

Change Idea: Streamlining process for acquiring documents from the Social Security office needed for individuals to access housing.

Details: The Legal Aid Society of Hawaii has a long history of working with the local Social Security office. In one of our bootcamp meetings, it was uncovered that the VA was having difficulty getting income verifications from Social Security often causing a delay in accessing housing. A staff member of the Legal Aid Society contacted the local field representative at the Social Security office to see if an expedited process could be created.

They established a process in which the Social Security office was willing to send out the income verifications from the local office using a single point of contact from the local VA. The point of contact would have a Social Security consent form SSA-3288 signed by the client and fax it into the local SSA office attention to our local field representative. Once received, he would print and send back the income verifications.