

## 4.1 INTRODUCTION

**NOTE:** Verification, except for identity, prior to approval is waived for SNAP Expedited Service cases. See Chapter 1.

Verification of a client's statement is required when:

- Policy requires routine verification of specific information. See Section 4.2.
- The information provided by the client is questionable. To be questionable, it must be:
  - Inconsistent with other information provided by the client; or
  - Inconsistent with information received by the Department from other sources; or
  - Incomplete; or
  - Obviously inaccurate.
- Past experience with the client reveals a pattern of providing incorrect information or withholding information. A case recording must substantiate the reason the Worker questions the client's statement.
- The client does not know the required information.

**NOTE:** Verification of negative statements is not routinely required, unless the client's statement is questionable. An example of a negative statement is when a client reports that he has no bank account. His negative statement is not verified unless there is a valid reason to question it.

It is an eligibility requirement that the client cooperate in obtaining necessary verifications. The client is expected to provide information to which he has access and to sign authorizations needed to obtain other information.

Depending upon the program and the item or requirement for which verification is requested, refusal to cooperate may result in one of the following:

- Denial of the application
- Closure of the AG
- Ineligibility of an individual(s)
- Disallowance of an income deduction or an incentive payment

By signing an application the client gives the Department permission to verify information, when necessary. However, some agencies require a signed statement from the client before releasing any information. Form **DFA-FI-1**, Authorization for Information, is used when necessary.

No case may be determined ineligible when a person outside the AG or Income Group fails to cooperate with verification. The following persons are not considered outside the AG or Income Group for these purposes:

- Ineligible student (SNAP)
- Ineligible aliens (all programs)
- Disqualified persons (WV WORKS and SNAP)
- Persons who fail to attest to or verify citizenship or alien status (requirements varied by program)
- Persons who fail to cooperate with BCSE (WV WORKS and Medicaid)
- SSI recipients who would be required to be included in the WV WORKS AG, except for receipt of SSI.

#### A. CLIENT RESPONSIBILITY

The primary responsibility for providing verification rests with the client. Failure of the client to provide necessary information or to sign authorizations for release of information, results in denial of the application or closure of the active case, provided the client has access to such information and is physically and mentally able to provide it.

#### B. WORKER RESPONSIBILITIES

The Worker has the following responsibilities in the verification process:

- At application, redetermination and anytime an DFA-6 is used, the Worker must list all required verification known at the time. The client must not be required to verify a few items at a time, unless information received after the RAPIDS verification notice or DFA-6 is issued calls for additional verification.
- If the client is unsuccessful in obtaining information, or, if physical or mental limitations prevent his compliance, and there is no one to assist him, the Worker must obtain the verification.