6. Verification

6.1 Overview [63-300.5]

Verification is the use of third-party information or documentation to establish the accuracy of statements on the application. Prior to determining eligibility for applicant households, sufficient information concerning the applicant's situation must be obtained in order for the EW to make an informed judgment as to the household's eligibility. Verification and documentation are tools for making this judgment and recording the decision-making process in the case file.

CalFresh households have primary responsibility for providing documentary evidence regarding key eligibility factors, however, eligibility staff can help reduce this burden and speed up processing time by the use of certain verification reduction strategies as detailed below:

- Ensuring mandatory verification is only requested when needed to document household’s eligibility.
- Not limiting verification to any single type of document, if multiple sources are available.
- Utilizing collateral contacts made by the county to appropriate third-party sources.
- Utilizing self-certifications obtained through the household, where permitted.
- Only requesting “optional verification” for the purposes of maximizing benefits.
- Identifying “questionable information.”
- Not requiring verification for information that hasn't changed at recertification or since the last report.

NOTE: Applications submitted with no verifications must be accepted if meeting the minimum requirements:

- The applicant's name, and
- Household address (unless homeless), and
- Signature of the head of household, any household member or an authorized representative (AR).
6.2 Mandatory Verification [63-300.5(e)]

6.2.1 Income

Gross non-exempt income must be verified for all households prior to certification. However, if verification of income has been unsuccessful after exhausting all attempts because the person or organization providing the income has failed to cooperate with the household and the EW, and all other sources of verification are unavailable, the eligibility worker will determine an amount to be used for certification purposes based on the best available information.

The best information may include an affidavit completed by the household.

6.2.2 Noncitizen Status

Based on the application, the EW will determine if members identified as noncitizens are eligible noncitizens, by requiring that the household present verification for each noncitizen member. [Refer to “Citizenship,” page 14-5 for specific requirements for verification of noncitizen status.]

6.2.3 Identity

The applicant's identity must be verified. When an authorized representative applies on behalf of a household, the identity of both the authorized representative and the head of household must be verified. Identity may be verified through readily available documentary evidence, or if this is unavailable, through a collateral contact. Examples of acceptable documentary evidence which the applicant may provide include, but are not limited to:

- A Social Security card or other document containing the Social Security Number.
- A driver's license.
- A work or school ID.
- An ID for health benefits or for another assistance program.
- Wage stubs.
- A birth certificate.
- Collateral contact.
Verification

if the household is applying for or already receiving Medi-Cal and identity has been verified via MEDs verification with Social Security Administration (SSA), then the verification of identity requirement in the CalFresh is considered to be met.

Any documents which reasonably establish applicant’s and his or her authorized representative’s identity must be accepted, and no requirement for a specific type of document may be imposed.

6.2.4 SSN

[Refer to “Social Security Number Requirements,” page 5-1 for information on verification of Social Security Numbers (SSNs).]

6.2.5 Residency

Residency must be verified. Verification should be completed whenever possible, in conjunction with the verification of other information such as, but not limited to:

- Rent or mortgage payments,
- Utility expenses,
- Identity, or
- Collateral contact.

The client's address does not have to be on the rental statement or receipt if there is other acceptable evidence to verify residence. Any document or collateral contact which reasonably establishes the applicant's residence must be accepted and no specific type of verification may be requested. If the household has no evidence of residence, the EW must assist the household in obtaining verification. Obtain a written "Authorization for Release of Information" (CSF 13), signed by the head of household or authorized representative (AR), prior to obtaining information.

Residence verification may not exist or be impossible to obtain for unusual cases such as some migrant farm worker households, homeless households, or households newly arrived in the community. In such instances, if the applicant, with the EW's help, has made reasonable efforts to obtain verification and (1) verification cannot be obtained and (2) the applicant's statement regarding residency is not questionable, verification may be postponed:

- Until recertification for migrant farm worker or newly arrived households.
- Indefinitely for homeless households.
- The determination that residence verification cannot be obtained must be documented in the case file.
6.2.6 Unoccupied Home

A household cannot claim expenses for an unoccupied home, Do not use the SUA, LUA or TUA.

6.2.7 SUA

For those households entitled to claim the Standard Utility Allowance [SUA] (i.e., households which incur the cost of heating and/or cooling separate and apart from rent or mortgage payments), the EW must verify that the household actually incurs heating/cooling cost if questionable. The EW is not permitted to verify more than one utility unless circumstances are questionable.

Note:
While verification is not required in order to allow SUA, it must still be documented on the Maintain Case Comments window, that the household is incurring heating and/or cooling costs separate and apart from the rent or mortgage payments.

6.2.8 Medical Expenses

The amount of an elderly or disabled person's deductible medical expenses must be verified prior to being allowed. Verification of other factors, such as the allowability of costs incurred or the eligibility for such a deduction of the person incurring the cost, will be required if questionable. Failure to verify medical expenses is not a basis for denying or discontinuing a case. If obtaining verification of a medical expense may delay the household's certification, the EW must advise the household that its eligibility and benefit level may be determined without providing a deduction for the claimed but unverified expense.

6.2.9 Child Support

Verify the household's:

- Legal obligation to pay child support, and
- Child support obligation amount, and
- Actual monthly amount of child support paid.

The household is responsible for providing verification. Households that fail or refuse to cooperate by supplying the necessary verifications shall have their eligibility and benefit level determined without the child support exclusion.
Verification is required when:

- The exclusion is first allowed.
- There is a change in the legal obligation.
- There is an increase in the payment amount.

Do not verify a decrease in the actual child support payment.

### 6.2.10 Sponsored Noncitizens

For sponsored noncitizens, the EW shall verify the factors of eligibility. The sponsored noncitizen must provide all verification required. [Refer to “Sponsored Noncitizens,” page 14-26]

### 6.2.11 Disability

The household must provide verification of disability unless the county already has verification on file. Individuals receiving Supplemental Security Income (SSI) or Social Security (Title II) are considered disabled if they provide verification that they are receiving these benefits or if this information can be obtained electronically through the Applicant Income and Eligibility Verification System (IEVS). The same applies to recipients of Veterans Benefits or Railroad Disability Benefits. Failure to verify a disability is not a basis for denying or discontinuing a case. If the disability cannot be verified within 30 days of the date of the application, the CWD shall determine the household’s eligibility and benefit level by applying the gross income test.

Verify disability when establishing:

- Classification as an elderly/disabled household for change reporting.
- Allowance of a deduction for excess medical expenses.
- Separate household status for an individual whose disability prevents him/her from purchasing and preparing meals separately.

### 6.2.12 Conditions of Eligibility for Certain Drug-Related Felony Convictions

If a household member has been convicted in a state or federal court of a felony after August 22, 1996 that includes an element of possession or use of a controlled substance, that member must, as a condition of eligibility, provide proof that the
member has completed, participated in, is enrolled in or is on a waiting list for a government recognized drug treatment program. Other verification which shows that illegal use of the controlled substance has ceased is also acceptable (e.g., passing a drug test for employment). If proof is unavailable, the county must accept a self-certification under penalty of perjury as verification. The FS 26 is the form used for the applicant to certify under penalty of perjury, but it is not a required form. A written statement signed under penalty of perjury is also an acceptable form of certification. If the household member is able to self-certify and sign under penalty of perjury that they are no longer using a controlled substance, then CalFresh benefits shall be issued. [Refer to “Felony Drug Conviction,” page 9-5]

6.2.13 Able-Bodied Adults Without Dependents (ABAWD)

The ABAWD individuals' work hours and/or countable months must be verified.

Note: The United States Department of Agriculture, Food and Nutrition Service (FNS), has approved an ABAWD waiver extension through September 30, 2012. [Refer to “Able Bodied Adults Without Dependents (ABAWDs) - Work Requirement,” page 28-1]

6.2.14 QC Review

Households applying after 95 days from the end of the annual review period in which the household refused to cooperate with a Quality Control (QC) reviewer, shall provide verification of all eligibility requirements, including items that would normally only be verified if questionable.

[Refer to “Questionable Information [63-300.5(q)],” page 6-8.]

6.3 Categorically Eligible (CE) Households

The eligibility factors for which cash determinations is accepted for CE CalFresh eligibility without verification are:

- Resources. (Resource limits are waived.)
- Gross and net income limits. (Income limits are waived.)
- SSN information. (CalWORKs SSN requirements apply.)
- Sponsored Noncitizen information. (CalWORKs Sponsored Noncitizen requirements apply.)
- Residency. (CalWORKs residency requirements apply.)
6.4  Optional Verification [63-300.5(f)]

6.4.1  Overview

Optional verification MAY be requested when the information:

• Has changed since the last time it was reported, or
• Has not changed since the last report, but is believed to be inaccurate, incomplete, outdated, or inconsistent with other case information.

6.4.2  Dependent Care

For those households not subject to semi-annual reporting (SAR) requirements which are claiming dependent care costs, the EW may verify the actual amount of cost incurred if allowing the expense could potentially result in a deduction. Once this verification has been accomplished, the EW must not reverify this expense unless the provider has changed, the amount has changed, and the change could potentially affect the amount of the deduction, or unless questionable as defined.

6.4.3  Liquid Resources and Loans

The EW may verify liquid resources and whether monies received by households are loans. When verifying whether income is exempt as a loan, a legally binding agreement is not required. A simple statement signed by both parties which indicates that the payment is a loan and must be repaid is sufficient verification. However, if the household receives payments on a recurrent or regular basis from the same source but claims the payments are loans, the EW may also require that the provider of the loan sign an affidavit which states that repayments are being made, or that payments will be made in accordance with an established repayment schedule.

6.4.4  Household Size

The size of the household may be verified. All other factors involving household composition will be verified only if questionable. Verification of household size will be accomplished through a collateral contact or readily available documentary evidence. Examples of acceptable documentary evidence include, but are not limited to:
Verification

- School records
- Census records
- Marriage records, or
- Any documents which establish identity.

Any documents which reasonably establish household size must be accepted and no requirement for a specific type of document may be imposed.

6.4.5 Housing

The EW is not required to verify housing expenses, unless the expense is questionable.

Example:
A client applied on May 3, 2006. She declared she’s paying $400 for rent and she chose SUA. On her June SAR 7, received on July 7th, she reports she moved to a new apartment on July 1, 2006 and declares she’s paying $450 rent which includes all utilities. Enter the new rent amount $450 in the August CalFresh budget, delete SUA (utilities now included in rent). Send the Shelter Cost Statement (CSF 47) requesting shelter verification. Continue to allow the declared rent whether or not verification is received.

Example:
A client applied on February 3, 2004. She declared and verified her rent is $150 a month. In April, she reports she’s now paying $300 for rent and utilities. The new amount is allowed by EW. In June she again reports a rent increase to $500 a month. Since the situation is questionable (rent more than tripled in last 4 months yet she hasn’t moved), do not increase the questionable shelter expense and continue to allow the $300 until verification of the increased amount is received.

6.5 Questionable Information [63-300.5(g)]

6.5.1 Overview

To be considered questionable, the information on the application must be inconsistent with statements made by the applicant, inconsistent with other information on the application or previous applications, or inconsistent with information received by the EW. When determining if information is questionable,
Verification

the EW shall base the decision on the household's individual circumstances. A household's report of expenses which exceed its income prior to deductions may be grounds for a determination that further verification is required. In instances, a household's report of no income prior to deductions, while still managing its financial affairs could also justify the need for additional verification.

However, these circumstances must not, in and of themselves, be grounds for a denial. The eligibility worker must instead explore with the household how it is managing its finances, whether the household receives excluded income or has resources, and how long the household has managed under these circumstances. Procedures in this section apply when information concerning one of the following eligibility requirements is questionable.

6.5.2 Household Composition

The eligibility worker must verify any factors affecting the composition of a household if questionable. Individuals who wish to be a separate household from those with whom they reside will be responsible for proving that they are a separate household. Individuals who wish to be a separate household due to age and disability, will also be responsible for obtaining the cooperation of the individuals with whom they reside in providing the necessary income information to the eligibility worker, to be able to complete the 165% test, and for providing (at eligibility worker request) a physician's statement that they cannot purchase and prepare their own meals.

For any household member affirming a permanent disability that is questionable (not apparent) to the eligibility worker, under the definition of “Elderly or disabled member,” the household will provide (at eligibility worker request) a statement from a physician or licensed or certified psychologist to assist the eligibility worker in making a disability determination.

6.5.3 Citizenship

When a household's statement that one or more of its members are U.S. citizens is questionable, the household will be asked to provide acceptable verification. [Refer to “Citizenship,” page 14-5 for specific requirements for verification of citizenship.]

6.5.4 Work Registration

If a household member's work registration exemption due to participation in CalWORKs Employment Services (CWES) is questionable, the EW is responsible for verifying that the household member is subject to and participating in the program under Title IV of the Social Security Act.
Verification

If a household's work registration exemption due to receipt of or application for unemployment compensation is questionable, the EW is responsible for verifying either that the household member is receiving unemployment compensation or that the household member has applied for unemployment compensation and that this household member was required to register for work with EDD as a part of unemployment compensation application process. The EW will verify the household member's work registration exemption with the appropriate office of EDD.

If a household member's work registration exemption due to participation in the General Assistance (GA) Program's Vocational Services (VSD) is questionable, the EW is responsible for verifying that the household member is subject to, and participating in the VSD process.

If a household member's good cause for voluntary quit is questionable, the EW shall request verification.

- To the extent that the information given by the household is questionable, EW will request verification of the household's statements. The primary responsibility for providing the good cause verification rests with the household. If it is difficult or impossible for the household to obtain documentary evidence in a timely manner, the EW will offer assistance to the household in obtaining needed verification. Acceptable sources of verification include, but are not limited to:
  - the previous employer
  - employee associations
  - union representatives
  - grievance committees or organizations.

- Whenever documentary evidence cannot be obtained, the EW will substitute a collateral contact. The EW is responsible for obtaining verification from acceptable collateral contacts provided by the household.

- If the household and EW are unable to obtain requested verification from these or other sources because the cause for the quit resulted from circumstances that for good reason cannot be verified, such as a resignation from employment due to discrimination practices or unreasonable demands by an employer or because the employer cannot be located, the household will not be denied access to the program.

6.5.5 Categorical Eligibility (CE) Status

When questionable, verify that no household member has been disqualified.
6.6 Sources of Verification [63-300.5(h)]

6.6.1 Documentary Evidence

The EW will use documentary evidence as the primary source of verification for all items except residency and household size. These two items may be verified through readily available documentary evidence or through a collateral contact, without a requirement being imposed that documentary evidence must be the primary source of verification. Documentary evidence consists of a written confirmation of a household's circumstances. Examples of documentary evidence include current wage stubs, rent receipts, medical and utility bills. Statements must be in sufficient detail so that a reviewer would be able to determine the reasonableness of the determination.

Example:
When income is verified by the presentation of pay stubs or wage statements, the EW must photocopy or record in the case file the following information:

- The date of each pay stub or wage statement.
- The name and address of the payer.
- The gross amount of income on each stub or statement.
- The frequency of receipt of income (i.e., weekly, bimonthly, monthly, etc.).
- The specific items and amount of allowable deductions and exclusions.

Although documentary evidence will be the primary source of verification, acceptable verification will not be limited to any single type of document and may be obtained through the household or other source. Whenever documentary evidence is insufficient to make a determination of eligibility or benefit level, the EW may either continue the attempt to obtain sufficient documentary evidence or require a collateral contact or home visit. Whenever documentary evidence cannot be obtained, the EW will require a collateral contact or home visit. For example, documentary evidence may be considered insufficient when the household presents pay stubs which do not represent an accurate picture of the household's income (such as outdated pay stubs) or identification papers that appear to be falsified.
6.6.2 Collateral Contacts

A collateral contact is a verbal confirmation of a household's circumstances by a person outside the household. The collateral contact may be made either in person or over the telephone. The acceptability of a collateral contact will not be restricted to a particular individual but may be anyone that can be expected to provide an accurate third-party verification of the household's statements. Examples of acceptable collateral contacts are employers, landlords, social services agencies, migrant service agencies, community partners and neighbors of the household.

The “Collateral Contact Affidavit” (SC 193) is completed by the community partners when they are providing confirmation of household circumstances as collateral contacts. The SC 193 must be filed in fastener 2 in IDM.

When collateral contacts are used as verification, clear documentation of such must be noted on the Maintain Case Comments window in CalWIN.

Systems of records to which the Department of Social Services or the county welfare department has routine access are not considered collateral contacts and, therefore, need not be designated by the household. Examples of such record systems are the Beneficiary Data Exchange (BENDEX) and the State Data Exchange (SDX) and records of any other agency where a routine access agreement exists (such as records from the Employment Development Department (EDD).

6.6.3 Home Visits

Home visits may be used as verification when documentary evidence is insufficient to make a determination of eligibility or benefit level or cannot be obtained and the visit is scheduled in advance with the household.

6.6.4 Discrepancies

When information from another source contradicts statements made by the household, the household will be given a reasonable opportunity to resolve the discrepancy prior to an eligibility determination.

6.6.5 Self-Certifications Where Permitted

Self-certification should be used in certain circumstances where the household is not able to provide the necessary verification through documentary evidence, collateral contact or home visits. Self-certification can be accepted in certain
circumstances if all other proof is not available. Self-certification is acceptable as verification for certain eligibility factors such as: certain gross nonexempt income (e.g., cash payment for babysitting or yard work); meeting conditions of eligibility for certain people with drug related felony convictions where the applicant must certify that their illegal use of controlled substances has ceased; or residency for migrant farm workers and homeless households. All other mandatory eligibility factors such as most gross nonexempt income, noncitizen status, identity, SSN, child support payments, residency, utility expenses, medical expenses, sponsored noncitizen information, and disability require the household to provide some type of documentary evidence or collateral contact for verification. Thorough case documentation including detailed explanation as to why self certification was accepted, must be entered in the Maintain Case Comments window.

6.7 Verification for Information that Hasn’t Changed at Recertification or Since the Last Report

All changes reported on the application for recertification must be subject to the same verification requirements that apply at initial certification. Any information that has changed in source or amount must be verified, if it is a required item or if it is questionable. Information which is inaccurate, incomplete, outdated or inconsistent must be re-verified during the recertification process. Otherwise, if information has not changed at recertification or since the last report and was previously verified, re-verification must not be imposed upon the household.

6.8 Verification Requirements on the SAR 7

The SAR recipients must provide information and answers to all questions and items on the SAR 7 and attest, under penalty of perjury, that they have truthfully reported all required information. The following items are reporting requirements which require verification with the SAR 7:

- Gross nonexcluded earned income and nonexcluded unearned income when first reported on the SAR 7 and when there is a change in the source and amount of income received.
- Source and amount of all excluded income when first reported on the SAR 7 and any changes in the source and amount of the income.
• Dependent care costs which have changed since the last report or when there is questionable information which is inaccurate, incomplete, outdated, or inconsistent.
• Medical Expenses when there is a change and that change would increase the household’s allotment. The county must act on reported changes without requiring verification if the changes would decrease the household’s allotment or makes the household ineligible, although verification which is required shall be obtained prior to the household’s recertification.
• Verification for actual costs of producing self employment income.
• Residency when there is a change.
• Social security numbers or citizenship or noncitizen status for household members when there is a change.
• A change in the legal obligation to pay child support to a person not in CalFresh household and/or an increase in the amount of child support payments.
• A change in household composition or loss of job or source of earned income on the applicability of the work registration or voluntary quit requirements. [Refer to “Reporting Requirements on the Semi-Annual Report (SAR 7),” page 25-9]

Verification must be requested immediately from the recipient when there is a decrease in income or a new household member is reported, or for other changes that would require verification when benefits would increase. Action to increase or decrease benefits shall not take place until verification is received. The recipient must be allowed 10 days to provide the requested verification. A “No Change NOA” must be sent to the recipient when benefits cannot be increased due to nonreceipt of verification. The “No Change NOA” must be sent within 30 days of the reported change. The NOA must remind the recipient to re-report the change on the SAR 7 and submit the verification of the reported change at that time.

A SAR 7 must not be considered incomplete if information regarding child support disregard payments has not been included. If the household submits information and/or verification with the SAR 7 which the county determines to be questionable, the household must be notified and be allowed until the extended filing date to submit the necessary verification/clarification.

### 6.9 Verification Requirements for Change Reporting Households

A change reporting household is required to report and verify the following changes:
Verification

- Changes in the sources of income, including starting or stopping a job or changing jobs.
- Changes in the amount of earned income of more than $100 per month since the last time the household’s allotment was calculated.
- Changes in the amount of unearned income of more than $50.
- All changes in household composition, such as the addition or loss of a household member.
- Residency when there is a change.
- A change in the amount of child support payments made to a non-household member. [Refer to “Change Reporting Requirements,” page 23-1]

6.10 Responsibility for Obtaining Verification

[63-300.5(i)]

The household has primary responsibility for providing documentary evidence to support its income statements and to resolve any questionable information. Households may supply documentary evidence in person, through the mail, or through an authorized representative. The EW will accept any reasonable documentary evidence provided by the household and will be primarily concerned with how adequately the verification proves the statements on the application. If it would be difficult or impossible for the household to obtain the documentary evidence in a timely manner, or the household has presented insufficient documentation, the EW will either offer assistance to the household in obtaining the documentary evidence, except as otherwise stated in this section, or will use a collateral contact or home visit. The EW will not require the household to present verification in person.

Whenever documentary evidence is insufficient to make a determination of eligibility, or benefit level, or cannot be obtained, the EW may require either a collateral contact or home visit. The EW will rely on the household to provide the name of any collateral contact. The household may request assistance in designating a collateral contact. The EW is not required to use a collateral contact designated by the household if the collateral contact cannot be expected to provide an accurate third-party verification. When the collateral contact designated by the household is unacceptable, the EW will either ask the household to designate another collateral contact or substitute a home visit. The EW is responsible for obtaining verification from acceptable collateral contacts.
6.11 Release of Information/Consent Forms

6.11.1 When None Is Required

The EW does not need client consent for information from public records as long as the purpose is to determine eligibility. This includes obtaining information from:

- Department of Motor Vehicles (DMV)
- Vital Statistics (birth, death, marriage, divorce)
- Other County Agencies (DA, Probation, Public Health, CHDP, Mental Health)
- Employment Development Department (EDD)
- Census Records
- Assessor's Office
- Service Worker case files
- Social Security for a program which involves federal funds

6.11.2 CSF 13

An “Authorization for Release of Information” (CSF 13) is required for all third party contacts. The applicant AND spouse should sign, if possible.

Always explain to the client how the form will be used. Review with the client those agencies/persons who may be contacted.

Use the CSF 13 to obtain information from:

- Life insurance clearances
- Employer contacts
- Credit checks
- Medical requests
- Employer termination letter
- Landlords
- Schools
- Prison systems
Use a “Authorization For Release of Information - Financial Institution” (CSF 17) to obtain information from financial institutions on checking and savings accounts, stocks, bonds, credit union accounts, trust funds, etc.

The EW must send the completed bottom portion of the CSF 17 to the client within 30 days after receiving financial information. (Required by the California Right to Financial Act.)

### 6.12 Verification Chart

For Categorically Eligible (CE) households the EW will accept the cash aid verification for the following factors: Resources, Gross and Net Income limits, SSN information, Sponsored Noncitizen information and Residency.

<table>
<thead>
<tr>
<th>MANDATORY REQUIREMENT</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDENTITY (ID):</td>
<td>At time of application or recertification.</td>
<td>• Any documentation that reasonably establishes identity, such as driver's license, social security card, birth certificate, work or school ID, wage stubs, MEDS, any other county records. • Can use collateral contact if no other verification available. Document.</td>
<td>SAWS 2 Plus or CF 285 at application and recertification; otherwise Maintain Case Comments window.</td>
</tr>
<tr>
<td>A picture ID is not required. Verify for head of household and authorized representative.</td>
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**Update #14-02**

*Revised: 1/22/14*
### Verification

<table>
<thead>
<tr>
<th>Mandatory Requirement</th>
<th>When Required</th>
<th>Verification Required</th>
<th>Where to Document Info</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Residence:</strong> Verify the household is currently living in Santa Clara County.</td>
<td>At application, or at recertification if not previously verified. May be delayed: - Until RC for migrant farmworker HHs or HHs newly arrived in the county. - Indefinitely for homeless HHs. When there is a change reported and it is questionable.</td>
<td>• Establish when other verifications are requested/received; may use rent receipts, utility bills, or ID. • Or collateral contact if documented why used. • Home visits may be used only if documentary evidence cannot be obtained and the visit is scheduled in advance. Document.</td>
<td>SAWS 2 Plus or CF 285 Maintain Case Comments window if collateral contact, home visit, or unable to verify at application</td>
</tr>
</tbody>
</table>

<p>| <strong>Social Security Number:</strong> | At application. | • Only the SSN itself or proof of application (MC 194) is required at application. Proof of application includes, but is not limited to: - MC 194 - SSA 5028 - Hospital-issued &quot;Message from Social Security&quot; (SSA-2853-OP4). • Subsequent verification is required through IEVS. | • SAWS 2 Plus, or CF 285, and Maintain Case Comments window: - When IEVS verification is received. - If member has been given additional 30 days for good cause, member has been denied or disqualified from participation. |</p>
<table>
<thead>
<tr>
<th>MANDATORY REQUIREMENT</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISABILITY:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| • To establish an elderly/ disabled household for change reporting. | At application or when there is a change. | • Award letter  
  • Check photocopy  
  • Letter from a doctor listing the disability and expected duration  
  • Other proof | SAWS 2 Plus or CF 285 at application and recertification; otherwise Maintain Case Comments window. |
| • To allow a deduction for excess medical expenses. | | | |
| • To establish separate household status when the disability prevents the individual from purchasing and preparing his/her own meals. | | | |
| UNOCCUPIED HOME:     | Verify before allowing deduction. | | |
| Do Not allow SUA, LUA or TUA. | | | |
| Noncitizen STATUS:   | Application. | I-551, I-94, I-151, I-688 or other INS | SAWS 2 Plus or CF 285; Maintain Case Comments window when adding noncitizen to household. |
| Must be verified for each noncitizen household member | | | |
### Verification

<table>
<thead>
<tr>
<th>MANDATORY REQUIREMENT</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>GROSS INCOME</td>
<td>Earned:</td>
<td>Earned:</td>
<td>SAWS 2 Plus or CF 285-A2. If PA, use photocopies with SAR 7 and document that they are on file.</td>
</tr>
<tr>
<td></td>
<td>• Prior to certification and at recertification.</td>
<td>• Photocopy of wage stubs or employer's statement. If information recorded by EW: date, employer, gross and frequency of receipt.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• SAR households must verify semi-annually with SAR 7.</td>
<td>• Receipts from roomer, boarder or renter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unearned: Must be verified when first reported, and when there is a change.</td>
<td>Unearned:</td>
<td>Maintain Case Comments window</td>
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<tr>
<td></td>
<td></td>
<td>• Award letters.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Statement from college financial aid office for student income (proof of tuition and mandatory fees to be deducted from student income).</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>• Photocopies of checks or receipts, when they are for the gross amount. Award letters are preferable for social insurance and pension funds. (Social Security checks may have amounts deducted for Medicare; pension checks may also have deductions subtracted.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Statements from persons supplying income.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Copy of the MEDS Bendex Screen for Social Security.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** If documentary evidence is not available, a verbal confirmation from someone outside the household may be used. Document.
### MEDICAL EXPENSES

- Reported and verified information including any anticipated changes in the household's medical expense which can be reasonably expected to occur during the period (for SAR HHs) or during the certification period for change reporting HHs based on available information about the recipient's medical condition, public or private insurance coverage, and current verified medical expenses.

- DFA 285D is not required unless needed to issue an immediate need.

<table>
<thead>
<tr>
<th>MANDATORY REQUIREMENT</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
</table>
| MEDICAL EXPENSES      | Verify at Certification, Recertification, OR if a household VOLUNTARILY reports a change during the period/certification period of $25 or more which will result in an increase in the household's allotment. | • Medical and hospital bills.  
• MC 177S if person actually incurs share of cost.  
• Bills for prescription drugs, eye glasses, insurance premiums including medicare, dental bills & transportation expenses that require verification. If documentary evidence not available, collateral contact allowed if documented.  
• For medical transportation, use a physician's statement or medical bills to verify the frequency of visits. Obtain receipts for carpools or taxis. | SAWS 2 Plus or CF 285 |
<table>
<thead>
<tr>
<th>MANDATORY REQUIREMENT</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHILD SUPPORT</td>
<td>Verify when:</td>
<td>Legal Obligation and Amount:</td>
<td>SAWS 2 Plus, or CF 285, or Maintain Case Comments window</td>
</tr>
<tr>
<td>All of the following must be verified to be excluded from income:</td>
<td>• First excluded/allowed as deduction, or</td>
<td>• Court order, or</td>
<td></td>
</tr>
<tr>
<td>• Legal obligation to pay, and</td>
<td>• Change in legal obligation, or</td>
<td>• Administrative order, or</td>
<td></td>
</tr>
<tr>
<td>• Amount of legal obligation, and</td>
<td>• Actual payment amount increases.</td>
<td>• Legal separation document, or</td>
<td></td>
</tr>
<tr>
<td>• Actual amount paid per month.</td>
<td></td>
<td>• Verification from the Local Child Support Agency</td>
<td></td>
</tr>
<tr>
<td>Verify if allowed as a deduction in the budget.</td>
<td>Do not verify a decrease in the actual child support amount paid.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEPENDENT CARE COSTS</td>
<td>When first allowed, when there is a change in source or amount, or if questionable.</td>
<td>Child care receipt, a self-certification statement, or CF 10, which includes:</td>
<td>SAWS 2 Plus or CF 285, or Maintain Case Comments window</td>
</tr>
<tr>
<td>If allowed as a deduction in budget.</td>
<td></td>
<td>• Amount</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Date paid</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name(s) of person(s) care was provided for</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Signature of provider and date</td>
<td></td>
</tr>
</tbody>
</table>
6.12.1   Questionable Information [63-300.53]

Except for the mandatory verifications listed on previous pages, household statements are accepted without requiring verifications. If the statement is inconsistent and would affect eligibility or the benefit level, it must be verified.

<table>
<thead>
<tr>
<th>VERIFY IF QUESTIONABLE</th>
<th>WHEN REQUIRED</th>
<th>VERIFICATION REQUIRED</th>
<th>WHERE TO DOCUMENT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizenship</td>
<td>Prior to issuance at application.</td>
<td>Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td>Household Composition</td>
<td>Prior to issuance at application.</td>
<td>Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td>VERIFY IF QUESTIONABLE</td>
<td>WHEN REQUIRED</td>
<td>VERIFICATION REQUIRED</td>
<td>WHERE TO DOCUMENT INFO.</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------------------------------------</td>
<td>-------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Multiple (shared) HH Expenses</td>
<td>Prior to issuance at application.</td>
<td>Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td>Rent or House Payment</td>
<td>Only if questionable.</td>
<td>• Rental Agreement, rent receipt, house payment card, loan payment for purchase of mobile home, property tax statement if separate from mortgage, and insurance statement on structure itself. The address need not be on the housing verification when it is listed on other verifications already on file. Note the address in the case record when it is not on the rent receipt. • Collateral contact, if no other verification available.</td>
<td>SAWS 2 Plus or CF 285 or Maintain Case Comments window or when questionable.</td>
</tr>
<tr>
<td>Standard Utility Allowance (SUA); Limited Utility Allowance (LUA); Telephone Utility Allowance (TUA)</td>
<td>Only if questionable.</td>
<td>• Utility bill(s) I, or • Utility deposit bill(s) or receipt(s), or • Copy of a money order made out to the utility company, or • Copy of a cancelled check (front and back) made out to the utility company.</td>
<td>SAWS 2 Plus or CF 285 or Maintain Case Comments window</td>
</tr>
<tr>
<td>Work Registration Exemption</td>
<td>Prior to issuance at application.</td>
<td>Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td>VERIFY IF QUESTIONABLE</td>
<td>WHEN REQUIRED</td>
<td>VERIFICATION REQUIRED</td>
<td>WHERE TO DOCUMENT INFO</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>Resources</td>
<td>When a determination for Expedited Services is needed.</td>
<td>Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td></td>
<td>Note: When necessary to issue benefits by the ES deadline, verification of resources may be postponed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Categorically Eligible (CE) household status</td>
<td>Prior to issuance at application.</td>
<td>Documentary evidence to establish that no household member has been disqualified.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td>Loans</td>
<td>Prior to issuance at application.</td>
<td>• Documentary evidence to resolve inconsistency.</td>
<td>Maintain Case Comments window - Document why information was questionable and how the problem was resolved.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Statement signed by both parties indicating the payment is a loan and must be repaid.</td>
<td></td>
</tr>
<tr>
<td>Physical or Mental Lack of Fitness for Employment</td>
<td>When fitness status determines whether the individual is considered a student.</td>
<td>[Refer to Disability, page 6-5.]</td>
<td>[Refer to Disability, page 6-5.]</td>
</tr>
</tbody>
</table>