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I. STATEMENT OF POLICY

C-1121-SNAP - PO DOCUMENTARY EVIDENCE

DOCUMENTARY EVIDENCE IS WRITTEN CONFIRMATION OF A HOUSEHOLD'S CIRCUMSTANCES, SUCH AS CHECK STUBS, CONTRIBUTION STATEMENTS, UTILITY BILLS, ETC.

USE DOCUMENTARY EVIDENCE AS THE PRIMARY SOURCE OF VERIFICATION. OBTAIN VERIFICATION FROM THE HOUSEHOLD OR OTHER SOURCE when required.

DO NOT REQUIRE ANY SINGLE TYPE OF DOCUMENT. ACCEPT ANY REASONABLE DOCUMENTARY EVIDENCE IF THE VERIFICATION PROVES THE HOUSEHOLD'S STATEMENTS.

DOCUMENTARY EVIDENCE MAY BE CONSIDERED INSUFFICIENT IF IT DOES NOT PROVIDE AN ACCURATE PICTURE OF THE HOUSEHOLD'S SITUATION OR APPEARS TO BE FALSIFIED.

C-1122-SNAP - PO COLLATERALS

COLLATERALS ARE THIRD PARTY VERIFICATION OF A HOUSEHOLD'S CIRCUMSTANCES.

THE COLLATERAL MUST BE ABLE TO VERIFY EACH PERSON WHO LIVES IN THE HOME AND THE ADDRESS WHERE THE FAMILY LIVES.


IT MAY BE NECESSARY TO CONTACT A COLLATERAL SOURCE TO DETERMINE ELIGIBILITY WHEN AN ELIGIBILITY DECISION CANNOT BE MADE BASED ON:

- THE CLIENT'S STATEMENT,
- DOCUMENTS PROVIDED BY THE CLIENT,
- INFORMATION OBTAINED FROM PUBLIC RECORDS, OR
- WHEN OTHER NECESSARY DOCUMENTARY INFORMATION CANNOT BE OBTAINED.

C-1122-1-SNAP - PO Selection of a Collateral Source

Collateral sources may be selected by the household.

WHEN THE CLIENT SUGGESTS A COLLATERAL, THE WORKER SHOULD EVALUATE THE RELIABILITY OF THIS PERSON. IF THE WORKER QUESTIONS WHETHER THE COLLATERAL

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IS ABLE TO PROVIDE ACCURATE INFORMATION, THE WORKER SHOULD SELECT ANOTHER COLLATERAL.

Do not make the contact without providing written or oral notice to the household.

NOTE: Oral notice must immediately be followed by written confirmation to the household.

Inform the client that he must:

- consent to the contact,
- provide acceptable verification in another form, or
- withdraw his application.

If the client refuses to choose one of these options, deny the application because of failure to verify information.

C-1122-2-SNAP - PO Confidentiality

AVOID TELLING THE COLLATERAL THAT THE CLIENT HAS APPLIED FOR OR IS RECEIVING ASSISTANCE.

C-1122-3-SNAP - PO Evaluation of Collateral Information

WHEN THE COLLATERAL CONTRADICTS INFORMATION PROVIDED BY A CLIENT, DO NOT MAKE A DECISION BASED SOLELY ON INFORMATION PROVIDED BY THE COLLATERAL.

C-1122-4-SNAP - PO Documentation


The collateral statement is a verbal confirmation of the household's circumstances.

If an alternate collateral contact is necessary, document the inadequacy of the original contact in a narrative entry.

C-1122-5-SNAP - PO Questionable Information

CONSIDER THE CLIENT'S STATEMENTS ON THE APPLICATION, SIMPLIFIED REPORT, OR DURING THE INTERVIEW TO BE QUESTIONABLE IF THEY:

- ARE CONTRADICTORY.

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EXAMPLE: CLIENT STATES THAT HE HAS HAD NO INCOME FOR SEVERAL MONTHS BUT HIS BILLS ARE PAID.

- DO NOT AGREE WITH INFORMATION IN THE CASE RECORD.

EXAMPLE: CLIENT PROVIDES AN EMPLOYER STATEMENT SHOWING A 40 HOUR WEEK WHEN CASE RECORD DOCUMENTATION SHOWS FREQUENT OVERTIME.

- DO NOT ADEQUATELY EXPLAIN THE HOUSEHOLD'S CIRCUMSTANCES.

EXAMPLE: APPLICANT STATES THAT HE HAS NOT PAID RENT OR UTILITIES FOR SEVERAL MONTHS, BUT HE HAS NOT BEEN EVICTED OR HAD HIS UTILITIES DISCONNECTED.

- DO NOT AGREE WITH INFORMATION OBTAINED FROM THE CLEARANCE SUMMARY.

II. PROCEDURES

C-1121-SNAP - PR DOCUMENTARY EVIDENCE

USE ALTERNATE SOURCES OF VERIFICATION IF DOCUMENTARY EVIDENCE CANNOT BE OBTAINED OR IS NOT SUFFICIENT TO MAKE A FIRM DETERMINATION OF ELIGIBILITY OR BENEFIT LEVEL.


RECORD THE DATE RECEIVED ON ALL DOCUMENTS SUBMITTED TO THE AGENCY BY USING A DATE STAMP. THE ENVELOPE AND THE DOCUMENT MUST BE FILED INTO ONBASE. WHEN ORIGINAL DOCUMENTS SUCH AS BIRTH CERTIFICATES, MARRIAGE LICENSES, SOCIAL SECURITY CARDS, CHECK STUBS, ETC. ARE SUBMITTED, THE WORKER MUST MAKE A COPY OF THE DOCUMENT, RECORD THE RECEIPT DATE ON THE COPY, AND RETURN THE ORIGINAL DOCUMENT TO THE CLIENT.

C-1122-SNAP - PR COLLATERALS

THERE ARE NO PROCEDURES ASSOCIATED WITH THIS POLICY.

C-1122-1-SNAP - PR Selection of a Collateral Source

SELECT AS A COLLATERAL SOURCE A PERSON WHO IS IN A POSITION TO PROVIDE ACCURATE THIRD PARTY VERIFICATION OF THE ISSUE IN QUESTION AND WHO DOES NOT HAVE A VESTED INTEREST IN THE CLIENT'S SITUATION. RELATIVES SHOULD ONLY BE USED WHEN OTHER COLLATERALS ARE NOT AVAILABLE.

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C-1122-2-SNAP - PR Confidentiality

REQUEST THE NEEDED INFORMATION.

DO NOT TELL THE COLLATERAL CONFIDENTIAL INFORMATION REGARDING THE CLIENT.

C-1122-3-SNAP - PR Evaluation of Collateral Information

DISCUSS THE DISCREPANCY WITH THE CLIENT AND OBTAIN ADDITIONAL INFORMATION TO DETERMINE THE CORRECT CIRCUMSTANCES.

C-1122-4-SNAP - PR Documentation

WHEN A COLLATERAL CONTACT IS MADE, DOCUMENT THE ACTIVITY IN THE CASE NOTES. DOCUMENT INFORMATION OBTAINED FROM THE COLLATERAL.

C-1122-5-SNAP - PR Questionable Information

ALLOW THE APPLICANT AN OPPORTUNITY TO RESOLVE ANY DISCREPANCY BY PROVIDING DOCUMENTARY EVIDENCE OR DESIGNATING A SUITABLE COLLATERAL CONTACT. IF THE APPLICANT FAILS OR REFUSES TO DO SO, DENY THE CASE.

III. FORMS AND INSTRUCTIONS

THERE ARE NO FORMS ASSOCIATED WITH THIS POLICY.

IV. REFERENCES

[LAC – Title 67 Social Services Part III Economic Stability and Self Sufficiency, Subpart 3. Supplemental Nutrition Assistance Program \(SNAP\) Chapter 19 Subchapter B Application Processing, Section 1923](#)