

PART III VERIFICATION/DOCUMENTATION

| <u>CHAPTER</u> | <u>SUBJECT</u> | <u>PAGES</u> |
|----------------|---|--------------|
| A. | VERIFICATION | 1 |
| 1. | Mandatory Verification at Initial Application/Reapplication | 1 |
| | Residency | 1 |
| | Identity | 1 |
| | Gross Nonexempt Income | 2 |
| | Citizenship and Immigration Status | 2 |
| | Shelter Expenses | 2-3 |
| | Dependent Care Expenses | 3 |
| | Resources | 3 |
| | Medical Expenses | 3 |
| | Social Security Numbers | 4 |
| | Disability | 4-5 |
| | Child Support Payments | 5 |
| 2. | Verification of Questionable Information | 5-6 |
| 3. | Sources of Verification | 6-8 |
| | Documentary Evidence | 6-7 |
| | Collateral Contacts and Home Visits | 7-8 |
| 4. | Checklist of Needed Verifications | 8 |
| B. | RESPONSIBILITY FOR OBTAINING VERIFICATION | 8-9 |
| C. | DOCUMENTATION | 10 |
| D. | VERIFICATION AT RECERTIFICATION | 10-11 |
| E. | VERIFICATION DURING THE CERTIFICATION PERIOD | 12-13 |
| 1. | Impact on the Benefit Level | 11-12 |
| 2. | Verification Requirements | 12 |
| F. | COMPUTER MATCHING REQUIREMENTS | 13 |
| 1. | Systems of Record | 13-14 |
| 2. | Periodic Matches | 14-15 |
| 3. | Income Eligibility Verification System ((IEVS) | 15 |
| 4. | National Directory of New Hires (NDNH) | 15 |
| APPENDIX I | SUGGESTED CLIENT LETTER ON SSN UPDATE | 1 |

A. VERIFICATION

Verification is the use of third party information or documentation to establish the accuracy of statements on the application or Interim Report. Households have at least ten days to provide required verification.

1. Mandatory Verification at Initial Application/Reapplication (7 CFR 273.2(f))

Local agencies must verify the following information before certification for households initially applying and for reapplications:

a. Residency

Applicants must establish that they reside in the Virginia locality in which they apply for SNAP benefits. See Part VII.B. Verification of residency is not needed when obtaining proof cannot reasonably be accomplished. Such instances may include homeless households, migrant farm worker households, households newly arrived in a locality, or participants in the Address Confidentiality Program which is available to domestic violence victims.

Where possible, verification of residency may often be accomplished in conjunction with verifying other items such as identity. If the agency cannot verify residency when verifying other information, the agency must use a collateral contact or other readily available documentary evidence. Verification may include statements from migrant service agencies or camp officials, letters from the people with whom the household is staying, hotel check-in receipts, day care enrollment forms, and health clinic records for the family. The agency must accept any document or collateral contact that reasonably establishes the applicant's residency. Households do not have to provide a specific type of verification.

b. Identity

Applicants must verify the identity of the person making the application. When an authorized representative applies on behalf of a household, the agency must verify the identity of both the authorized representative and the head of the household. The agency may verify identity through readily available documentary evidence, including DMV inquiries through SPIDeR, or through a collateral contact, if no other source is available. Acceptable documentary evidence includes, but is not limited to, a driver's license, work or school ID, ID for health benefits or assistance or social services program, a voter registration card, wage stubs, a Social Security card or card stub issued by the Social Security Administration (SSA), or a birth certificate. The agency must accept any documents that reasonably establish the applicant's identity. Households do not have to provide a specific type of verification.

For drug or alcoholic treatment center residents, the authorized representative may be the resident's collateral contact for purposes of verifying the resident's identity and residency.

c. Gross Nonexempt Income

The agency must verify gross nonexempt income for each household member before certification. The process of verifying income includes establishing the onset and termination of income.

d. Citizenship and Immigration Eligibility

The applicant must declare in writing the citizenship or immigration status of all household members. Immigrants must present documentation for local agencies to determine if they are eligible immigrants as defined in Part VII.F. To establish eligibility for immigrants, applicants may need to establish:

- 1) the date of admission;
- 2) the date USCIS granted the status;
- 3) a military connection;
- 4) battered status;
- 5) presence in the U.S. on August 22, 1996;
- 6) the number of work quarters; or
- 7) tribal membership.

While awaiting acceptable documentation, the immigrant in question is ineligible, but the agency must determine the eligibility of any remaining members except in the instance when a member disputes the SSA report of countable work quarters to establish eligibility. The member may participate for six months during the SSA investigation. See Part VII.F.3.

The agency **must** verify the validity of an immigrant's documents through the U.S. Citizenship and Immigration Services (USCIS). Procedures for the Systematic Alien Verification for Entitlements (SAVE) Program verification system are in Appendix 2 of Part VII.

The agency must not verify the citizenship of household members unless the information provided by the household is questionable. See Part VII.F.4 for suggested forms of verification and the procedures to verify citizenship.

e. Shelter Expenses

Households must declare their shelter costs in order to receive a deduction for such expenses. Households must also declare their responsibility for heating or cooling expenses or their responsibility for telephone costs for entitlement to use

the standard utility allowance or the telephone standard, respectively. The local agency must verify shelter expenses only if the information presented by the household is questionable.

NOTE: Recipients of Low-Income Home Energy Assistance payments are entitled to the utility standard even if they do not incur direct utility costs as long as they received the assistance at the current residence.

The local department must not verify the shelter expenses of homeless households that qualify for the Homeless Shelter Allowance unless the claim is questionable. See **Part X.A.6**.

f. Dependent Care Expenses

Households may declare dependent care expenses for a child or other household member that are needed to allow a household member to work, to look for work, or to be in a job training program. See Part X.A.3. The local department must verify the expense only if the information presented by the household is questionable.

g. Resources

Applicants must declare the amount of their liquid resources at each application. Unless the declared amount is questionable or the household fails to declare an amount, the agency must not request verification of resources.

When verification is requested, the agency may obtain verification of liquid resources through checking and savings account statements, clearances sent to banks and savings institutions, credit union statements, etc.

h. Medical Expenses

The local agency must verify the amount of any medical expenses that may be deductible, including expenses that the household expects to incur during the certification period in order to get the medical standard deduction or to claim actual expenses. The agency must also verify amounts for reimbursement of medical costs, such as a reimbursement from an insurance company for a hospital bill. The agency must obtain verification before initial certification if the household indicates the existence of a deduction for a household member who is 60 years of age or older or disabled. For the medical standard deduction, the household must verify that eligible members incur more than \$35 a month in allowable medical expenses. Households that incur more than **\$235** a month in medical expenses may opt out of the medical standard deduction and verify and claim actual expenses. Any expenses that are anticipated but not verified at certification will be allowed if verification is provided during the certification period for households claiming actual expenses or the verification establishes entitlement to the medical standard deduction.

i. Social Security Numbers (7 CFR 273.2(f)(1)(v))

The local department must verify the Social Security number (SSN) of all household members reported by the household by submitting the number to the Social Security Administration (SSA) through SVES. The agency, however, must not delay certification of an otherwise eligible household solely to verify a Social Security number even if the 30-day processing period has not expired. As soon as the agency completes all other steps necessary to certify a household, except for verification of the Social Security number, the agency must certify the household.

If the SVES inquiry indicates that SSA is unable to verify the SSN provided by the client, the EW must contact the household to determine if the information the household provided is correct and obtain the correct information, as appropriate. If the information the agency has is correct, but the information SSA has is incorrect, the agency must advise the household to resolve the discrepancy with the SSA.

If the household fails to provide the necessary information that would allow the verification of an SSN, the household member for whom the number is unverified is ineligible.

If a household must provide information or documentation to the local agency or the SSA, the household must complete the action before the next recertification or show good cause why it was unable to do so.

If a household claims it cannot complete required actions for reasons beyond its control, the EW must verify the household's inability to cooperate. For example, a household may claim it cannot verify a name change because fire destroyed official records. The EW must verify this claim to the point he/she is satisfied the claim is accurate, i.e., documentation of the name change no longer exists. In these cases an SSN match cannot be accomplished since SSA records cannot be corrected without the missing documentation. If the EW verifies that the household is unable to provide the information needed to verify the SSN, the household member will remain eligible. The case file must adequately document the household's inability to provide the information.

Conversely, if the EW is unable to substantiate the household's claim that it cannot provide the information, the household member will be ineligible.

Appendix I to this chapter contains suggested language for a form that the EW may give to clients who must provide SSA with information or documentation to complete the verification process.

j. Disability (7 CFR 273.2(f)(1)(viii))

Whether the stricter or more relaxed definition of disability is evaluated, disability status of individual household members must be established. If a household fails to verify disability when necessary, the individual in question is not considered disabled.

Work Registration, Student Identification, Work Requirement

A statement from a licensed medical provider is sufficient for the less restrictive standards for these policy areas. Receipt of temporary or permanent disability payments may also be used.

Separate Household Status for Elderly, Disabled Persons

For elderly, disabled persons who are unable to purchase and prepare meals separately, the agency must first determine the disability and then establish that these persons are unable to purchase and prepare meals because of the disability. The Social Security Administration's list of disability conditions may be used for this evaluation.

If it is obvious that the individual could not purchase and prepare meals because of the disability, the agency must consider the individual disabled even if the disability is not specifically mentioned on the SSA list. If the disability is not obvious, the EW must verify the disability by a statement from a licensed medical provider or licensed or certified psychologist, along with a statement that, in the doctor's opinion, the disability prevents the individual from purchasing and preparing meals.

Disabled for Determining Eligibility for Group Homes, Medical Expenses, Unlimited Shelter Expenses, Net Income Standards, 24-month Certification Periods, Resource Eligibility, Immigration Eligibility

Verification of this evaluation of disability, as noted in Definitions, will usually be determined by receipt of or approval for certain income sources or benefits. For example, approval for or receipt of a disability check from the SSA, including SSI, verifies disability.

k. Child Support Payments

A household member's legal obligation to pay child support, the obligated amount of support to be paid, and the amount of child support actually paid must be verified in order to allow an **income exclusion**.

Documents which may be used to verify the household's legal obligation to pay child support and the obligated amount include a court or administrative order, or a legally enforceable separation agreement. The actual payment of support may be verified through such methods as cancelled checks, withholding statements from wages or unemployment compensation, statements from custodial parents about direct payments or payments made to third parties, or payment records of the Division of Child Support Enforcement. Documents used to verify legal obligation to support do not constitute verification of what is actually being paid. Therefore, separate verification of the obligation and actual payment must be obtained, unless the information is obtained through APECS.

2. Verification of Questionable Information (7 CFR 273.2(f)(2))

Local departments of social services must not verify any other factors of eligibility prior to certification unless they are questionable and affect a household's eligibility or benefit level. To be considered questionable, the information on the application must be:

- a. inconsistent with statements made by the applicant;
- b. inconsistent with other information on the application or previous applications; or
- c. inconsistent with any other information received by the local department of social services.

When determining if information is questionable, the local department of social services must base the decision on each household's individual circumstances. For example, a household's report of paid expenses that exceed its income may be grounds for a determination that further explanation and possibly verification is required. This circumstance alone may not be grounds for a denial. The local department of social services must 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.

If the local department of social services needs verification to resolve questionable information, the worker must document why it considered the information questionable. The documentation must also include the verification used to resolve the questionable information.

The definition of questionable information contained in this chapter applies to all references of questionable information throughout this manual.

3. Sources of Verification (7 CFR 273.2(f)(4))

Documentary Evidence

Local departments of social services must use documentary evidence as the primary source of verification. Documentary evidence means written confirmation of a household's circumstances. Examples include wage stubs, rent receipts, and utility bills. The EW is responsible for determining if the evidence provided is sufficient to determine eligibility. Evidence is sufficient if the local department can derive correct information about the element from the evidence provided. For example, the EW may use the Year-to-Date totals on pay stubs to establish a missing amount.

Although documentary evidence is the primary source of verification, acceptable verification is not limited to any single type of document. The local department may obtain the information through the household or other sources. The local department must use alternate sources of verification such as collateral contacts and home visits whenever the EW cannot obtain documentary evidence.

To verify residency, a collateral contact, as well as documentary evidence, will serve as a primary source of verification.

When attempts to verify countable income are unsuccessful, the EW must determine an amount to be used for SNAP purposes based on the best available information. The local department may use the household's statement if alternate sources of verification are not available or are uncooperative with the household and the local department.

Example

A farm owner refuses to verify a tenant's income. The local Migrant Seasonal Farmworker's Association (MSFA) or Agriculture Stabilization and Conservation Service (ASCS) may be able to provide information as to what the household member might expect to receive.

Where information from another source contradicts statements made by the household, the household must have an opportunity to resolve the discrepancy prior to an eligibility determination and within the maximum time limits described in Part II.F.

Example

A farm owner reports that the applicant, a tenant farmer, earned a specified amount from the sale of a crop. The applicant reports that this amount is incorrect. If there is no one else to verify the income, and the applicant himself is unable to do so, the agency could use an estimate provided by the Agriculture Stabilization and Conservation Service (ASCS).

Collateral Contacts and Home Visits

A collateral contact is a verbal confirmation of a household's circumstances by a person outside of the household. The person supplying the information may be either in person or over the telephone. Before approval of the initial application/reapplication, the worker may select a collateral contact only if the household fails to designate one or designates one that is unacceptable. Examples of acceptable collateral contacts include employers, landlords, social service agencies, migrant service agencies, and neighbors of the household who are able to provide accurate third party verification. If the worker designates a collateral contact, the worker may not make the contact without prior written or oral notice to the household. At the time of this notice, the worker must inform the household that it must consent to the contact; or provide acceptable verification in another form.

If the household fails to choose one of these options, the worker must deny the application based on the normal procedures for failure to verify necessary information at the end of the processing period.

When the worker contacts the collateral contact, there must be:

- No disclosure that the household has applied for benefits;
- No sharing of information provided by the household; or
- No suggestion of wrongdoing by the household.

The worker may disclose to the collateral contact only that information the contact needs to supply the information the agency seeks.

Before approval of the initial application/reapplication, home visits may serve as verification but only if the agency cannot obtain documentary evidence. The worker must schedule the

visit in advance with the household for a time that is acceptable to the household.

Upon approval of the application, requirements for selecting a collateral contact by the household and advance notice of the collateral contact or home visit no longer apply if needed to investigate a possible overissuance. Documentation is necessary before making the collateral contact or home visit as to the information received that indicates the possibility of an overissuance. For example, after an application is approved, the agency may make a home visit without advance notification if an anonymous caller identified an additional household member. The investigation may be to evaluate the possibility of an overissuance that already occurred or to prevent an overissuance from occurring in the future.

Home visits deemed necessary for front-end or preventative investigations are not subject to advance notification and scheduling requirements with the household. Inconsistencies in a household's circumstances may warrant preventative investigations.

4. Checklist of Needed Verifications

The agency must provide a checklist that informs each applying household of the verifications needed to process the application and the date by which the information is needed. The agency must provide a checklist for each new application, reapplication, and recertification application filed.

B. RESPONSIBILITY FOR OBTAINING VERIFICATION (7 CFR 273.2(f)(5))

The household is primarily responsible for providing documentary evidence to support statements on the application and to resolve any questionable information. Unless verification is readily available to the household, the household is not responsible for providing verification of reported unearned income for which verification is accessible to the worker through systems of records. These records include APECS, SVES, and the VEC inquiry of unemployment benefits. **The household is also not required to verify earned income if verification is accessible through the automated inquiry of the Work Number.**

The worker must assist the household in obtaining requested verifications provided the household is cooperating with the agency as outlined in Part II.C and the household either does not have other verification available or requests assistance in obtaining information. The household may supply documentary evidence in person, through the mail, by facsimile or other electronic means, or through an authorized representative. The household must provide information during the normal business hours for the local office. Information received after normal business hours is counted as being received the next day. Any reasonable, documentary evidence provided by the household is acceptable. The focus of the agency must be primarily on how adequately the verification proves the statements on the application.

Whenever a collateral contact must substitute for documentary evidence because documentary evidence is not available, the worker must generally rely on the household to provide the name of a collateral contact. The household may request assistance in designating a collateral

contact. The local department is not required to use a collateral contact designated by the household if the collateral contact cannot provide accurate third party verification. When the collateral contact designated by the household is unacceptable, the eligibility worker must ask the household to designate another collateral contact or the eligibility worker will designate the collateral contact. The eligibility worker is responsible for obtaining verification from acceptable collateral contacts.

The eligibility worker may contact only those persons designated as collateral contacts with the permission of the household. In the absence of documentary evidence and any other source of verification, the eligibility worker must determine the amount to use for certification purposes based on the best available information.

In instances when outside knowledge of an application for SNAP benefits may jeopardize the employment or safety of the applicant household, the agency must determine that that verification source is unavailable. Examples include an employer or a migrant worker's crew leader who may discourage participation in the Supplemental Nutrition Assistance Program, in which case, the eligibility worker must use another source.

C. DOCUMENTATION (7 CFR 273.2(f)(6))

The eligibility worker must document case files to support eligibility, ineligibility, and benefit level determinations. The documentation must be sufficiently detailed to permit a supervisor or reviewer to determine the reasonableness and accuracy of the determination. The documentation must also indicate that the household received all available options to which it is entitled. At a minimum, the eligibility worker must document the following:

1. The reason for withdrawal of an application, if the household provides a reason and confirmation of the withdrawal. (Part II.B.4.)
2. Details regarding refusal to cooperate. (Part II.C.)
3. The reason the eligibility worker considered information questionable and the information used to resolve the questionable information. This should include an evaluation of the household's actual expenses, if allowing the utility or telephone standard causes the expenses to exceed the income. This evaluation should address if there are unreported sources of income or resources when the income is insufficient to allow the household to meet its financial obligations. (Part III.A.2.)
4. The reason the eligibility worker considered an alternate source of verification (a collateral contact or home visit) necessary. Note that in verifying residency, a collateral contact is a primary source of verification. (Part III.A.3.)
5. The reason the eligibility worker rejected a collateral contact and requested an alternate or why the agency designated the collateral contact. (Parts III.A.3 and III.B.)
6. A statement that the use of actual utility costs, actual medical expenses, or actual homeless shelter expenses was a decision made by the household. (Part X.A.)
7. Results of record/information systems reviews for applications. (Part III.B.)

8. An explanation as to why the household could not reasonably verify residency, e.g., the household has just recently arrived in the locality. (Part III.A.1.a.)
9. Whenever the agency must verify earned income, the eligibility worker must verify and document the rate and frequency of pay. The eligibility worker must determine the payment cycle and document on what day(s) the household member receives pay and when the wages earned during a pay period are available.
10. The number of hours, period and place of employment or other activity used to regain eligibility for the work requirement. (Part XV.C.)

D. VERIFICATION AT RECERTIFICATION (7 CFR 273.2(f)(8))

At recertification, the eligibility worker must verify eligibility factors to determine a household's continued eligibility for SNAP benefits and the amount of benefits to which the household is eligible. In most instances, the eligibility worker must verify only the elements that have changed since the last verification. The eligibility worker must not verify unchanged information unless the information is incomplete, inaccurate, or inconsistent.

In addition to the verification requirements for recertification applications, the eligibility worker must monitor all available information systems for all household members as addressed in Part III.B.

Households must supply requested verifications to allow the eligibility worker to anticipate income and expenses properly for the new certification period. Generally, the eligibility worker must request information from the month before the last month of certification. For households that file recertification applications after the certification period ends or in the month before the last month of certification, the eligibility worker must request verification that reasonably will reflect the first month of the new certification period.

The following chart lists items the eligibility worker must verify at recertification.

Verification at Recertification

| | |
|---|--|
| Earned income | Verify amount. |
| Unearned income | Verify changes in the source or the amount if changed by more than \$50 . |
| Medical expenses: Medical standard deduction used during previous certification period | Household must declare monthly expenses of \$35 or more. Verify only if questionable. |
| Medical standard deduction was not used during previous certification period | Household must verify monthly expenses of \$35 or more. |
| Actual expenses exceeding \$235 per month | Verify any previously unreported or recurring expenses if changed by more than \$25. Verify any expenses reasonably expected to be incurred in the certification period. |

| | |
|--|--|
| Child support expense | Verify new obligation if the obligation changed. Verify the amount paid. |
| Work hours or other work activity hours of an individual subject to the work requirement who is not receiving time-limited benefits because of a work activity | Verify the number of work hours, hours in a work program, or volunteering is a weekly average of 20 hours or more. Verify that the number of hours assigned for the SNAPET work experience component is met. |

In addition to the items above, the agency must address the following items:

- ♦ Change in alien status;
- ♦ Change in loans;
- ♦ Change affecting entitlement to utility and/or telephone standard;
- ♦ Identity of the person filing the recertification application if this person's identity had not previously been verified;
- ♦ Change in residency;
- ♦ Newly obtained Social Security numbers;
- ♦ Incomplete, inaccurate, or inconsistent items; or
- ♦ Questionable information, as defined in Part III.A.2.

E. VERIFICATION DURING THE CERTIFICATION PERIOD

The provisions of this chapter do not apply to changed elements reported through the Interim Report (Part XIV.C.2.c) nor do they apply when verification is not routinely required. The verification requirements addressed here are not dependent on whether a household is required to report the change. The eligibility worker must address changes, as outlined in Part XIV.A.2, and may need to verify the information regardless of whether the household is required to report the change. See Part XIV.A.1 for reporting requirements.

1. Impact on the Benefit Level

During the certification period, households may need to verify information if household circumstances change. For changed information that is unrelated to the Interim Report, households must verify elements that cause benefits to increase. The benefit amount for the first month after the change may reflect the reported change without verification, if the verification is unavailable.

The eligibility worker must obtain verification of the change before the household can receive the second issuance of benefits that reflects the change. If the household does not provide verification within 10 days of the verification request, the eligibility worker must change the allotment back to the original amount certified before the change was entered. The eligibility worker does not have to issue an advance notice if benefits revert to the original level because of the lack of verification as long as the previous notice advised the household that this would happen at the time of the increase.

For changes that result in a decrease in the amount of benefits or that cause no change in the amount of benefits, the eligibility worker must act on the change with or without

verification of the change. If the eligibility worker does not verify the changed element at the time of handling the change, the agency must verify the element in conjunction with processing the Interim Report, if applicable, but not later than for the next recertification.

2. Verification Requirements

The eligibility worker must verify the following elements if changes are reported:

- Earned income. Verify the new amount.
- Unearned income if the source changed or the amount changed by more than **\$125** since the last verification.
- Number of hours worked or performed for a work activity for persons subject to the work requirement.
- Voluntarily reported medical expenses to show the household is eligible for the medical standard deduction.
- Voluntarily reported medical expenses if the amount changed by more than \$25 since the last verification for households that are claiming actual medical expenses. If the EW learns of a change in medical expenses, from a source other than the household, the EW must act on the change if the expense is verified upon receipt and if the EW can make the change without additional information or verification from the household. If the change requires additional information from the household, the EW may not act on the change during the certification period.
- The legal obligation to pay child support or the amount actually paid.

In addition to verifying changed elements that may affect the benefit amount, the agency must address other changes when changes occur, but no later than at recertification, for elements such as:

- Residency
- Identity (if the person whose identity was verified is no longer a household member)
- Immigrant status
- Money received that is reported as a loan

The agency must request verification for any changes where the information provided is questionable, as defined in Part III.A.2, or for information that is incomplete, inaccurate, or inconsistent. The local agency cannot require verification of other changes, except as indicated here, but the agency may seek clarification or explanations of the household's circumstances.

When attempts to verify mandated items are unsuccessful because someone outside the household fails to cooperate with the household or the local agency, the EW must determine the information to be used for SNAP purposes based on the best available information. The agency must explore alternate sources of verification available.

F. COMPUTER MATCHING REQUIREMENTS

Part III.B assigns households primary responsibility for providing verification except in verifying unearned income that is otherwise available through computer matching. In addition to using systems of record to verify unearned income, matches of systems of record against SNAP applicants and recipients must routinely be made to verify the accuracy of information presented by households.

1. Systems of Record

The chart below identifies systems of record through which inquiries must be made and whether independent or secondary verification must be sought before acting on the information presented.

| Systems of Record – Application Match | |
|--|-------------------------------------|
| Source | Independent/Secondary Verification? |
| Automated Program to Enforce Child Support (APECS) <ul style="list-style-type: none"> • Support Paid • Support Received | No No |
| Electronic Disqualification Recipient System (eDRS)* <ul style="list-style-type: none"> • Disqualified recipients for an intentional program violation (IPV) and determining the length of an IPV penalty | Yes |
| State Verification Exchange System <ul style="list-style-type: none"> • Death Match • Prisoner Match** • Social Security Number Match • Unearned Income received through SSA • Work Credits | Yes Yes No No No |
| Virginia Employment Commission (VEC) <ul style="list-style-type: none"> • Earnings • Unemployment Benefits | Yes No |

* Assessment is optional for minors.

**Assessment must be made of incarceration periods of more than 30 days for adults.

Other systems of record are available for specific inquiry. Caseload matches are not required. The chart below identifies the systems of record through which inquiries may be made.

| Systems of Record – Specific Inquiry | |
|---|-------------------------------------|
| Source | Independent/Secondary Verification? |
| State Online Query – Internet (SOLQ-I) -SSA Benefits | No |

| Systems of Record – Specific Inquiry (continued) | |
|---|-------------------------------------|
| Source | Independent/Secondary Verification? |
| Beneficiary Data Exchange (BENDEX) -SSA Benefits | No |
| Systematic Alien Verification for Entitlement (SAVE)-Immigration Status | No |
| State Data Exchange (SDX)-SSI Files | No |
| Virginia Lottery | Yes |

Frequency of Matches

All systems queries, except inquiries through SVES, must occur before the approval of applications, reapplications, or recertification/renewals for each household member, as appropriate. Delayed screening for SVES may result in an agency-caused overpayment however. For eDRS, screenings must also occur when new adult members are added to the SNAP household during the certification period.

In addition to system queries at application, screenings must occur for the interim report evaluation, except for eDRS. The SVES match must occur for the interim evaluation for elderly/disabled households certified longer than 12 months as the screening must occur at least once every 12 months for these households. For all other households, SOLQ-I may be used for the interim report evaluation.

The Virginia Lottery provides an inquiry of winnings of \$5,000 or more. Inquiry is available at <https://www.valottery.com/winnersnews/latestwinners>. At a minimum, screenings must occur for the interim report evaluation and at recertification.

Independent/Secondary Verification

The agency must assess the results of system queries and include information obtained through the inquiries in the evaluation of the case. The agency must resolve discrepancies noted between the application and system screenings before processing applications or completing the interim evaluation.

Information provided by system queries may be used in SNAP cases without additional verification if the information is provided by the source that also generates the information. The agency must obtain additional verification of information that is not generated by the source of such information.

2. Periodic Matches

The Virginia Department of Social Services may occasionally match the caseload or a portion of the caseload against other databases. These matches may be used to determine the continued eligibility of households or individual members. These matches may include:

- Virginia Department of Corrections (DOC) – weekly listing accessible through the Data Warehouse of persons in the custody of DOC the previous month. The DOC listing does not establish current status so contact with the household is encouraged before taking action. It is recommended to access the report at least once every six months.

- Public Assistance Reporting Information System (PARIS) – quarterly listing accessible through the Data Warehouse of persons receiving assistance in more than one state simultaneously. Resolve the information generally within 30 days of receipt.

3. Income Eligibility Verification System (IEVS)

The Income Eligibility Verification System (IEVS) provides information by running matches of the client population against the files of other state and federal agencies. Matches include:

- Social Security Administration for earnings information from the Benefit Exchange Earnings Records (BEERS);
- Internal Revenue Service for unearned income, such as interest income (RES).

The local department of social services must obtain independent verification of information obtained from IEVS by contacting the household or the appropriate source of the income or resource. If the local department of social services opts to contact the household, informally contact the household, informing of the information received, and requesting that the household respond within 10 days. If the household fails to respond in a timely manner, the local department of social services must follow up on the information to report the impact on the benefit at recertification or the interim evaluation if the electronic record and Benefit Impact Statement are still available. If the report indicates that the household would be over the allowable gross income level, the local department of social services must send the Request for Contact, as allowed by Part XIV.A.2.d.

The local department of social services may contact the appropriate source of the information independent verification. After obtaining independent verification, the local department of social services must properly notify the household of the action it intends to take and provide the household with an opportunity to request a fair hearing prior to any adverse action.

4. National Directory of New Hires (NDNH)

A match of Social Security Numbers of SNAP household members will occur with the NDNH. NDNH matches may occur on a monthly or quarterly basis and is required to determine eligibility and benefit levels for all new, reapplication, and recertification applications. Alerts will notify workers of available match results. Match results will be:

- New Hire information;
- Quarterly Wage;
- Unemployment Insurance; and
- Unmatched Social Security Numbers that must be resolved.

The local department of social services must obtain independent verification of information obtained through NDNH.

If there is a delay in obtaining sufficient verification or to accommodate expedited processing period, continue processing the application. Upon receipt of subsequent match data or verification that establishes a household's ineligibility or incorrect benefit amount, the local department of social services must terminate or reduce benefits, as appropriate, and establish a claim to collect overpaid benefits.

10/09

VOLUME V, PART III, APPENDIX I, PAGE 1

SUGGESTED CLIENT LETTER ON SSN UPDATE

Case number
Case name
Case address
Date

Dear _____

We have attempted to verify the Social Security number for _____ through an online system for the Social Security Administration, (SSA). Information from that system shows that the number you provided is not the same as what we have in your assistance record.

Please take verification of your _____ to the SSA office nearest you to have this information corrected.

Please have the representative at the SSA Office complete the bottom of this page to verify that you have completed this requirement.

Return this form to the Department of Social Services by: _____

EW's Signature

To Be Completed By Social Security:

_____, has provided the Social Security Administration with the information/documentation necessary to update the records on this individual.

Signature of SSA Representative

Date

TRANSMITTAL #1