

Verification

- The Worker must accept any reasonable documentary evidence as verification and must not require a specific kind or source of verification, if the client's verification is reasonable. Verification may be submitted in person, by mail, fax or electronically.
- The Worker must not request verification if the case record or other documentation shows that verification has previously been supplied. It may, however, be requested if the verification provided or shown in the Department's records is incomplete, inaccurate, outdated or inconsistent with recently reported information. Unchanged information is not verified unless it is incomplete, inaccurate, outdated or inconsistent with recently reported information.
- If the client requests a receipt for verification he leaves at the county office or with the Worker, the Worker must provide a signed statement for the client showing the following information:
 - Name of person who leaves the information
 - Case name
 - Date received
 - Specific description of the information, including the date, title and source of any documents
 - Any other information the Worker wishes to include
- When the client alleges domestic violence, the Worker, in order to insure the safety of the individual, must never contact the abuser, his relatives or friends. See Section 4.2,E,7 for acceptable method of verification in domestic violence situations.
- When the Worker must make collateral contact, such as but not limited to a client's employer, the Worker must not disclose the client's status as an applicant/recipient of a DHHR program.
- When the Worker receives information about the Food Stamp AG during the certification period which requires additional clarification or verification, the Worker may request, but not require that the client report to the office for an interview.

NOTE: For Food Stamps, home visits are made only on a case-by-case basis and not because an AG fits an error prone or other profile. A home visit is used for verification only when documentary evidence cannot be obtained or is insufficient to make an eligibility or benefit level determination.