

Verification and Documentation

200 VERIFICATION

Verification is the actual proof of certain eligibility or case management factors, such as income and resources needed to approve initial or continue ongoing benefits. When verification is not available to the case manager through an electronic source or collateral contact, households are responsible for furnishing verification or information from which verification may be obtained to establish and maintain eligibility.

The case manager shall secure verification, prior to approval of benefits, of all required factors of eligibility and those factors which the case manager determines are questionable and affect the household's eligibility and benefit level. Case managers do **not** request verification which already exists in the case record such as citizenship, SSN, identification, trust documentation, etc.

Receipt of required verifications, with the exception of identity, is not required for expedited processing.

If postponed verifications are required, ongoing SNAP benefits cannot be released until the requested verification is received.

205 DOCUMENTATION

Documentation tells a story to support the decision made by the case manager. Documentation must be clear, concise and to the point. There must be enough information so anyone reviewing the case can determine the reason, logic and accuracy of the case manager's decisions and actions.

Examples of actions required to be documented (not all inclusive):

- Approval of benefits
- Denial of benefits including denial reason
- Any updates to the case which result in an increase or decrease of benefits.
- Termination of benefits including the reason the case is being terminated
- TANF CSEP non-cooperation and TANF non-cooperation with PRP ("3-month "sanction sit-out)
- Changes reported by the customer or any other source
- Change in an alternate payee or authorized representative
- Updates of address, telephone number, etc.
- Change in household composition

- Conferences and hearings
- Significant customer contacts (concerns or complaints from the customer)
- Date of birth/Date of death
- Any exception to normal case processing activities.

210 TYPES OF VERIFICATION

210.1 Primary Source

This type of verification occurs when the case manager obtains information through an electronic source or receives a hard copy of the document(s) from the household, including information provided by an employer, landlord or other source.

210.1.1 Verification Received Through Inquiry Systems/Interfaces

The case manager must **not** request from the household any verification available to the agency through an electronic source including inquiry systems or interfaces. This includes verification from the following sources (not all inclusive):

- ESD/ANSRS
- Social Security Acquisition Regulation “SSAR”
- BENDEX
- SDX
- Nevada Vital Statistics
- Child Support Interface in SAM
- WebIZ (Immunizations)
- NOMADS

Note: Previous quarterly wages may not be used to determine income for SNAP or TANF eligibility as it does not provide a 30-day wage history.

210.1.2 Verification Obtained Directly from the Household

If the required verification is not available through an electronic source or a collateral contact, the household is responsible for providing verification or evidence needed to prove their circumstances. This includes, but is not limited to, paycheck stubs, rent receipts, utility bills, bank statements, birth certificates, Social Security cards, alien registration cards and driver’s licenses. This also includes Division forms (e. g. 2074, 2488, etc.) used to verify any eligibility factor.

If the case manager is unable to obtain the verification to process eligibility, the information must be requested from the household. The case manager must complete and provide the household Form 2429, Request for Information giving the household at least 10 calendar days to provide the needed verification.

When a household or individual is attempting but is unable to provide the information by the date specified in writing, extend the due date to allow time for the additional information. Document the case record with the extended due date and reason.

210.2 Secondary Source – Collateral Contacts

These contacts are made by telephone to landlords, employers, utility companies, Social Security Administration, etc., to verify information necessary to make an eligibility determination. Try to make these types of telephone calls when the household is present, if possible, although it is not necessary for them to be present.

The case manager must document the results of the collateral contact in the case record. The entry must include (not all inclusive) who was contacted (including the person's title and company name, if applicable), the telephone number of that person, the date the contact was made, and all the information the case manager obtained and used to make an eligibility decision.

The case manager cannot require the household or authorized representative to submit additional verification when they have provided adequate sources of verification, UNLESS the verification provided is inaccurate, incomplete or inconsistent.

210.3 Visually Viewed

Any document that cannot be copied or is viewed outside the office environment must be recorded. Documentation requirements must include all pertinent information including:

- » Name(s)
- » Document type(s)
- » Date(s)
- » Document/Certificate and/or registration number (if applicable)
- » Dollar amount(s) (if applicable)
- » Date the information was viewed
- » The case manager's signature and title

210.4 Other Verification - Customer Statement/Self Declaration

Unless unallowed by current policy, this type of verification may be used when all attempts at primary or collateral contacts have been exhausted or there is undue hardship to the household if they are required to pursue obtaining certain verifications. Acceptance of this type of verification must be fully justified. Document the reason why you are accepting a customer statement.

A customer statement may be used as proof of income when the individual does odd jobs from various sources and cannot obtain verification, or if the third party who is required to complete a form or statement on behalf of the household refuses to do so (this is known as third party non-coop).

Do not use customer statement for citizenship, identity, qualified non-citizen status, out of state benefits, out of state ABAWD months, dependent care, child support or medical expenses, disability, proof of pregnancy and expected date of delivery, age if under 19 (for TANF), school attendance for children ages 7 through 11 and all minor parents, SSN (when there is a discrepancy), or any information which is questionable.

The case manager may need to combine verification with other corroborating verification or documentation, such as signed application or a positive or negative allegation of income, resources, household composition, combined with other secondary verification(s).

215 EVALUATING VERIFICATION

As the case manager obtains verification, they must evaluate the evidence to ensure it:

1. Meets the verification requirements for the program element.
2. Does not conflict with other evidence, or that the conflicts are resolved and documented.
3. Proves (either by itself or in combination with other evidence) the facts being verified.
4. Pertains to the case member(s) or other individual(s) to whom it is supposed to apply.
5. Establishes the program element for the appropriate benefit and corresponding budget month.

220 QUESTIONABLE INFORMATION

Questionable information is defined as unclear or inconsistent information on the application, or contradictions with the previous application, redetermination, recertification or statements made by the household, authorized representative, or with other information received by the agency.

Consider the household's statements on the application or during the interview **questionable** if they:

- are contradictory

Example: Household states they have had no income for several months, but the application shows \$150 cash on hand.

- do not agree with information in the existing case record.

Example: Household states they have no resources. An earlier application was denied because bank accounts and property were over the resource limits.

- do not agree with other information the case manager has.

Example: Household states no one in the household has worked yet the worker has an ESD interface or verification showing an employment history.

- do not adequately explain the household's circumstances.

Example: Household states they have not paid rent or utilities for several months, but they have not been evicted or had utilities cut off; or, they have a car payment of \$350 per month which has not been paid for months and the car has not been repossessed.

When questionable information from another source contradicts statements made by the household, the case manager must document why the information is questionable. The household must be provided an opportunity to clarify the matter.

Allow the household an opportunity to resolve any discrepancy by providing proof or designating a suitable collateral source.

225 VERIFICATION AND DOCUMENTATION AT INITIAL APPLICATION/ RECERTIFICATION/REDETERMINATION/REPORTED CHANGES

It is important to substantiate positive or negative allegations (e. g., income, resources, household size, living arrangement, separate food unit, relationship, residency, citizenship, etc.) claimed by the household through primary, secondary or other means of verification or a combination of verification methods.

Cases selected for a federal Quality Control (QC) review must undergo reviewer verification of all basic elements of eligibility and anything which is unverified or conflicting. QC home visits and collaterals can also be used as a source of verification.

Verification of exempt resources and income must not be requested by the case manager.

Use the following list to determine what type of verification/documentation is required for each eligibility factor.

- » Verify: Obtain actual proof of the situation such as collateral contact or hard copy documentation including paystubs, birth certificates, etc.
- » Document: Note in the case records the status or details.
- » Interface: The information is available through the computer interface.
- » Discrepancy: Verify **only** if there is a discrepancy.
- » Countable: Income and/or resources used to determine eligibility.
- » Questionable: Verify the information **only** when it is questionable.
- » Customer Statement: - Customer Statement is acceptable verification.

225.1 Initial Application/Adding New Household Members

Eligibility Factor	SNAP	TANF
Nevada Residency	Customer Statement	Customer Statement
Identity of head of household and authorized representative (if any). Although a picture ID is preferred it is not required.	Verify	Verify
Duplicate assistance and out of state benefits (includes commodities and SSI cash out benefits)	Verify	Verify
Household Composition	Questionable	Verify single parent households. Verify two parent (including a stepparent) households only when supportive information indicates Household Composition is questionable.
Separate Food Units	Questionable	N/A
Living Arrangements (TANF Minors)	N/A	Verify
Relationship	Questionable	Verify
Citizenship	Questionable	Verify
Qualified Non-Citizen Status	Verify and Document	Verify and Document
Social Security Number	Verify	Verify
Age	Questionable	Verify
Disqualifications/Sanctions (includes non-cooperation with PRP and/or CSEP, ineligible students, SNAPET and voluntary quit, etc.)	Document	Document
TANF Time Limits	N/A	Verify and Document (TANF NEON and TANF Loan)
TANF Assessment and PRP – Child Only Cases	N/A	Document
ABAWD Time Limits	Verify and Document	N/A
Earned and Unearned Income	Verify	Verify
Self- Employment (income & expenses)	Verify	Verify
Income Disregard Status	N/A	Document

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Eligibility Factor	SNAP	TANF
Income Interfaces (ESD, Social Security, etc.)	Interface	Interface
Stepparent Status	N/A	Document if Questionable
Disability/Incapacity	Verify	Verify only for TANF NEON
Incurred Expenses (dependent care, medical expenses, child support)	Verify	Verify
Standard Utility Allowance	Verify	N/A
Shelter Costs (rent, mortgage, taxes, insurance, etc.)	Verify	Verify Rent Subsidy
Resources	Verify if Countable	Customer Statement/Verify if Questionable
Cooperation with Child Support	N/A	Document only TANF NEON & TANF Child
Pregnancy and Estimated Due Date	N/A	Verify only if unborn is the only eligible child
Pursuit of Available Benefits	N/A	Verify
School Attendance for Children Ages 7 through 11	N/A	Verify at PRP
School Attendance for Minor Parents	N/A	Verify

Required Forms	SNAP	TANF
2905 Application for Assistance, or an NRD1 specific to the program being applied	X	X
2321-EGB EBT Card Issuance Authorization	X	X
2043 Agreement of Cooperation		X
2179 Interface Consent		X (NNRC/ Kinship only)
2136 Temporary Assistance For Needy Families Case Benefit Programs		X
2037 Assessment and PRP – Child Only Cases		X
2621 TANF Kinship Care		X (Kinship only)
2678 Domestic Violence Awareness		X
2906 Support Enforcement Information		X (only TANF NEON & TANF CHILD)

225.2 Reported Changes/Recertification/Redetermination

Eligibility Factor	SNAP	TANF
Nevada Residency	Customer Statement	Customer Statement
Household Composition	Questionable	Verify Changes
Separate Food Unit	Questionable	N/A
Living Arrangements (TANF Minor Parents)	N/A	Verify
TANF Assessment and PRP – Child Only Cases	N/A	Document
Relationship	Questionable	Verify Changes
Qualified Non-Citizen Status – (5- year bar served)	Verify and Document	Verify and Document
Social Security Number	Discrepancy	Discrepancy
Critical Age Change	Document	Verify if Applicable

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Eligibility Factor	SNAP	TANF
New Disqualifications/Sanctions (includes non-cooperation with PRP and/or CSEP, ineligible students, SNAPET and voluntary quit, etc.)	Document	Document
TANF Time Limits	N/A	Verify and Document (TANF NEON and TANF Loan)
ABAWD Time Limits	Verify and Document	N/A
Earned and Unearned Income	Verify	Verify
Self-Employment (income & expenses)	Verify	Verify
Income Disregard Status	N/A	Review and Update if Applicable
Income Interfaces (ESD, Social Security, etc.)	Interface	Interface
Stepparent Status	N/A	Document if Questionable
Disability/Incapacity	Verify	Verify Only for TANF NEON
Incurred Expenses (dependent care, medical expenses, child support)	Verify	Verify
Standard Utility Allowance	Verify	N/A
Shelter Costs (rent, mortgage, taxes, insurance, etc.)	Verify	Verify Rent Subsidy
Resources	Verify if Countable	Customer Statement/Verify if Questionable
Cooperation with Support Enforcement	N/A	Document only TANF NEON & Child-Only
Pregnancy and Estimated Due Date	N/A	Review and Verify Changes
Pursuit of Available Benefits	N/A	Verify
School Attendance for Children Age 7 through 11	N/A	Verify at PRP
School Attendance for Minor Parents	N/A	Verify
PRP Updates	N/A	Document TANF NEON and TANF Child

Required Forms	SNAP	TANF
NRD1 specific to the program being recertified/redetermined, or a 2905 Application for Assistance	X	X
2179 Interface Consent		X (NNRC/Kinship only) if new adult household members reported
2906 Support Enforcement Information – Required for changes or new household members	N/A	X (only TANF NEON & TANF CHILD) for new children reported in the home
2037 Assessment and PRP – Child Only Cases		X
2678 Domestic Violence Awareness	N/A	X

240 VERIFICATION SOURCES

Several sources of verification are listed below. This list is **not all-inclusive**. You must accept other reliable sources if they provide sufficient proof.

AGE

- Birth certificate/records
- Hospital or public health birth records
- Church or baptismal birth record
- Bureau of Vital Statistics documents
- Local, state, federal or military record
- Adoption papers or records
- Divorce and/or court custody decrees
- Bureau Indian Affairs (BIA) or Tribal records
- U.S. passport
- School or day care records
- Immigration and Naturalization Service records
- Child support paternity records
- Social Security Administration records

Alternate Sources

- Court or child welfare records
- Insurance policies
- Family Bible records
- Records of voluntary social service agencies
- Court child support order
- Written statement from doctor or clergy who knows date of birth
- Juvenile court records
- Census records
- Written statement from non-relative who knows date of birth

NON-CITIZEN STATUS

- Form I-94, I-151, I-551 or other valid United States Citizenship and Immigration Service (USCIS) records
- Court order staying deportation
- Contact with INS
- Systematic Alien Verification for Entitlements program – Verification Information System (SAVE—VIS)
- SSA 40-Quarter Social Security Number Inquiry
- Individuals who claim to be **undocumented/ineligible** non-citizens do not need to provide verification of this status, customer statement is accepted.

CITIZENSHIP

Refer to Manual Section A-400 and the Non-Citizen Documentation Matrix for acceptable forms to document and verify citizenship.

- Birth certificate
- Naturalization papers
- Hospital record of birth
- Baptismal record with date and place of birth
- U.S. passport
- Military service papers
- Indian census papers
- Parent's name and place of birth on child's birth certificate
- Voter registration card
- Local, state and federal records showing birthplace
- Regional attorney

Alternate Sources

- Family Bible records
- Affidavit from U.S. citizen

DEATH

- Copy of death certificate
- Bureau of Vital Statistics record
- Doctor's statement
- Social Security claim number or evidence of receipt of widow's or survivor's benefits from deceased person's Social Security Number
- VA or military service records
- Indian Health Service (IHS), BIA or Tribal records
- Statement from funeral director
- Records from hospital or other institution where the person died
- Insurance company records
- Information obtained by Investigations and Recovery and/or Child Support Enforcement

Alternate Sources

- Newspaper death notice listing survivors
- State or local public assistance records (including burial payment records)
- Lodge, club or other organization records
- Police records
- Statement from clergy
- "In Memoriam" card

DOMICILE/HOUSEHOLD COMPOSITION

- Current school record showing same address as specified relative
- Visual observation of child

- Statement from non-relative landlord or neighbor/Form 2488
- Statement from non-relative childcare provider
- Hospital, clinic, Health Department or private doctor's records
- Statement from clergy
- Child support court order
- Juvenile court records
- Child welfare records

IDENTITY – Refer to manual section A-400 for acceptable forms of identification. This must be received in conjunction with citizenship verification.

- Valid driver's license or DMV ID card
- Birth certificate
- Baptism records
- Hospital or birth records
- Adoption papers or records
- Work or school ID card
- Voter registration card
- Wage stubs
- U.S. passport
- Child welfare records
- SSAR with verified SSN
- State identity card
- Military service ID
- Citizen ID card
- Benefits letter from SSA
- Child Welfare records
- Collateral contact with another agency/entity who has knowledge of the person's identity
- Any other document providing identifying data

Alternate Sources:

- Customer's statement with SSN verified by SSA Numident interface in the system.

Note: Individuals who claim to be undocumented/ineligible non-citizens must provide verification of identification only if they are the head of household. This verification can include a birth confirmation/certificate or other identification from another country.

RELATIONSHIP

- Birth certificate
- Adoption papers or records
- Hospital or public health records of birth and parentage
- Bureau of Vital Statistics documents
- Church or baptismal birth record
- Local, state, federal government or military record
- School or day care records
- Immigration and Naturalization Service records
- Child support paternity records
- Juvenile court records
- BIA or Tribal records
- Marriage license/tribal marriage certificates
- Divorce/Custody papers
- Court records of parentage
- Records of refugee resettlement agencies as representatives of U.S. Department of and Human Services Office of Refugee Resettlement (ORR)

Alternate Sources

- Church records of parentage and relationship (including statement from clergy)
- Family Bible records
- Court or child welfare records until adjudicated
- Insurance policies
- Records of voluntary social service agencies
- Statement from clergy, doctor or school official who can verify relationship.
- Statement from non-relative who has known the child since birth

RESIDENCY

- Rent receipt or statement from non-relative landlord
- Customer statement is acceptable as proof of residency.
- Rent receipt or statement from non-relative landlord
- Mortgage receipt or statement from mortgage company
- Utility bills or utility company records
- Official records confirming ownership of property
- Valid Nevada driver's license or Department of Motor Vehicles (DMV) ID card with current address
- Employment records or statement from employer
- DMV record
- School records
- Voter registration card
- Statement from childcare provider
- Home visit
- Form 2008 – Affidavit of Separate Household

CHILD SUPPORT

- Current court records
- Statement from parent providing support
- Check (or copy of check)
- Current attorney's records
- Employer's record of attached wages
- Court order
- Support agreement
- Divorce or separation decree
- Correspondence regarding support payments and/or Form 2506, Cash Contribution Verification
- Child Support Enforcement Program (CSEP) records/reports
- UIB records (ESD P/O) indicating mandatory C/S deductions

CONTRIBUTIONS

- Statement from person or agency providing the money or making payment
- Contribution check (or copy of check)
- Canceled check of person making contribution

EARNED INCOME

- Employment verification Form 2074
- Earning statements or check stubs
- Employer's statement
- Employment Security Division printout/record/inquiry
- Employment & Training records
- Tip statement (if not included in earnings/verification)

EDUCATIONAL GRANTS, SCHOLARSHIPS OR LOANS

- Statement, letter or records from:
 - School, Organizations, clubs or agency providing benefit
 - VA for veteran's educational benefits

GOVERNMENT BENEFITS

- Current award notice, letter or official written statement
- Check (or copy of check)

OTHER INCOME

- Check (or copy of check)
- Statement from bank paying dividends and interest
- Statement from company or union providing pensions or union benefits
- Form 2020 (Financial Aid - Student Income Verification)
- Form 2140 Sponsor Information

RSDI (Social Security)

- Current award notice, letter or statement from Social Security Administration
- SSA Request (SSAR)
- Check (or copy of check)
- Direct deposit slip
- Computer inquiry to BENDEX file if it is consistent with customer's statement
- Social Security Administration Benefit Alert
- SSA 1610, Public Assistance Agency Information Request (if no other source is readily available)

SELF-EMPLOYMENT

- Most recent IRS tax return
- Business records and receipts
- Statement of estimated earnings
- Receipts for goods/services provided
- Form 2011, Self-Employment Worksheet (with receipts/records)

SUPPLEMENTAL SECURITY INCOME (SSI)

- Current award notice, letter or written statement from Social Security Administration
- Check (or copy of check)
- Direct deposit slip
- SSA Request (SSAR)

UNEMPLOYMENT COMPENSATION

- Check (or copy of check)
- Current award notice, letter or statement from Nevada Employment Security Division (ESD) Note: Other forms of verification must be used to verify the actual payment made to the household.
- Former employer
- Employment Security Division computer inquiry
- Statement from ESD verifying the application for UIB

VETERAN'S ADMINISTRATION (VA) BENEFITS

- Current award notice, letter or statement from VA
- Check (or copy of check)
- Form 2039, Veteran Unusual Medical Expense (UME) Budget

WORKERS COMPENSATION

- Current award notice, letter or statement from:
 - claims adjuster
 - attorney
 - insurance company
- Check (or copy of check)

BANK ACCOUNTS

- Current bank or credit union statement(s)
- Statement from bank or credit union official
- On-line bank account printout(s) – **Note:** Online account printouts may have shortened account owner's names and account numbers due to identity theft requirements. Compare the information on the account statement with information on the household's application or customer's statement to determine if the account belongs to the individual.

LIFE INSURANCE

- Insurance policy
- Statement from
 - insurance company
 - insurance agent
 - union, employer, funeral director, organization or agency that provides insurance

NONRECURRING LUMP SUM PAYMENTS

- Statement from company, agency or organization that provided payment
- Checks, award letters or check stubs
- Bank statements/deposit slips

OTHER LIQUID ASSETS/PERSONAL PROPERTY

- Recent sales slips
- Insurance or tax appraisals
- Catalogs or newspapers
- Statement from
 - experts or other collectors
 - banks
 - brokers
 - local merchants

REAL PROPERTY

- Statement from
 - tax appraisal/collector office
 - county courthouse official
 - real estate company
 - bank or financial institution
 - local landowners (non-relative)
 - county agent

VEHICLES

- Kelly Bluebook (kbb.com)
- Newspaper
- Statement from
 - finance company or bank
 - insurance agent
 - car dealers
 - DMV
 - city or county government records

DEPENDENT CARE

- Statement or a current bill from provider
 - Current receipts
 - Income tax return
 - Childcare certificate issued from CCDP (Child Care and Development Program) or Children's Cabinet
- Note:** Any additional expenses incurred for childcare expenses above the amount listed on the certificate must be reported and verified separately by the customer.

HOME INSURANCE

- Insurance company bill
- Statement from insurance company employee
- Insurance policy

MEDICAL EXPENSES

- Bills (or copies of bills) from providers of health insurance, services and products
- Statements from providers **Note:** If covered by insurance, this statement needs to show balance due after insurance pays.
- Health insurance policy(ies)

MORTGAGE

- Statement from mortgage company or bank
- Mortgage receipt

PROPERTY TAXES

- Tax bill
- Statement from tax office employee
- Property tax records

RENT

- Statement from landlord, apartment manager or property owner/manager
- Rent receipt (completed by landlord, apartment manager or property owner/manager)
- Current lease contract
- Form 2488 – Completed by Landlord or Manager
- Form 2008 – SNAP Affidavit of Separate Household

UTILITIES

- Utility company bill or receipt with name and address
- Statement from utility company employee
- Information from subsidized housing agency
- Form 2008 – SNAP Affidavit of Separate Household – allow the expense even if the utility bill is not provided.
- Current lease or statement from landlord, apartment manager or property owner/manager verifying the resident's responsibility for utility payments.