

FOR THOSE ASSISTING WITH NAVIGATING APPLICATION FORMS:

STEP 1: Welcome the person!

- **What is your name?** Ask their name and find it or add it to the clinic log, along with their phone number if they have one.

STEP 2: Identify which forms of ID the person is requesting and fill out the applications.

- **Which forms of ID do you need assistance with today?** Mark down on the log which forms they need - photo ID, drivers license, birth certificate, Social Security card, or voters registration. For photo ID or drivers license, clarify whether they have had photo ID or drivers license in Pennsylvania before, and if they have, whether it has expired or is within 6 months of expiring (needing renewal) or been lost or stolen, with expiration date 6 months or more away (needing replacement/duplicate), and mark accordingly on the log. **NOTE regarding address changes:** If they just need to change the address on a valid photo ID or driver's license, this can be done for free online and an update card will be mailed to them to keep with the original card until the next renewal.
- **Also ask: are you currently experiencing homelessness?** This will affect which forms you fill out for ID and birth certificates. **NOTE regarding free ID for individuals experiencing homelessness:** If they are currently homeless, and applying for a PA photo ID for the first time or renewal, PennDOT is now waiving the fee; please proceed with filling out the appropriate application and advise them of the additional documentation needed as listed below. However, when they arrive at PennDOT they will need to request the free ID due to their homeless status and will be given the DL-54H form to fill out. For more info see:

<https://www.dot.state.pa.us/public/DVSPubsForms/BDL/BDL%20Fact%20Sheets/FS-HomelessID.pdf>

- **For non-driver's photo ID: have you ever had a photo ID or drivers license in Pennsylvania before?**
 - If no, then fill out form [DL-54A](#) for initial photo ID. Advise the person they will need to go to PennDOT and bring this form, plus their Social Security card and birth certificate (plus if their name has changed they will need additional documentation of the change), and two proofs of address with them. If they do not have those things, advise them they will FIRST need to obtain all of those things before they can get their ID (and assist them as needed with the other application forms). Fee is \$41.50.
 - If they have had a driver's license in PA and it is suspended or expired and they would like to get a photo ID instead, then fill out form [DL-54A](#) and mark the appropriate options indicating the status of their driver's license. Fee is \$41.50.
 - If they have had a photo ID in PA and it is expired or close to expiring, or lost or stolen, then fill out form [DL-54B](#) and mark the appropriate option at

the top of the form. Fee for replacement is \$40.50; fee for renewal or expired, \$42.50.

- **For driver's license: are you renewing an expired or soon-to-expire license, or need a replacement for a lost or stolen license that is still valid and 6+ months away from expiring? Or transferring from out of state?**
 - For driver's license replacement, fill out form [DL-80](#). Fee is \$40.50.
 - For driver's license renewal, fill out form [DL-143](#). Fee is \$39.50.
 - For transferring a driver's license from another state (must be valid, or expired for less than 6 months), fill out form [DL-180R](#). They will need to bring their Social Security card and birth certificate, and two proofs of address. If they do not have those things, advise them they will FIRST need to obtain all of those things before they can get their ID (and assist them as needed with the other application forms). Fee is \$39.50. For additional out of state questions, see [this PennDOT info page](#).
- **For birth certificate: were you born in PA?** If yes, see below; if not, consult this list of all states' vital records pages to find the appropriate form for their birth state: <https://www.cdc.gov/nchs/w2w/index.htm> **For all PA birth certificates**, advise that they will need to include proof of identity and address with the application - either a copy of valid photo ID with current address, or copies of two documents with name and current address as specified on the form. Or they could ask an immediate family member who has ID to fill out the application to request the birth certificate and include a copy of their ID. And they have the option of applying by mail, or in person at Philadelphia Vital Records office, or by giving the materials to Rep. Greg Scott's office (or to clinic coordinators to drop off at Rep. Scott's office).
 - **If the person is currently homeless**, then fill out the [Application for Birth Certificate with Fees Waived for an Individual Who is Experiencing Homelessness](#). The second page will need to be filled out and a letter included by Norristown Hospitality Center or other advocate as specified on the form. No fee.
 - **If the person is affected by Opioid Use Disorder**, then fill out the [Application for a Birth Certificate with Fees Waived for an Individual Affected by an Opioid Use Disorder](#). No fee.
 - **If the person is between 16 and 24 years of age, and involved in the foster care or juvenile justice system**, then fill out the [Application for Birth Certificate with Fees Waived for Foster and Juvenile Justice-Involved Individuals](#). The second page will need to be filled out and a letter included by an advocate as specified on the form. No fee.
 - **If none of the above exceptions apply**, then fill out the standard PA [Application for a Birth Certificate](#). Fee is \$20.00, however can be waived based on veteran status - please ask if this applies to them.
- **For replacement Social Security card**: Advise the person that they will need to go in person to a Social Security office, along with **either** their valid photo ID, **or** obtain a letter from a doctor/healthcare facility on letterhead, signed in ink, with

their name and date of birth on it to include with the application, **or** try to use other documents, such as a U.S. military identity card, Certificate of Naturalization, employee identity card, certified copy of medical record (from a clinic, doctor, or hospital), health insurance card, Medicaid card, or school identity card/record. The document must show legal name and biographical information (date of birth, age, or parents' names) and/or physical information (photograph, or physical description - height, eye, and hair color, etc.).

- Fill out the [SS Card Application](#). No fee.
- If someone has reached the limit of 10 lifetime replacement cards, or 3 in a calendar year, they can still receive another one with a letter from an agency stating their reason for needing another SS card.

STEP 3: Voter registration. Would you like to vote in the upcoming primary election?

If yes:

- **Are you registered to vote in your county?** You will be able to vote in the next primary.
- **If yes, has anything changed (name should match name you will use on the voter ID; address or party affiliation).**
- **If yes, complete Voter Registration form to update changes.** Need PA driver's license number or last 4 numbers of Social Security number—if you don't have these, write NONE in the boxes. Do not need Photo ID for this. **NOTE:** If the date of next election is close, it may be best to vote at your old polling place this time, then send in the change after the election.
- **If nothing has changed, you can go vote.**
- **If not sure of the status of voter registration** - Check online at www.montcopa.org - click on Departments / click on Voter Services / click on Where do I vote? Enter your last name, first name, and birthdate. If the information you entered is correct and you are registered to vote in Montgomery County, your information will come up with your polling location. OR you can call Montgomery County Voter Registration, 610-278- 3280 or Montgomery County Election Board 610-278- 3275, Monday–Friday, 8:30 am–4:15 pm. Tell them that you want to confirm that you are registered to vote.
- **If not registered,** you can register online [here](https://www.pavoterservices.pa.gov/Pages/VoterRegistrationApplication.aspx) (<https://www.pavoterservices.pa.gov/Pages/VoterRegistrationApplication.aspx>) and complete Voter Registration form. Need last 4 numbers of Social Security card. Do not need Photo ID for this. Expect a voter registration card from the county in 1-2 weeks.

2024 Election Deadlines: TBA

- : Deadline to Register to Vote in the General Election (postmarks do not apply)
- : Last Day to Apply for Mail-in or Absentee Ballots
- Tuesday, : General Election Day, polls open 7 a.m. to 8 p.m. Mail-in & absentee ballots must be received by 8 p.m.
- : Last day to receive Military and Overseas Absentee Ballots (submitted by ???)

FOR THOSE ASSISTING WITH PROVIDING MONEY ORDERS:

STEP 1: Welcome the person!

- **What is your name?** Ask their name and find it or add it to the clinic log.
- **Which fees do you need assistance with today?** Ask them to show the forms they filled out, and clarify which fees they are seeking assistance with:
 - \$41.50 for non-driver's photo ID initial application or \$42.50 for renewal for those expiring (can be renewed up to 6 months before expiration date) - please confirm whether the free ID for individuals experiencing homelessness applies to them.
 - \$40.50 for driver's license replacement or \$40.50 non-driver's photo ID replacement (if the lost or stolen ID has more than 6 months left before the expiration date).
 - \$39.50 for driver's license renewal or transfer from out of state
 - \$20.00 for birth certificate - please confirm whether fee waivers for veteran status, or homeless status, or foster/juvenile justice involvement, or opioid use disorder applies to them.

STEP 2: Review/confirm the person's path to getting each document.

- **Do you know what to do first/second/third?** Make sure they know what to do first, second, third if they are seeking multiple documents (i.e. for first-time ID, must get SS card and birth certificate first; if they are replacing or renewing an existing PA ID, they can do that first and then use the ID to get their SS card and birth certificate).
- **Do you have supporting documentation?** Confirm whether they have the other documentation needed to take with them or submit with each application (they don't have to show you the other documents; this is just to confirm that it is feasible for them to obtain and submit everything in a timely way).
- **For photo ID - Are you eligible for the free ID for individuals experiencing homelessness?** If they are currently homeless and applying for a PA photo ID for the first time or renewal, PennDOT is now waiving the fee; when they arrive at PennDOT they will need to ask for the DL-54H form to request the free ID due to their homeless status. For more info see:
<https://www.dot.state.pa.us/public/DVSPubsForms/BDL/BDL%20Fact%20Sheets/FS-HomelessID.pdf>
- **For birth certificates - Do any of the fee waivers apply to you?:** Make sure they have the correct application form and that they know their fee can be waived if they are a veteran/active military member or spouse/dependent child, or if they are affected by an opioid use disorder (specific application form required) or are experiencing homelessness or involvement in juvenile justice or the foster system (specific application form plus affidavit letter from a social service provider or lawyer required). If the forms are incorrect or the person needs a different or additional form filled out, direct them back to receive assistance from the navigator volunteers.
- **Do you know where to go?** Make sure they know where/when to go to PennDOT or Social Security as needed, and that they know their options for submitting the birth certificate application through State Rep. Greg Scott's office which usually comes back

within a couple of weeks, or going in person to Vital Records in Philadelphia which could be mailed within a couple weeks or picked up within a few days, or mailing it to Harrisburg directly which sometimes can take months. Current estimated processing times (not including time for delivery) are listed here:

<https://www.health.pa.gov/topics/certificates/Pages/Processing-Times.aspx>

Updated prices as of May 2024		Form Name
4-year driver license renewal	\$39.50	DL-143
Initial Photo ID	\$41.50	DL-54A
Renew Photo ID (if theirs expired)	\$42.50	DL-54B
Replace Photo ID (if lost, stolen, etc.)	\$40.50	DL-54B
Duplicate driver's license (if lost, stolen, etc.)	\$40.50	DL-80

STEP 3: Provide the money order/s.

- **Retain the receipt:** Write the person's name and phone number on the receipt part of the money order, then separate the receipt and retain it to be given to clinic coordinators.
- **Log it:** Record the amount of each money order given to each person.
- **Explain:** Show the money order to the client; point out that **the money order is already made out to PennDOT or Vital Records**. They will need to sign it when they get to PennDOT, or before they submit their birth certificate application to Vital Records. Inform them that if for some reason the money order becomes damaged or unusable, they need to bring it back to the Hospitality Center and leave their contact information for clinic coordinators to get in touch about replacing it.
- **Organize:** Place the money order, together with the appropriate application form, in an envelope (or offer an envelope for the person to do this themselves if they prefer). If helpful, write the steps for them to take (i.e., "1. PennDOT, 2. Social Security") and/or the addresses/hours of the appropriate offices, on the envelope or on a post-it note.
- **For birth certificates - Offer:** If the person has their ID or other documentation with them, we can make a photocopy for them to include with the birth certificate application. And if they have all necessary documentation, we can offer to drop the completed application packet off at State Rep. Greg Scott's office (if they accept, make sure they sign the form and money order, and then give the packet to clinic coordinators).
- **In case money orders run out:** If money orders for the needed amount have run out, record 'needed' in the appropriate box on the clinic log and inform the person that although a money order cannot be provided today, the person can speak with clinic coordinators and arrange a way to get a money order to them as soon as possible.

ADDRESSES:

PennDOT Norristown: 1700 Markley Street Suite 30, Norristown PA 19401
Tue-Sat 8:30am-4:15 pm

Social Security office Norristown: 1700 Markley Street Suite 30, Norristown PA 19401
Mon-Fri 9am-4pm
(866) 964-6305

PA State Rep. Greg Scott: 1019 West Main Street, Norristown, PA 19401-4406
(484) 685-3494

Division of Vital Records office: 110 N. 8th St. Suite 108, Philadelphia, PA 19107-2412
Mon-Fri, 9am-12pm

AGENCY LETTERHEAD¹

Date

State Registrar
Bureau of Health Statistics and Registries
555 Walnut St., Sixth Floor
Harrisburg, PA 17101

To Whom It May Concern,

I am the advocate for [ENTER APPLICANT NAME AS IT APPEARS ON APPLICATION]²³. My relationship to the applicant is [ENTER RELATIONSHIP]⁴, of [ENTER FACILITY / AGENCY / ORGANIZATION LEGAL NAME]⁵. By my signature I attest to the identity of the applicant named above, and that the applicant is [ENTER APPROPRIATE HOMELESSNESS OR FOSTER / JUVENILE JUSTICE STATEMENT] Ex: involved with either the foster care system or juvenile justice system [OR] experiencing homelessness.

[ENTER LIST OF MULTIPLE APPLICANTS HERE IF APPLICABLE. SEE FOOTNOTE 3] I can be contacted at [AGENCY PHONE NUMBER], email: [AGENCY EMAIL]⁶

[SIGNATURE]
[NAME]
[TITLE]
[ORGANIZATION]

[Link to example of Norristown Hospitality Center's letter format for aiding the free birth certificate application](#)

Date

¹ Agency letterhead must include the agency's mailing address.

² Applicant name must match the birth certificate application.

³ An advocate may submit one letter for multiple applicants. Enter SEE BELOW here, and list out each applicant. List of applicants must appear on the same page as the signature, and may not be an attachment.

⁴ Relationship must be a professional youth-assistance / youth development position, either a paid or volunteer.

⁵ Organization must match letterhead.

⁶ Phone number and email must be current. This provides the Bureau with a contact in case of questions.

To Whom It May Concern,

This letter is to inform you that (Client Name) is a client at the Norristown Hospitality Center and is experiencing homelessness. (Client Name) is applying for a birth certificate and does not have the funds to pay for it at the time. This letter is to aid the application and waive the fee. Should any questions, comments, and/or concerns arise, please do not hesitate to reach out to us.

Thank you,

Insert Case Manager Name

Hospitality Center

Email

610-277-1321 ext

[Link to Norristown Hospitality Center homelessness verification letter](#)

Date

To Whom It May Concern,

This letter is to inform you that (Client Name) is a client at The Norristown Hospitality Center and he is experiencing homelessness. (Client Name) uses The Norristown Hospitality Center 530 Church St 1st Floor Norristown, PA 19401 as a mailing address. Should you have any questions, comments, and/or concerns arise, please do not hesitate to reach out to us.

Thank you,

Case Manager Name

610-277-1321 ext