
Pendleton, SC 29670  
(864) 646-8975

l. Medicaid Offices

Anderson County DHHS  
224 McGee Road  
Anderson, SC 29625-2104  
(864) 260-4541

m. Social Security Administration

3420 Clemson Blvd  
Anderson, SC 29621  
**www.ssa.gov**  
(864) 231-7057

n. Veterans' Affairs

Anderson County Office Building  
100 South Main Street, Suite 102  
Anderson, SC 29624  
(864) 260-4036

**5. Bamberg – [www.bambergcountysc.gov](http://www.bambergcountysc.gov)**

a. Domestic Violence Programs and Shelters

CASA (Citizens Against Sexual Assault)  
(803) 534-2272 or (800) 298-7228  
(803) 531-6211 Hotline

b. DSS Office

Dept. of Social Services  
Human Resources Center  
374 Log Branch Road  
Bamberg, SC 29003  
(803) 245-4363 (803) 245-4361

c. Employment Services

Vocational Rehabilitation Dept.  
1661 Joe Jeffords Highway  
Orangeburg, SC 29115  
(803) 534-4939

Bamberg Job Corps Center  
200 S. Carlisle St.  
Bamberg SC 29003  
(803) 245-5101

d. Energy Assistance

e. Fatherhood Programs

f. Health Services

Bamberg County Public Health Dept.  
370 Log Branch Road  
Bamberg, SC 29003  
(803) 245-5176

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Bamberg County Public Health Dept.  
370 Log Branch Road  
Bamberg, SC 29003  
(803) 245-5176

Denmark Public Health Center  
1239 Solomon Blatt Blvd.  
Denmark, SC 29042  
(803) 793-3285

g. Homeless Services

h. Housing Authorities

i. Medicaid Offices

Bamberg County DHHS  
374 Log Branch Road  
Bamberg, SC 29003-0544  
(803)245-3932

j. Mental Health Services

Denmark Area Mental Health Clinic  
5573 Carolina Hwy.  
Denmark, SC 29042  
(803) 793-4274

k. Social Security Administration

Social Security Administration  
1391 Middleton Street  
Orangeburg, SC 29115  
[www.ssa.gov](http://www.ssa.gov)  
(866) 716-8602

l. Veterans' Affairs

1244 North Street  
Bamberg, SC 29003  
(803) 245-2494

**6. Barnwell – [www.barnwellcountysc.gov](http://www.barnwellcountysc.gov)**

a. Domestic Violence Programs and Shelters

Barnwell County Help Line  
(803) 541-1245

Cumbee Center for Barnwell  
(803) 259-4451

b. DSS Office

Barnwell County  
10913 Ellenton Street  
Barnwell, SC 29812  
(803) 541-1202

- c. Employment Services  
  
SC Employment Security Commission  
248 Wall Street  
Barnwell, SC 29812  
(803) 259-7116
- d. Energy Assistance  
  
LIHEAP  
(803) 648-6836
- e. Fatherhood Programs
- f. Health Services  
  
Barnwell County Public Health Dept.  
11051 Ellenton Street  
Barnwell, SC 29812  
(803) 541-1061
- g. Homeless Services  
  
Butterfly House  
3448 Dexter Street  
Blackville, SC 29817  
(803) 284-5042
- h. Housing Authorities  
  
S C Regional Housing Authority No 3  
10938 Ellenton St, Barnwell, SC 29812  
<http://scrha3.com/>  
(803) 259-3588

- i. Medicaid Offices  
  
Barnwell County DHHS  
10913 Ellenton Street  
Barnwell, SC 29812  
(803) 541-3825
  
  - j. Social Security Administration  
  
Social Security Administration  
151 Corporate Parkway SE  
Aiken, SC 29803  
[www.ssa.gov](http://www.ssa.gov)  
(866) 275-8271 or (800) 772-1213 or (800) 231-1213
  
  - k. Veterans' Affairs  
  
Barnwell County Veterans Affairs  
57 Wall Street  
Barnwell County Courthouse, Room # 110  
Barnwell, SC 29812  
[vaoffice@barnwellsc.com](mailto:vaoffice@barnwellsc.com)  
(803) 541-1057
- 7. Beaufort – [www.co.beaufort.sc.us](http://www.co.beaufort.sc.us)**
- a. Domestic Violence Programs and Shelters  
  
Citizens Opposed to Domestic Abuse  
P.O. Box 1775  
Beaufort, SC 29901-1775  
(843) 770-1070  
  
Rape Crisis Center of the Low Country  
P.O. Box 1919  
Beaufort, SC 29901  
(800) 637-7273 hotline  
(843) 525-6699 admin

- b. DSS Office  
  
Beaufort County  
1905 Duke Street  
Beaufort SC 29902  
(843) 470-4618 Director  
(843) 470-4600 Main Number
  
- c. Energy Assistance  
  
Beaufort-Jasper Economic Opportunity Commission  
1905 Duke St Ste 250  
Beaufort, SC 29902  
(843) 255-7234
  
- d. Fatherhood Programs
  
- e. Financial Services  
  
Deep Well Project  
154-A Beach City Road  
Hilton Head Island, SC 29926  
(843) 785-2849
  
- f. Health Services  
  
Beaufort County Public Health Dept.  
600 Wilmington Street  
Beaufort, SC 29901  
(843) 525-7615  
  
Women, Infants, & Children (WIC)  
Supplemental Food Program  
Beaufort County Public Health Department  
600 Wilmington Street  
Beaufort, SC 29901  
(843) 525-7615 1-888-218-5041

Bluffton Public Health Center  
59 Ulmer Street  
Bluffton, SC 29910  
(843) 757-2251

Volunteers in Medicine Clinic  
15 North Ridge  
Hilton Head Island, SC 29926  
(843) 681-6612

g. Homeless Services

Salvation Army  
2505 North Street  
Beaufort, SC 29902  
(843) 524-3727 or (843) 524-2271

h. Housing Authorities

Beaufort Housing Authority  
1009 Prince Street  
Beaufort, SC 29902  
<http://beaufortha.com/>  
(843) 525-7059

i. Legal Aid Services

j. Medicaid Offices

Beaufort County DHHS  
1905 Duke Street  
Beaufort, SC 29902  
(843) 255-6080

k. Social Security Administration

[www.ssa.gov](http://www.ssa.gov)  
646 Robert Smalls Pkwy  
Beaufort, SC 29906  
(843) 524-5795

2212 Mossy Oaks Rd  
Port Royal, SC 29935  
(843) 524-5795

1. Veterans' Affairs

1905 Duke St. - Suite 205  
PO Drawer 1228  
Beaufort, SC 29901  
(843) 255-6880

Government Center South  
539 William Hilton Parkway  
Hilton Head Island, SC 29928  
(843) 255-6886

8. **Berkeley – [www.berkeleycountysc.gov](http://www.berkeleycountysc.gov)**

a. Domestic Violence Programs and Shelters

People Against Rape (PAR)  
2154 North Center Street, Ste 302-C  
N. Charleston, SC 29406  
[www.peopleagainstrape.org](http://www.peopleagainstrape.org)  
(843) 745-0144  
(800) 241-7273 (24 hours)

b. DSS Office

Berkeley County  
2 Belt Drive  
Moncks Corner SC 23461  
(843) 719-1076 Director  
(843) 761-8044 Staff

c. Employment Services

Job Service (Moncks Corner)  
SC Employment Security Commission  
107 East Main Street  
Moncks Corner, SC 29461  
[www.sces.org](http://www.sces.org)  
(843) 722-2082 or (843) 761-4400

Job Service of Summerville  
2885 West 5th North Street, P.O. Box 1868  
Summerville, SC 29484  
(843) 821-0695

Vocational Rehabilitation (Berkeley/Dorchester)  
2954 S. Live Oak Dr.  
Moncks Corner-, SC 29461  
(843) 761-6036

Job Corps  
1930 Hanahan Road  
Charleston, SC 29402  
(843) 574-1800

d. Energy Assistance

Berkeley/Dorchester Economic Development Corp.  
P.O. Box 609  
N. Hwy. 52  
Moncks Corner, SC 29430  
(843) 761-8244

SCE&G Customer Service  
141 Meeting St.  
Charleston, SC 29401  
(800) 251-7234 Toll-free 24/7 customer service line

e. Fatherhood Programs

f. Health Services

Berkeley County Public Health Department  
109 W. Main  
Moncks Corner, SC 29461  
(843) 719-4600  
WIC: (843) 719-4670

Public Health Department/Goose Creek  
106 Westview Blvd.  
Goose Creek, SC 29445  
(843) 572-3313 or (843) 723-3800 x40;

Medical Outreach Ministry (MOM Clinic)  
St. Paul's Episcopal Church  
316 West Carolina Avenue  
Summerville, SC 29483  
No phone appointments- walk-ins only  
(843) 261-1120

g. Homeless Services

Helping Hands of Goose Creek, Inc.  
511 Redbank Rd.  
Goose Creek, SC 29445  
(843) 553-7132

Salvation Army Service Unit (Berkeley County)  
P.O. Box 1391  
203 White St.  
Moncks Corner, SC 29461  
(843) 761-8626

h. Housing Authorities

North Charleston Housing Authority  
2170 Ashley Phosphate Road, Suite 700  
North Charleston, SC 29418  
<http://nchashousingauthority.com/>  
(843) 747-1793

i. Medicaid Offices

Berkeley County DSS  
2 Belt Drive  
Moncks Corner, SC 29461-2801  
(843) 719-1170

j. Legal Services

Public Defenders Corp. of Charleston County  
101 Meeting Street, 5th Floor  
Charleston, SC 29405  
(843) 958-1850

Guardian Ad Litem Program, Governors Office (Berk.)  
111 Pine Street  
Moncks Corner, SC 29461  
(843) 719-4953  
(843) 723-3800 x4953  
(843) 719-4954

k. Mental Health Services

Mental Health Center, Berkeley County-Moncks Corner  
403 Stoney Landing Rd.  
Moncks Corner, SC 29461  
[www.state.sc.us/dmh](http://www.state.sc.us/dmh)  
(843) 761-8282 1-888-202-1381

l. Social Security Administration

1463 Tobias Gadson Blvd.  
Charleston, SC 29407  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711

m. Veterans' Affairs

303 North Goose Creek Blvd  
Goose Creek, SC 29445  
(843) 719-4023

**9. Calhoun – [www.calhouncounty.sc.gov](http://www.calhouncounty.sc.gov)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Calhoun County  
2831 Old Belleville Road  
St. Matthew SC 29135  
803-874-3384 Staff

c. Employment Services

Vocational Rehabilitation Dept.  
1661 Joe Jeffords Hwy  
Orangeburg, SC 29118  
(803) 534-4939

d. Energy Assistance

e. Fatherhood Programs

f. Health Services

Calhoun County Public Health Dept  
2837 Old Belleville Road  
St. Matthews, SC 29135  
(803) 531-3032 or (803) 874-2037

Women, Infants & Children (WIC)  
Supplemental Food Program  
Calhoun County Public Health Center  
2837 Milligan Street  
St. Matthews, SC 29135  
(803) 531-3032 (803) 874-2037  
Family Health Centers, Inc.  
St. Matthews Family Health Center  
558 Chestnut Street  
St. Matthews, SC 29135  
(803) 874-2006

g. Homeless Services

h. Housing Authorities

Calhoun County Housing, Inc  
401 Milligan St  
St. Matthews, SC 29135  
(803) 536-1056

Lawton Housing, Inc  
303 Calhoun Rd  
St. Matthews, SC 29135  
(803) 536-1056

i. Medicaid Offices

Calhoun County DHHS  
2831 Old Belleville Road  
St. Matthews, SC 29135-9010  
(803) 874-3384

j. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(803) 531-1568

k. Veterans' Affairs  
(803) 874-3816

**10. Charleston – [www.charlestoncounty.org](http://www.charlestoncounty.org)**

a. Disability Services

South Carolina Commission for the Blind  
1064 Gardner Rd., Room 107  
Fairfield Office Park, Suite 109  
Charleston, SC 29407  
[www.sccb.state.sc.us](http://www.sccb.state.sc.us)  
(843) 852-4225

b. Domestic Violence Programs and Shelters

Charleston Domestic Violence Services  
City of Charleston Police Dept.  
1525 Sam Rittenburg Blvd., Suite D  
Charleston, SC 29407  
(843) 769-8285

Family Violence Intervention  
Program Family Services  
4925 LaCross Rd., Suite 215  
Charleston, SC 29406  
[www.fsisc.org](http://www.fsisc.org)  
(843) 744-1348

Family Violence Treatment Center  
3175 West Montague Ave.  
N. Charleston, SC 29405  
[www.familyviolence.com](http://www.familyviolence.com)  
(843) 745-9111

My Sister's House, Inc.  
P.O. Box 5341  
N. Charleston, SC 29406  
[www.charleston.net/org/mysister](http://www.charleston.net/org/mysister)  
(843) 744-3242 Crisis  
1-800-273-HOPE Toll-free  
(843) 747-4069 Admin

People Against Rape (PAR)  
2154 N. Center Street, Ste. C-302  
N. Charleston, SC 29406  
[www.peopleagainstrape.org](http://www.peopleagainstrape.org)  
(843) 745-0144  
(800) 241-7273 (24 hours)

c. DSS Office

Charleston County  
3366 Rivers Avenue  
North Charleston SC 29405  
(843) 953-9422 Protective Services Reports

d. Energy Assistance

Charleston County Human Services Commission  
1069 King St  
Charleston, SC 29403  
[www.cchscom.com](http://www.cchscom.com)  
(843) 724-6760

e. Fatherhood Programs

Father to Father Project, Inc.  
4731 Mixson Avenue  
North Charleston, SC 29405  
(843) 744-2126

f. Financial Services

Consumer Credit Counseling Family Services  
4925 Lacross Rd., Suite 215  
Charleston, SC 29406  
[www.familyserviceschassc.com](http://www.familyserviceschassc.com)  
(843) 744-1348

g.

Food Bank

Lowcountry Food Bank  
864 Azalea Dr.  
Charleston, SC 29405  
[www.lowcountryfoodbank.org/hope](http://www.lowcountryfoodbank.org/hope)  
(843) 747-8146

h.

Health Services

Public Health Department  
(Charleston County)  
3 Charleston Center  
Charleston, SC 29401  
(843) 579-4500 (888) 553-6844 for appointments

Public Health Department (Mt. Pleasant)  
1189 Sweetgrass Basket Pkwy.  
Suite 100  
Mt. Pleasant, SC 29464  
(843) 856-1210

Public Health Department  
(N. Charleston)  
3963 Whipper Barony Ln.  
N. Charleston, SC 29405  
(843) 740-1580  
(888) 553-6844 for appointments

Lowcountry AIDS Services (L.A.S.)  
3547 Meeting Street Rd.  
N. Charleston, SC 29405-1933  
(843) 747-CARE 2273

i.

Homeless Services

Salvation Army Halfway House  
4248 Dorchester Rd.  
Charleston, SC 29405  
(843) 747-5271

j. Housing Authorities

Housing Authority  
20 Franklin Street, Apt. A  
Charleston, SC 29401  
(843) 720-3986

Housing Authority-Charleston  
550 Meeting St, Charleston, SC 29403  
<http://www.chacity.org/>  
(843) 720-3970

Housing Authority-Charleston  
183 President St, Charleston, SC 29403  
(843) 720-3988

k. Legal Services

Mediation Associates  
215 E. Bay St. , Suite 306  
Charleston, SC 29401  
(843) 723-8002  
(843) 727-2481 voice mail

Public Defenders Corp. of Charleston County  
101 Meeting Avenue, 5th floor  
Charleston, SC 29401  
(843) 958-1850

l. Medicaid Offices

Charleston County DHHS  
326 Calhoun Street  
Charleston, SC 29401-1124  
(843) 740-5900

m. Social Security Administration

1463 Tobias Gadson Blvd.  
Charleston, SC 29407  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711

n. Veterans' Affairs

Charleston County Veterans Affairs  
3346 Rivers Avenue, Suite D-2  
North Charleston, SC 29405  
(843) 974-6360

Air Force Military Equal Opportunity Office  
102 N. Davis Blvd.  
North Charleston, SC 29404  
(843) 963-3662

**11. Cherokee – [www.cherokeecountysc.com](http://www.cherokeecountysc.com)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Cherokee County  
1434 N. Limestone Street  
Gaffney SC 29342  
(864) 487-2704

c. Energy Assistance

Iron City Ministries  
(864) 839-9783

d. Fatherhood Programs

- e. Health Services  
  
Women, Infants, & Children (WIC)  
Supplemental Food Program  
Cherokee County Public Health Dept.  
400 S. Logan Street  
Gaffney, SC 29341  
(864) 487-2705
  
- f. Homeless Services  
  
Salvation Army  
601 Colonial Avenue  
Gaffney, SC 29340  
(864) 489-2530  
  
Piedmont Community Action  
300 S. Daniel Morgan Ave. Ste. A  
Spartanburg, SC 29306  
(864) 585-8183 or (864) 483-3163
  
- g. Housing Authorities  
  
Housing Authority of the City of Gaffney  
125 Beltline Road  
Gaffney, SC 29341  
(864) 489-3193
  
- h. Medicaid Offices  
  
Cherokee County DHHS  
1434 North Limestone Street  
Gaffney, SC 29340  
(864) 487-2521
  
- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 583-8223

- j. Veterans' Affairs  
(864) 487-2579

**12. Chester - [www.chestercounty.org](http://www.chestercounty.org)**

- a. Domestic Violence Programs and Shelters

- b. Medicaid Offices

Chester County DHHS  
115 Reedy Street  
Chester, SC 29706-1881  
(803) 377-8135

- c. DSS Office

Chester County  
115 Reedy Street  
Chester, SC 29706  
(803) 377-8131

- d. Energy Assistance

- e. Fatherhood Programs

- f. Food Bank

Turning Point  
112 Gadsden Street,  
Chester, SC  
(803) 581-0219 or (803) 379-0888

- g. Health Services

Chester County Health Department  
129 Wylie Street  
Chester, SC 29706  
(803) 385-6152

- h. Homeless Services
- i. Housing Authorities  
  
Chester Housing Authority  
2678 Dawson Drive, Bldg 100  
Chester, SC 29706  
<http://chesterha.org/>  
(803) 581-6981
- j. Social Security Administration  
  
498 Lakeshore Pkwy  
Rock Hill, SC 29730  
[www.ssa.gov](http://www.ssa.gov)  
(803) 328-6271
- k. Veterans' Affairs  
  
154 Main Street  
Chester, SC 29706  
(803) 385-6157

**13. Chesterfield – [www.chesterfieldcountysc.com](http://www.chesterfieldcountysc.com)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office  
  
Chesterfield County  
201 N. Page Street  
Chester SC 29706  
(843) 623-2147

c. Elderly Services

Chesterfield County Council on Aging  
535 East Blvd.  
P.O. Box 45  
Chesterfield, SC 29709  
[www.ccco.org](http://www.ccco.org)  
(843) 623-2280

d. Emergency Disaster Services

e. Employment Services

Chesterfield County Employment Security Commission  
460 Highway 9 West  
Post Office Drawer 798  
Bennettsville, SC 29512  
(843) 479-4081  
Vocational Rehabilitation Dept.  
(843) 479-8318 Chesterfield

Cheraw One Stop Workforce Center  
318 Front Street  
P.O. Box 877  
Cheraw, SC 29520  
(843) 320-9760

Pageland One Stop Workforce Center  
Pageland Baptist Church  
203 W. Pigg Street, Room 114  
Pageland, SC 29728  
(843) 672-2673

f. Energy Assistance  
Chesterfield Economic Opportunity Council  
(843) 320-9760

g. Fatherhood Programs

h. Food Bank

131 2<sup>nd</sup> Street  
Cheraw, SC 29520  
(843) 537-0642

[Country Pantry](#)

317 Evans Mill Road  
Chesterfield, SC 29709  
(843) 634-6944

i. Health Services

Chesterfield County Public Health Dept.  
203 N. Page Street  
P.O. Box 112  
Chesterfield, SC 29709  
(843) 623-2117

j. Homeless Services

k. Housing Authorities

Housing Authority of Cheraw  
Highway 102  
Chesterfield, SC 29709  
(843) 623-6870

Chesterfield County Housing Authority  
1343 Dizzy Gillespie Drive  
Cheraw, SC 29520  
(843) 537-7222

l. Legal Services

- m. Medicaid Offices  
  
Chesterfield County DHHS  
201 North Page Street  
Chesterfield, SC 29709  
(843) 623-5226
- n. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 479-5302
- o. Veterans' Affairs  
(843) 623-2482

**14. Clarendon – [www.clarendoncounty.sc.gov](http://www.clarendoncounty.sc.gov)**

- a. Domestic Violence Programs and Shelters  
  
YWCA Rape Crisis  
(803) 773-4357
- b. DSS & Medicaid Office  
  
Clarendon County DSS  
3 South Church Street  
Manning, SC 29102-3454  
(803) 435-4305
- c. Elderly Services  
  
Clarendon County Council on Aging  
(803) 435-8593
- d. Energy Assistance
- e. Fatherhood Programs

- f. Health Services  
  
Clarendon County Public Health Dept.  
110 East Boyce St.  
Manning, SC 29102  
(803) 435-8168
  
- g. Homeless Services  
  
Clarendon County Habitat for Humanity  
8 North Brooks Street  
Manning, SC 29102-3206  
(803) 433-4189  
  
Macedonia Community Development Corporation  
226 Commerce Street  
Manning, SC 29102  
(803) 435-2500
  
- h. Housing Authorities  
  
Clarendon County Community Development Corporation  
103 W Boyce Street  
Manning, SC 29102  
(803) 435-6639
  
- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(803) 755-9140
  
- j. Veterans' Affairs  
P.O. Box 548  
Manning, SC 29102  
(803) 435-2527

15. **Colleton – [www.colletoncounty.org](http://www.colletoncounty.org)**
- a. Domestic Violence Programs and Shelters  
  
Citizens Opposed To Domestic Abuse  
P.O. Box 1775  
Beaufort, SC 29901-1775  
(843) 770-1070 or (800) 868-2632
  
  - b. DSS Office  
  
Colleton County  
215 S. Lemacks Street  
Walterboro SC 29488  
(843) 549-1894
  
  - c. Elderly Services  
  
Colleton County Council on Aging  
(843) 549-7642 or (843) 549-5331
  
  - d. Employment Services  
  
S.C. Employment Security Commission  
Marjorie Thomas, Dir.  
P.O. Drawer 530  
101 Mabel T. Willis Blvd  
Walterboro, SC 29488  
(843) 538-8980  
  
Vocational Rehabilitation Dept.  
(843) 538-3116
  
  - e. Energy Assistance
  
  - f. Fatherhood Programs

- g. Health Services

Colleton County Public Health Dept.  
219 S. Lemacks Street  
Walterboro, SC 29488  
(843) 549-1516

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Colleton County Public Health Dept.  
219 S. Lemacks Street  
Walterboro, SC 29488  
(843) 549-1516
- h. Homeless Services
- i. Housing Authorities
- j. Legal Services

LowCountry Legal Aid, Inc.  
(843) 815-1570  
[www.lowcountrylegalaid.org](http://www.lowcountrylegalaid.org)
- k. Medicaid Offices

Colleton County DHHS  
215 South Lemacks Street  
Walterboro, SC 29488  
(843) 549-1894
- l. Social Security Administration

243 Wichman Street  
Walterboro, SC 29488  
[www.ssa.gov](http://www.ssa.gov)  
(843) 549-2866

m. Veterans' Affairs

219 South Lemacks St, 1<sup>st</sup> Floor  
Walterboro, SC 29488  
(843) 549-1412

**16. Darlington – [www.darlingtonsconline.com](http://www.darlingtonsconline.com)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Darlington County  
130 E. Camden Avenue  
Hartsville SC 29550  
(843) 332-2231 Staff

Dept. of Social Services  
Mozingo Building  
Darlington, SC 25932  
(843) 398-4420

Dept. of Social Services  
528 Cartersville Hwy.  
Lamar, SC 29069  
(843) 326-5591

c. Energy Assistance

Community Action Agency  
904 S. Fourth Street  
Hartsville, SC 29550  
(843) 332-1136

d. Fatherhood Programs

e. Health Services

DHHS  
P.O. Drawer 2077  
300 Russell Street, Room 145  
Darlington, SC 29540  
(843) 398-4427

Hartsville Public Health Dept.  
130 E. Camden Street  
Hartsville, SC 29550  
(843) 332-7303

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Darlington County Public Health Dept.  
305 Russell Street  
Darlington, SC 29532  
(843) 398-4400

f. Homeless Services

g. Housing Authorities

Housing Authority-Darlington  
324 Bacote Street  
Darlington, SC 29532  
(843) 393-0436

Housing Authority Hartsville  
1301 S 5<sup>th</sup> Street  
Hartsville, SC  
(843) 332-1583

Darlington County Habitat for Humanity  
120 W. Washington  
P.O. Box 1983  
Hartsville, SC 29551-1983  
(843) 383-8500

Free Clinic of Darlington County  
203 Grove Street  
Darlington, SC 29532  
(843) 398-0060

h. Medicaid Offices

Darlington County  
300 Russell Street  
Darlington, SC 29532  
843-398-4420

i. Social Security Administration

[www.ssa.gov](http://www.ssa.gov)  
(864) 662-4651

j. Veterans' Affairs

1 Public Square, Room 310  
Darlington, SC 29532  
(843) 398-4130

**17. Dillon – [www.dilloncounty.sc.gov](http://www.dilloncounty.sc.gov)**

a. Disability Services

Marion-Dillon County Bd. of Disabilities/Special Needs  
1219 Hwy. 34 West  
Dillon, SC 29536  
(843) 774-6775

b. Domestic Violence Programs and Shelters

Pee Dee Coalition Against Domestic Sexual Assault  
201 North Fifth Street  
Dillon, SC 29536  
(843) 774-0898

c. DSS Office

Dillon County  
1213 Highway 34 West  
Dillon SC 29536  
(843) 774-8284

d. Employment Services

Employment Security Commission  
(843) 774-0581 Dillon  
(843) 423-6900 Marion

Vocational Rehabilitation Dept.  
(Darlington, Dillon, Florence and Marion counties)  
(843) 662-8114

Employment resources for Vocational Rehabilitation  
309 North First Avenue  
Dillon, S.C. 29536  
(843) 774 -3691

e. Energy Assistance

f. Fatherhood Programs

g. Health Services

Dillon County Public Health Dept.  
201 W. Hampton Street  
Dillon, SC 29536  
(843) 774-5611

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Dillon County Public Health Dept.  
206 W. Hampton Street  
Dillon, SC 29536  
(843) 774-5611 (843) 774-5613

- h. Homeless Services
- i. Housing Authorities
- j. Medicaid Offices

Dillon County DHHS  
1213 Highway 34 West  
Dillon, SC 29536-8141  
(843) 774-2713

- k. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(843) 662-4651
- l. Veterans' Affairs  
(843) 662-4651

**18. Dorchester – [www.dorchestercounty.net](http://www.dorchestercounty.net)**

- a. Domestic Violence Programs and Shelters

Victim Assistance  
(Dorchester Solicitor's Office)  
140 N. Main St., Suite 102  
Summerville, SC 29483  
(843) 871-2640

Domestic Abuse Shelter  
My Sister's House  
P.O. Box 71171  
N. Charleston, SC 29406  
[www.charleston.net/org/mysister](http://www.charleston.net/org/mysister)  
(843) 225-9311  
1-800-273-HOPE 4673

b. DSS Office

Dorchester County  
201 Johnston Street  
St. George, SC 29477  
(843) 563-9524

216 Orangeburg Road  
Summerville SC 29483  
(843) 821-0444

c. Employment Services

Vocational Rehabilitation (Berkeley/Dorchester)  
2954 S. Live Oak Dr.  
Moncks Corner, SC 29461  
Phone: (866) 297-6808 or (843) 761-6036  
Fax: (843) 761-5810 or (843) 761-5819

d. Energy Assistance

e. Fatherhood Programs

f. Financial Services

Berkeley/Dorchester Economic Development Corp.  
P.O. Box 609  
N. Hwy. 52  
Moncks Corner, SC 29430  
(843) 761-8244

g. Health Services

Public Health Department  
(Dorchester County)  
500 North Main Street, Suite 9  
Summerville, SC 29483  
(843) 832-0041

WIC (Women Infants & Children)  
Summerville Office  
500 N. Main Street, Ste. 9  
Summerville, SC 29483  
[www.scdhec.gov](http://www.scdhec.gov)  
(843) 832-0041  
Toll free: (888) 553-6844

Public Health Department  
(St. George)  
201 Gavin St.  
St. George, SC 29477  
(843) 563-0107 or (843) 832-0107

h. Homeless Services

Salvation Army Service Unit  
(Dorchester County)  
131 S. Main St.  
Summerville, SC 29484  
(843) 851-2368

i. Housing Authorities

Housing Authority  
(covers Dorchester County)  
State Office  
300-C Outlet Pointe Blvd.  
Columbia, SC 29210  
Main Phone: (803) 896-9001 or (866) 701-0314

j. Medicaid Offices

Dorchester County DSS  
216 Orangeburg Road  
Summerville, SC 29483-8945  
(843) 563-9524  
(800) 249-8751

k. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(843) 573-3600

l. Veterans' Affairs  
(843) 832-0050

**19. Edgefield – [www.edgefieldcounty.sc.gov](http://www.edgefieldcounty.sc.gov)**

a. Domestic Violence Programs and Shelters

Greenwood Shelter For Abused Women (Meg's House)  
P.O. Box 3410  
Greenwood, SC 29648  
(864) 227-1890 or (800) 447-7992

Cumbee Center To Assist Abused Persons  
(803) 649-0480 or (803) 641-4162

Edgefield Satellite Office: Center for Survivors  
P.O. Box 211  
Edgefield, SC 29824  
(803) 637-4037

b. DSS Office

Edgefield County  
500 W. A. Reel Drive  
Edgefield SC 29824  
803-637-4040

c. Employment Services

Vocational Rehabilitation Dept.  
(803) 694-7630

d. Energy Assistance

e. Fatherhood Programs

- f. Health Services  
  
Edgefield Public Health Dept.  
21 Star Road  
Edgefield, SC 29824  
(803) 637-4035  
  
Women, Infants, & Children (WIC)  
Supplemental Food Program  
Edgefield County Public Health Dept.  
21 Star Road  
Edgefield, SC 29824  
(803) 637-4035
- g. Homeless Services
- h. Housing Authorities  
  
S C Regional Housing Authority  
409 Gray Street, Apt. 162  
Edgefield, SC 29824  
(803) 637-6688
- i. Legal Services
- j. Medicaid Offices  
  
Edgefield County DHHS  
120 W.A. Reel Drive  
Edgefield, SC 29824  
(803) 637-4040
- k. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711
- l. Veterans' Affairs  
(803) 637-4012

- 20. Fairfield – [www.fairfieldsc.com](http://www.fairfieldsc.com)**
- a. Domestic Violence Programs and Shelters  
  
Palmetto Citizens Against Sexual Assault  
106 North York Street  
Lancaster, SC 29720  
(803) 286-5232 (803) 286-0520 fax  
Fairfield Satellite Winnsboro number is (803) 635-8021
  
  - b. DSS Office  
  
Fairfield County  
321 By-Pass and Kincaid Bridge Road  
Winnsboro SC 29180  
803-635-5502
  
  - c. Employment Services  
  
Fairfield County Workforce Investment Act (WIA)  
(803) 635-2812
  
  - d. Energy Assistance
  
  - e. Fatherhood Programs  
  
Midlands Fatherhood Coalition  
1132 Kincaid Bridge Road  
Winnsboro, SC 29180  
[www.midlandsfathers.com](http://www.midlandsfathers.com)  
(803) 815-0447
  
  - f. Health Services  
  
Fairfield County Public Health Dept.  
1136 Kincaid Bridge Road  
Winnsboro, SC 29180  
(803) 635-6481 Fax: (803) 635-1410

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Fairfield County Public Health Dept.  
1136 Kincaid Bridge Road  
Winnsboro, SC 29180  
(803) 635-6481

g. Homeless Services

Fairfield Community Food Bank  
403 Fairfield Street  
Winnsboro, SC 29180  
(803) 635-9234

h. Housing Authorities

i. Medicaid Offices

Fairfield County DHHS  
1136 Kincaid Bridge Road  
Winnsboro, SC 29180  
(803) 635-5502

j. Social Security Administration

[www.ssa.gov](http://www.ssa.gov)  
(803) 432-7776

k. Veterans' Affairs  
(803) 635-4131

**21. Florence – [www.florenceco.org](http://www.florenceco.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Florence County  
2685 South Irby Street  
Florence SC 29505  
(843) 669-3354

- c. Drug Rehabilitation Services  
  
Florence County's Alcohol and Drug Abuse Authority  
Circle Park Behavioral Health  
601 Gregg Avenue  
Florence, SC 29501  
(843) 665-9349
  
- d. Employment Services  
  
Vocational Rehabilitation Dept.  
(843) 662-8114
  
- e. Energy Assistance
  
- f. Fatherhood Programs
  
- g. Health Services  
  
Florence County Public Health Dept.  
145 E. Cheves Street  
Florence, SC 29506  
(843) 661-4835  
  
Carver Public Health Center  
1001 W. Sumter Street  
Florence, SC 29501  
(843) 676-1408  
  
Lake City Public Health Dept.  
137 North Acline Street  
Lake City, SC 29560  
(843) 667-1568 (843) 394-8822  
  
Johnsonville Health Department  
123 East Broadway  
Post Office Box 768  
Johnsonville, SC 29555  
(843) 386-3573  
Physician on call: (843) 248-9415

Hope Health, Inc.  
600 E. Palmetto Street  
P.O. Box 653  
Florence, SC 29506  
[www.hope-health.org](http://www.hope-health.org)  
(843) 667-9414  
Toll free: 1-888-841-5855  
Services for those impacted by a positive HIV diagnosis

h. Homeless Services

Salvation Army  
2210 Hoffmeyer Road  
Florence, SC 29501  
(843) 662-4461 (843) 332-9275

Manna House  
450 Jarrott Street  
Florence, SC 29504  
(843) 667-6077

Harvest Hope Food Bank  
2513 W. Lucas Street  
Florence, SC 29503  
[www.harvesthope.org](http://www.harvesthope.org)  
(843) 661-0826

i. Housing Authorities

Housing Authority of Florence  
400 East Pine Street  
Florence, SC 29506  
(843) 669-4163

Housing Authority of Florence  
1000 Clement Street  
Florence, SC 29501  
(843) 679-2612

Housing Authority of Florence  
2311 W Palmetto Street  
Florence, SC 29501  
(843) 679-2613

j. Medicaid Offices

Florence County DHHS  
2685 South Irby Street, Box I  
Florence, SC 29505-3440  
(843) 673-1761

Florence County DHHS  
345 South Ron McNair Blvd  
Lake City, SC 29560-3434  
(843) 394-8575

k. Social Security Administration

Social Security Administration  
401 W. Evans St  
Florence, SC 29501  
[www.ssa.gov](http://www.ssa.gov)  
(803) 662-4651

Social Security Administration  
181 Dozier Blvd  
Florence, SC 29501  
[www.ssa.gov](http://www.ssa.gov)  
(843) 662-4651

l. Veterans' Affairs  
(843) 665-3045

**22. Georgetown County**

a. Domestic Violence Programs and Shelters

b. DSS Office

Georgetown County  
330 Dozier St  
Georgetown, SC 29440  
(843) 546-5134

c. Energy Assistance

d. Fatherhood Programs

Father to Father Georgetown  
107 Screven Street  
Georgetown, SC 29440  
(843) 545-9449

e. Health Services

f. Homeless Services

g. Housing Authorities

Georgetown Housing Authority  
1 Lincolnshire Blvd.  
Georgetown, SC 29440  
(843) 546-9621

h. Medicaid Offices

Georgetown County DSS  
330 Dozier Street  
Georgetown, SC 29440  
(843) 546-5134

i. Social Security Administration

413 King St  
Georgetown, SC 29440  
[www.ssa.gov](http://www.ssa.gov)  
(843) 527-2893

j. Veterans' Affairs

**23. Greenville – [www.greenvillecounty.org](http://www.greenvillecounty.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Greenville County  
301 University Ridge  
Greenville, SC 29603  
(843) 467-7700

c. Energy Assistance

d. Fatherhood Programs

Upstate Fatherhood Coalition  
1409 East Washington Street  
Greenville, SC 29607  
[www.upstatefathers.org](http://www.upstatefathers.org)  
(864) 241-4464

e. Health Services

f. Homeless Services

g. Housing Authorities

Greenville Housing Authority  
70 Thurston Street  
Greenville, SC  
<http://hacgsc.net/>  
(864) 467-4250

Greenville Housing Authority  
511 Augusta Street  
Greenville, SC 29605  
(864) 467-3090

Greenville Housing Authority  
81 South Textile Avenue  
Greenville, SC 29611  
(864) 467-4286

h. Medicaid Offices

Greenville County DSS  
301 University Ridge, Suite 6700  
Greenville, SC 29601  
(864) 467-7926

i. Social Security Administration

319 Pelham Road  
Greenville, SC 29615  
[www.ssa.gov](http://www.ssa.gov)  
(864) 233-1116

j. Veterans' Affairs  
(864) 467-7230

**24. Greenwood – [www.co.greenwood.sc.us](http://www.co.greenwood.sc.us)**

a. Domestic Violence Programs and Shelters

Greenwood Shelter for Abused Women  
Post Office Box 3410  
Greenwood, SC 29648  
(864) 227-1890

- b. DSS Office  
  
1118 Phoenix St  
Post Office Box 1096  
Greenwood, SC 29648  
(864) 229-5258
  
- c. Employment Services  
  
South Carolina Employment Security Commission  
519 Monument Street  
Post Office Box 1427  
Greenwood, SC 29648  
(864) 223-1681
  
- d. Emergency Disaster Services  
  
American Red Cross  
401 Main Street  
Greenwood, SC 29646  
(864) 229-3102
  
- e. Energy Assistance  
  
Gleams Human Resources Commission  
237 North Hospital St  
Greenwood, SC 29648  
[www.gleamnshrc.org](http://www.gleamnshrc.org)  
(864) 223-8434  
  
C.P.W - Utilities  
(864) 942-8100
  
- f. Elderly Services  
  
Piedmont Agency on Aging  
123 Baily Circle  
Post Office Box 997  
Greenwood, SC 29648  
(864) 223-0164

g. Fatherhood Programs

h. Food Banks

Greenwood County Food Bank  
1503 South Edgefield Street  
Post Office Box 604  
Greenwood, SC 2948  
(864) 229-3408

i. Health Services

Greenwood Public Health Department  
1736 South Main Street  
Greenwood, SC 29646  
(864) 942-3600

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Greenwood Public Health Department  
1736 South Main Street  
Greenwood, SC 29646  
(864) 942-3600

j. Homeless Services

Greenwood Soup Kitchen  
424 Sabewood Road  
Greenwood, SC 29464  
(864) 223-4496

The Salvation Army  
222 Pressley Street  
Post Office Box 205  
Greenwood, SC 29646  
(864) 229-3407

k. Housing Authorities

Greenwood Housing Authority  
315 Foundry Road  
Greenwood, SC 29646  
[www.nchashousingauthority.com](http://www.nchashousingauthority.com)  
(864) 227-3673  
(864) 227-3670

l. Medicaid Offices

Greenwood County DHHS  
1118 Phoenix Street  
Greenwood, SC 29646  
(864) 229-5258

m. Mental Health Services

Beckman Center for Mental Health Services  
1305 Phoenix Street  
Greenwood, SC 29646  
(864) 223-8331

n. Social Security Administration

115 Enterprise Court, Suite C  
Greenwood, SC 29649  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711

o. Veterans' Affairs

600 Monument Street  
Greenwood, SC 29646  
(864) 942-8530

25. **Hampton – [www.hamptoncountysc.org](http://www.hamptoncountysc.org)**
- a. Domestic Violence Programs and Shelters
  - b. DSS Office  
  
Hampton County  
102 Ginn Altman Avenue, Suite A  
Hampton SC 29924  
(803) 943-3641
  - c. Energy Assistance  
  
Palmetto Electric Cooperative  
1940 Hwy 278  
P.O. Box 820  
Ridgeland, SC 29936  
(800) 922-5551 or (843) 726-5551
  - d. Fatherhood Programs
  - e. Health Services  
  
Hampton County Public Health Dept.  
531 Carolina Avenue West  
Varnville, SC 29944  
(803) 943-3878
  - f. Homeless Services
  - g. Housing Authorities  
  
Southeastern Housing Foundation  
809 Holly Street, W.  
Hampton, SC 29924  
(803) 943-5500

- h. Medicaid Offices  
  
Hampton County DHHS  
102 Ginn Altman Avenue, Suite B  
Hampton, SC 29924  
(803) 914-0053
- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(843) 549-2866
- j. Veterans' Affairs  
(803) 943-7533

**26. Horry – [www.horrycounty.org](http://www.horrycounty.org)**

- a. Domestic Violence Programs and Shelters  
  
CASA  
Post Office Box 912  
Myrtle Beach, SC  
(843) 448-6206  
Horry County Shelter Home  
1872 Hwy 90  
Conway, SC  
(843) 347-3309
- b. Drug Rehabilitation Services  
  
Shoreline Behavioral Health Services  
2404 Wise Road  
Conway, SC 29526  
<http://shorelinebhs.org/node/1>  
(843) 365-8884, Ext. 241 for Intake  
  
Center of HOPE of Myrtle Beach LLC  
104 George Bishop Pkwy  
Myrtle Beach, SC 29579  
(843) 903-6212, Ext. 221 for Intake

- c. DSS Office  
  
Horry County  
1951 Industrial Park Road  
Conway SC 29526  
(843) 915-4700
  
- d. Elderly Services  
  
Horry County Council on Aging  
2213 North Main Street  
Conway, SC  
(843) 248-9818
  
- e. Employment Services  
  
Employment Security Commission  
Coastal Workforce Center  
200-A Victory Lane  
Conway, SC  
(843) 234-9675
  
- f. Energy Assistance
  
- g. Fatherhood Programs  
  
A Father's Place  
809 Wright Blvd  
Conway, SC 29528  
(843) 488-2923  
  
Historic Myrtle Beach Colored School Museum and  
Education Center  
900 Dunbar Street  
Myrtle Beach, SC 29577  
(843) 918-4904

h. Health Services

Conway Health Department  
1931 Industrial Park Road  
Conway, SC  
(843) 915-8800

Myrtle Beach Health Department  
800 21st Ave, N  
Myrtle Beach, SC  
(843) 448-8407

Loris Health Department  
3811 Walnut St  
Loris, SC  
(843) 756-4027

Shared Care: Grand Strand  
Regional Medical Center  
809 82nd Pkwy  
Myrtle Beach, SC  
(843) 692-1863

i. Homeless Services

Horry County Shelter Home  
1872 Hwy 90  
Conway, SC  
(843) 347-3309

The Salvation Army  
1302 Fourth Avenue  
Conway, SC  
(843) 488-2769

Street Reach Mission  
509 9th Avenue, N  
Myrtle Beach, SC  
(843) 626-3643

Myrtle Beach Haven  
1 Terminal Street  
Myrtle Beach, SC  
(843) 626-2427

Sea Haven Youth Care Homes  
3892 Hwy 9, E  
Little River, SC  
<http://seahaveninc.com>  
(843) 399-9669

j. Housing Authorities

Housing Authority – Atlantic Beach  
1020 30th Avenue, S  
Atlantic Beach, SC 29582

Housing Authority – Myrtle Beach  
605 10th Avenue, N  
Myrtle Beach, SC 29577  
(843) 918-1525

Housing Authority – Myrtle Beach  
1101 N Oak Street  
Myrtle Beach, SC 29577  
(843) 918-1538

Housing Authority – Conway  
2303 Leonard Avenue  
Conway, SC 29527  
(843) 248-7327

Conway Housing Authority  
1142 Duckett Street  
Conway, SC 29526  
(843) 248-7010

k. Medicaid Offices

1601 11th Ave., 1st Floor  
Conway, SC 29526-4142  
(843) 381-8260

l. Mental Health Services

Waccamaw Center for Mental Health  
164 Waccamaw Medical Park Drive  
Conway, SC 29526  
[www.waccamawmentalhealth.org](http://www.waccamawmentalhealth.org)  
(843) 347-4888

m. Legal Services

n. Social Security Administration

1316 3<sup>rd</sup> Avenue  
Conway, SC 29526  
[www.ssa.gov](http://www.ssa.gov)  
(843) 248-4271

o. Veterans' Affairs

Veterans' Affairs  
2830 Oak Street  
Conway, SC  
(843) 915-5480

**27. Jasper – [www.jaspercountysc.org](http://www.jaspercountysc.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Jasper County  
204 North Jacob Smart Blvd.  
Ridgeland SC 29936  
(843) 726-7749 Child Abuse

- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services

Jasper County Public Health Dept.  
113 E. Wilson Street  
Ridgeland, SC 29936  
(843) 726-7788

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Jasper County Public Health Department  
113 E. Wilson Street  
Ridgeland, SC 29936  
(843) 726-7788

- f. Homeless Services
- g. Housing Authorities
- h. Medicaid Offices

Jasper County DHHS  
10908 North Jacob Smart Boulevard  
Ridgeland, SC 29936-2708  
(843) 726-7747

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)
- j. Veterans' Affairs

**28. Kershaw – [www.kershaw.sc.gov](http://www.kershaw.sc.gov)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office

Kershaw County  
110 East Dekalb Street  
Camden SC 29020  
(803) 432-7676

- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services
- g. Housing Authorities
- h. Medicaid Offices

Kershaw County DHHS  
110 East DeKalb Street  
Camden, SC 29020  
(803) 432-3164

- i. Social Security Administration

1111 Broad St, 2<sup>nd</sup> Floor  
Camden, SC 29512  
[www.ssa.gov](http://www.ssa.gov)  
(803) 432-7776

- j. Veterans' Affairs  
(803) 425-1521

**29. Lancaster – [www.mylancastersc.org](http://www.mylancastersc.org)**

- a. Domestic Violence Programs and Shelters

Palmetto Citizens Against Sexual Assault  
106 North York Street  
Lancaster, SC 29720  
(803) 286-5232

- b. DSS Office  
  
Lancaster County  
1837 Pageland Highway  
Lancaster SC 29721  
(803) 286-6914 Main
- c. Energy Assistance
- d. Fatherhood Programs  
  
Lancaster Fatherhood Project  
117 S. Wylie Street  
Lancaster, SC 2970  
[www.lanfaterhood.org](http://www.lanfaterhood.org)  
(803) 283-3444
- e. Health Services
- f. Homeless Services
- g. Housing Authorities  
  
S C Regional Housing Authority  
114 S Main Street  
Heath Springs, SC 29058  
(803) 273-4068  
  
Housing Authority  
3502 Caroline Court  
Lancaster, SC 29720  
(803) 285-7214  
(803) 286-4125
- h. Medicaid Offices  
  
Lancaster County DHHS  
1599 Pageland Hwy  
Lancaster, SC 29720  
(803) 286-8208

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(803) 328-6271
- j. Veterans' Affairs  
(803) 283-2469

**30. Laurens – [www.laurenscountysc.org](http://www.laurenscountysc.org)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office
- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services
- g. Housing Authorities

Laurens Housing Authority  
460 Church Street  
(864) 984-0578  
Laurens, SC

Laurens Housing Authority  
218 Independence Avenue  
(864) 984-6568

Regional Housing Authority  
635 S Main Street  
Prosperity, SC 29127  
(803) 364-4772

Mullins Housing Authority  
244 Blanton Court  
Mullins, SC 29574  
(843) 464-9822

h. Medicaid Offices

Laurens County DHHS  
93 Human Services Road  
Clinton, SC 29325-7546  
(864) 833-6109

i. Social Security Administration

502 Robertson Blvd  
Walterboro, SC 29488  
[www.ssa.gov](http://www.ssa.gov)  
(843) 549-2866

292 Professional Park Road  
Clinton, SC 29325  
[www.ssa.gov](http://www.ssa.gov)  
(864) 938-9898

j. Veterans' Affairs  
(864) 984-4041

**31. Lee – [www.leecountysc.com](http://www.leecountysc.com)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Lee County  
820 Brown Street  
Bishopville SC 29010  
(803) 484-5376

c. Energy Assistance

- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services
- g. Housing Authorities
- h. Medicaid Offices

Lee County DHHS  
820 Brown Street  
Bishopville, SC 29010  
(803) 484-5376

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
115 Enterprise Court, Suite C  
Greenwood, SC 29649  
(864) 223-1711
- j. Veterans' Affairs

**32. Lexington – [www.lex-co.com](http://www.lex-co.com)**

- a. Domestic Violence Programs and Shelters

LRADAC  
1068 South Lake Drive  
Lexington, SC 29073  
(803) 726-9400

- b. DSS Office

Lexington County  
P.O. Drawer 430  
Lexington SC 29071  
(803) 785-7333 Information

- c. Energy Assistance  
  
LIHEAP  
(803) 794-6778
  
- d. Fatherhood Programs  
  
Midlands Fatherhood Coalition  
106 Fabrister Lane, Suite J  
Lexington, SC 29072  
[www.midlandsfathers.com](http://www.midlandsfathers.com)  
(803) 996-2114
  
- e. Health Services
  
- f. Homeless Services
  
- g. Housing Authorities  
  
Cayce Housing Authority  
1439 Poplar Street  
Cayce, SC 29033  
(803) 739-0684
  
- h. Medicaid Offices  
  
Lexington County DHHS  
605 West Main Street  
Lexington, SC 29072-2550  
  
Lexington County FI Medicaid  
(803) 785-2991  
  
Lexington County SSI Medicaid  
(803) 785-5050
  
- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(803) 929-7635

- j. Veterans' Affairs  
(803) 785-8400

**33. Marion – [www.marionsc.org](http://www.marionsc.org)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office
- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services

Marion County Public Health Dept.  
206 Airport Court, Suite B  
Mullins, SC 29574  
(843) 423-8295

Women, Children, & Infants (WIC)  
Supplemental Food Program  
Marion County Public Health Dept.  
206 Airport Court  
Mullins, SC 29574  
(843) 423-8311

- f. Homeless Services
- g. Housing Authorities

Housing Authority of Marion  
826 Walnut St, Marion, SC 29571  
(843) 423-5242

Marion Habitat for Humanity  
P.O. Box 873  
Marion, SC 29571-0873  
(843) 423-4663

h. Medicaid Offices

Marion County DHHS  
1311 North Main Street  
Marion, SC 29571-6012  
(843) 423-5417

i. Social Security Administration

[www.ssa.gov](http://www.ssa.gov)  
(843) 662-4651

j. Veterans' Affairs

Marion County Veterans Affairs  
1305 North Main Street  
Marion, SC 29571  
(843) 423-8255

**34. Marlboro – [www.marlborrowcounty.sc.gov](http://www.marlborrowcounty.sc.gov)**

a. Domestic Violence Programs and Shelters

b. DSS Office

c. Energy Assistance

d. Fatherhood Programs

Man 2 Man  
110 S. Parsonage Street  
Bennettsville, SC 29512  
(843) 479-6905

e. Health Services

f. Homeless Services

g. Housing Authorities  
  
Housing Authority of Bennettsville  
253 Fletcher Street  
Bennettsville, SC 29512  
(843) 479-3857

Housing Authority of McColl  
200 Gilchrist Avenue  
MC Coll, SC 29570  
(843) 523-5449

h. Medicaid Offices  
  
Marlboro County DHHS  
County Complex  
1 Ag Street  
Bennettsville, SC 29512  
(843) 479-4389

i. Social Security Administration  
  
1060 Cottingham Blvd, N  
Bennettsville, SC 29512  
[www.ssa.gov](http://www.ssa.gov)  
(864) 479-5302

j. Veterans' Affairs  
(843) 479-5302

**35. McCormick – [www.mccormickcountysc.org](http://www.mccormickcountysc.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office

McCormick County  
215 North Mine Street Hwy. 28 N  
McCormick SC 29835  
(864) 465-2140

- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services
- g. Housing Authorities
- h. Medicaid Offices

McCormick County DHHS  
215 North Mine Street - Highway 28 N  
McCormick, SC 29835  
(864) 465-2627

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711
- j. Veterans' Affairs  
(864) 852-2212

**36. Newberry – [www.newberrycounty.net](http://www.newberrycounty.net)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office

Newberry County  
2107 Wilson Road  
Newberry SC 29108  
(803) 312-2155

- c. Energy Assistance
- d. Fatherhood Programs

- e. Health Services
- f. Homeless Services
- g. Housing Authorities

Housing Authority-City-Newberry  
3589 Grant Avenue  
Newberry, SC 29108  
[www.newberryhousing.com](http://www.newberryhousing.com)  
(803) 276-1049

- h. Medicaid Offices

Newberry County DHHS  
County Human Services Center  
2107 Wilson Road  
Newberry, SC 29108  
(803) 321-2155

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 938-9898

- j. Veterans' Affairs  
(803) 321-2161

**37. Oconee – [www.oconeesc.com](http://www.oconeesc.com)**

- a. Domestic Violence Programs and Shelters
- b. DSS Office
- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services

g. Housing Authorities  
  
S C Regional Housing Authority  
417 Tribble Street  
Seneca, SC 29678  
(864) 885-1659

Seneca Housing Corp  
155 North Stribling Street  
Seneca, SC 29678  
(864) 882-5172

h. Medicaid Offices  
  
Oconee County DHHS  
223 B Kenneth Street  
Walhalla, SC 29691  
(864) 638-4420

i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 231-7057

j. Veterans' Affairs  
(864) 638-4231

**38. Orangeburg – [www.orangeburgcounty.org](http://www.orangeburgcounty.org)**

a. Domestic Violence Programs and Shelters  
  
CASA Family Services – Orangeburg  
668 John C. Calhoun Drive  
Orangeburg, SC 29115  
(803) 535-3351

- b. DSS Office  
  
Orangeburg County  
2570 Old St. Matthews Road, N.E.  
Orangeburg SC 29116  
(803) 531-3101
- c. Energy Assistance
- d. Fatherhood Programs
- e. Health Services
- f. Homeless Services  
  
Samaritan House Homeless  
1580 Middleton Street  
Orangeburg, SC 29115  
<http://thesamaritanhouse.org/>  
(803) 516-0088
- g. Housing Authorities  
  
Regional Housing Authority  
110 Hutto Street  
Branchville, SC 29432  
(803) 274-8961  
  
Easley Housing Authority  
103 Wallace Drive  
Easley, SC 29640  
(864) 855-0629
- h. Medicaid Offices  
  
Orangeburg County DHHS  
2570 Old St. Matthews Road, NE  
Orangeburg, SC 29118  
(803) 515-1793

i. Social Security Administration

1391 Middleton St  
Orangeburg, SC 29115  
[www.ssa.gov](http://www.ssa.gov)  
(803) 531-1568

j. Veterans' Affairs  
(803) 533-6156

**39. Pickens – [www.co.pickens.sc.us](http://www.co.pickens.sc.us)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Pickens County  
212 McDaniel Avenue  
Pickens, SC 29671  
(864) 898-5810

c. Energy Assistance

d. Fatherhood Programs

e. Food Bank

Golden Harvest Food Bank  
Upstate Distribution Center  
7931 Moorefield Memorial Highway  
Liberty, SC 29657  
<http://www.goldenharvest.org/>  
(864) 843-6161

f. Health Services

g. Homeless Services

h. Housing Authorities

- i. Medicaid Offices  
  
Pickens County DHHS  
212 McDaniel Avenue  
Pickens, SC 29671-2527  
(864) 898-5815
- j. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 233-1116
- k. Veterans' Affairs  
(864) 898-5926

**40. Richland – [www.richlandonline.com](http://www.richlandonline.com)**

- a. Domestic Violence Programs and Shelters  
  
SCCADVASA  
1320 Richland Street  
Columbia, SC 29201  
803 (256) 2900
- b. Drug Rehabilitation Services  
  
LRADAC  
2711 Colonial Drive  
Columbia, SC 29203  
(803) 726-9300  
[www.LRADAC.org](http://www.LRADAC.org)
- c. DSS Office  
  
Child Support Enforcement  
240 Stonebridge Drive, Suite 400  
Columbia SC 29210  
(803) 898-7900 or (800) 768-5858

d. Employment Services

e. Energy Assistance

Life Line and Link Up  
1441 Main Street, Suite 300  
Columbia, SC  
(803) 737-5234

Telamon Corporation  
1413 Calhoun Street  
Columbia, SC 29211  
(803) 256-7411

f. Fatherhood Programs

Midlands Fatherhood Coalition  
1821 Hampton Street  
Columbia, SC 29201  
[www.midlandsfathers.com](http://www.midlandsfathers.com)  
(803) 933-0052

g. Health Services

Welvista  
2700 Middleburg Drive Suite 105  
Columbia, SC 29204  
[www.welvista.org](http://www.welvista.org)

South Carolina Medication Assistance Program  
(803) 933-9183

SMILES Dental Program  
(803) 584-4803

Hospital Patient Advocacy Program  
(803) 933-9183 ext. 120

h. Homeless Services

Transitions  
2025 Main Street  
Columbia, SC 29201  
(803) 708-4861  
[www.transitionssc.org](http://www.transitionssc.org)

Oliver Gospel Mission  
1100 Taylor Street  
Columbia, SC 29201  
(803) 254-6470  
[www.olivergospelmission.org](http://www.olivergospelmission.org)

Columbia Homeless Shelters and Services for the Needy

[www.homelessshelterdirectory.org/.../city.cgi?city=Columbia&state=SC](http://www.homelessshelterdirectory.org/.../city.cgi?city=Columbia&state=SC)

i. Housing Authorities

State Housing Authority  
300 Outlet Pointe Blvd, Suite C  
Columbia, SC 29210  
(803) 896-9481

Columbia Housing Authority  
1917 Harden Street  
Columbia, SC 29204  
(803) 254-3886

j. Medicaid Offices

Richland County DHHS  
3220 Two Notch Road  
Columbia, SC 29204  
(803) 714-7562 or (803) 714-7549

k. Social Security Administration  
  
1835 Assembly Street, 11<sup>th</sup> Floor  
Columbia, SC 29201  
[www.ssa.gov](http://www.ssa.gov)  
(803) 929-7635

l. Veterans' Affairs  
  
6437 Garners Ferry Road  
Columbia, SC 29209  
(800) 827-1000  
[www.benefits.va.gov/columbia](http://www.benefits.va.gov/columbia)

**41. Saluda – [www.saludacountysc.com](http://www.saludacountysc.com)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Saluda County  
Highway 121 North  
Saluda, SC 29138  
(864) 445-2139

c. Energy Assistance

d. Fatherhood Programs

e. Health Services

f. Homeless Services

g. Housing Authorities

- h. Medicaid Offices  
  
Saluda County DHHS  
613 Newberry Hwy  
Saluda, SC 29138  
(864) 445-2139
  
- i. Social Security Administration  
  
Strom Thurmond Federal Building  
1835 Assembly Street  
Columbia, SC 29201  
[www.ssa.gov](http://www.ssa.gov)  
(803) 929-7635
  
- j. Veterans' Affairs  
(803) 576-1906

**42. Spartanburg – [www.co.spartanburg.sc.us](http://www.co.spartanburg.sc.us)**

- a. Domestic Violence Programs and Shelters
  
- b. DSS Office  
  
Spartanburg County  
142 South Dean Street  
Spartanburg SC 29304  
(864) 596-3001
  
- c. Energy Assistance
  
- d. Fatherhood Programs  
  
Upstate Fatherhood Coalition  
300 Union Street, Suite B  
Spartanburg, SC 29302  
[www.upstatefathers.org](http://www.upstatefathers.org)  
(864) 598-5249 or (864) 598-5250

- e. Health Services
- f. Homeless Services
- g. Housing Authorities

Spartanburg Housing Authority  
201 Caulder Avenue, Suite 220  
Spartanburg, SC 29306  
(864) 598-6000

Spartanburg Housing Authority  
700 Vanderbilt Road  
Spartanburg, SC 29301  
(864) 598-6045

Spartanburg Housing Authority  
100 Prince Hall Lane  
Spartanburg, SC 29306  
(864) 598-6095

- h. Medicaid Offices

Spartanburg County DHHS  
1000 North Pine Street, Suite 23  
Pinewood Shopping Ctr.  
Spartanburg, SC 29305  
(864) 596-2714

- i. Social Security Administration

140 Magnolia Street  
Spartanburg, SC 29306  
[www.ssa.gov](http://www.ssa.gov)  
(864) 583-8223

- j. Veterans' Affairs  
(864) 596-2553

43. **Sumter – [www.sumtercountysc.org](http://www.sumtercountysc.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office

Sumter County  
105 North Magnolia Street  
Sumter SC 29151  
(803) 773-5531

c. Energy Assistance

d. Fatherhood Programs

e. Health Services

f. Homeless Services

g. Housing Authorities

Housing Authority of Sumter  
15 Caldwell Street  
Sumter, SC 29150  
(803) 775-4357 or (803) 775-9613

Sumter Housing Authority  
540 W Hampton Avenue  
Sumter, SC 29150  
(803) 774-5040

Santee-Lynches Affordable Housing And Community  
Development Corporation, Inc  
255 Broad Street  
Sumter, SC 29150  
(803) 436-0020 or (877) 736-0003

h. Medicaid Offices  
  
Sumter County DHHS  
105 North Magnolia Street, 3rd Floor  
Sumter, SC 29150  
(803) 774-3447

i. Social Security Administration  
  
240 N Bultman Drive  
Sumter, SC 29150-2500  
[www.ssa.gov](http://www.ssa.gov)  
(803) 435-4412

j. Veterans' Affairs  
(803) 436-2302

**44. Union – [www.countyofunion.org](http://www.countyofunion.org)**

a. Domestic Violence Programs and Shelters

b. DSS Office  
  
Union County  
200 South Mountain Street  
Union, SC 29379  
(864) 429-1660

c. Energy Assistance

d. Fatherhood Programs

e. Health Services

DHHS  
Post Office Box 1068  
200 South Mountain Street  
Union, SC 29379  
(864) 429-0227

- f. Homeless Services
- g. Housing Authorities  
  
Union County Housing Authority  
201 Porter Street  
Union, SC 29379  
(864) 427-9679

- h. Medicaid Offices  
  
Union County DHHS  
200 South Mountain Street  
Union, SC 29379-2389  
(864) 424-0227

- i. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(864) 223-1711

- j. Veterans' Affairs  
(864) 429-1605

**45. Williamsburg – [www.williamsburgsc.com](http://www.williamsburgsc.com)**

- a. Domestic Violence Programs and Shelters

- b. DSS Office  
  
Williamsburg County  
1401 Eastland Avenue  
Kingstree SC 29556  
(843) 355-5411

- c. Employment Services  
  
South Carolina Employment Commission  
530 Martin Luther King Jr. Blvd/P.O. Box 727  
Kingstree, SC 29556  
(843) 354-7436

Vocational Rehabilitation Dept.  
405 Martin Luther King Jr. Blvd.  
Kingstree, SC 29556  
(843) 354-5252

d. Energy Assistance

Waccamaw Economic Opportunity Council  
112 Jackson Street  
Kingstree, SC 29556  
(843) 355-9922

e. Fatherhood Programs

f. Health Services

DHHS  
831 Eastland Avenue  
Kingstree, SC 29556  
(843) 355-5411

Williamsburg County Public Health Dept.  
520 Thurgood Marshall Hwy.  
Kingstree, SC 29556  
(843) 355-6012

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Williamsburg County Public Health Dept.  
520 Thurgood Marshall Hwy.  
Kingstree, SC 29556  
(843) 355-6012

Kingstree Women's Health Center  
505 Thurgood Marshall Blvd  
Kingstree, SC 29556  
(843) 355-5628

Caring And Sharing  
P.O. Box 910  
Hemmingway, SC 29554  
(843) 558-7966

g. Homeless Services

h. Housing Authorities

Kingstree County Housing Authority  
1022 Lexington Avenue  
Kingstree, SC 29556  
(843) 355-7516

i. Medicaid Offices

Williamsburg County DSS  
831 Eastland Avenue  
Kingstree, SC 29556  
(843) 355-5411

j. Social Security Administration  
[www.ssa.gov](http://www.ssa.gov)  
(843) 527-2893

k. Veterans' Affairs  
(843) 355-9321, ext 135

**46. York – [www.visitorkcounty.com](http://www.visitorkcounty.com)**

a. Domestic Violence Programs and Shelters

Sexual Assault Resource Center  
201 Main Street  
Rock Hill, SC 29731  
(803) 327-7558

b. DSS Office

York County  
18 West Liberty Street  
York SC 29745  
(803) 684-2315

c. Employment Services

Human Resources  
6 South Congress Street  
York, SC 29745  
(803) 684-8512  
(803) 684-8564 24 hr job line

Vocational Rehabilitation Dept.  
1020 Heckle Blvd  
Rock Hill, SC 29732  
(803) 327-7106

d. Energy Assistance

e. Fatherhood Programs

f. Health Services

Rock Hill Public Health Dept.  
1070 Heckle Blvd.  
Rock Hill, SC 29730  
(803) 909-7300

York County Public Health Dept.  
North Congress Street  
York, SC 29745  
(803) 684-7004

Women, Infants, & Children (WIC)  
Supplemental Food Program  
Rock Hill Public Health Dept.  
1070 Heckle Blvd.  
Rock Hill, SC 29730  
(803) 909-7300 or (800) 403-4047

g. Homeless Services

Dorothy Day Soup Kitchen  
902 Crawford Road  
Rock Hill, SC 29730  
(803) 366-4142

Pilgrims Inn  
236 West Main Street  
Rock Hill, SC 29731  
[www.pilgrimsinn.org](http://www.pilgrimsinn.org)  
(803) 327-4227

h. Housing Authorities

York Housing Authority  
221 California Street  
York, SC 29745  
(803) 684-7359

Rock Hill Housing Authority  
467 South Wilson Street  
Rock Hill, SC  
(803) 324-3060

Housing Authority of Fort Mill  
105 Bozeman Drive  
Fort Mill, SC 29716  
[www.hafmsc.com](http://www.hafmsc.com)  
(803) 547-6787

Temporary Housing  
490 Alysia Court  
Rock Hill, SC 29732  
(803) 324-0929

Clover Housing Authority  
400 Willow Oaks Circle  
Clover, SC 29710  
(803) 222-3393

i. Medicaid Offices

York County DHHS  
1890 Neelys Creek Road  
Rock Hill, SC 29730-9699  
(803) 366-1900

j. Mental Health Services

Catawba Community Mental Health Center  
166 Dotson Street  
Rock Hill, SC 29732  
(803) 327-2012

k. Social Security Administration

498 Lakeshore Pkwy.  
Rock Hill, SC 29730  
[www.ssa.gov](http://www.ssa.gov)  
(803) 328-6271

l. Veterans' Affairs

Veterans Affairs Office  
529 South Cherry Road, # C  
Rock Hill, SC  
(803) 909-7525

York County Veterans Affairs  
6 South Congress Street  
York, SC  
[www.yorkcountygov.com](http://www.yorkcountygov.com)  
(803) 684-8529