

## 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.

**NOTE:** During the certification period for SNAP, reported changes resulting in a decrease in benefits do not require verification unless the reported change is a new source of income.

- 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; or
  - Outdated.
- 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