C. Verification Requirements

1. Initial certification

Verify the following at initial application (this includes cases that are transitioning from TANF to ERDC):

- All countable earned and unearned income – get a month’s worth of recent representative income verification. If you do not use the most recent income, be sure to narrate why. For new employment with less than a month of employment verification available, get pay verification already received. If it is not representative of ongoing, an employer statement may be needed. Request additional verification if needed (e.g., income is highly variable or needs to annualized);

- Hours worked – get a month’s worth; use the same time period as earned income listed above. Hours worked are what is used to determine authorized hours and typically appear on the pay stub;

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**WORK SCHEDULE INFORMATION MUST BE DOCUMENTED**

*The work schedule (days of the week, start and end times) is needed to determine the caretaker's usual times at work. The schedule may be reported by the client on the application or through the interview. It must also be documented in the narrative.*

**Examples of documenting the work schedule:**

- Maria works 7am-4pm, Mon-Fri;
- Cheyenne typically works eight-hour shifts, five days a week; the days/times vary greatly from week to week. Her place of employment is open 7am-11pm, Mon-Sat;
- Kaleb has a varying work schedule; usually working three evenings a week from 6pm-11pm (varying days) and every Sat from 11:30am-11pm;
- Work schedule for Lyla: Wed/Thurs, 8am-3pm, Fri 10am-6pm; Sat/Sun 10am-2pm.

*Variable work schedules are common and fluctuate greatly. “Varies” is not an acceptable documentation of the schedule; more information is needed. The following questions may be asked of the client to get a clear picture of the variable hours:*

*How many days per week do you typically work?*

*How long is your average work shift?*
WORK SCHEDULE INFORMATION MUST BE DOCUMENTED

What shifts have you worked in the last week (or few weeks)?
What are you scheduled to work in the next few days/week?
What shifts does your employer offer?
What days and times is your employer open?

The work is also used for program integrity purposes such as identifying inconsistencies with payments to providers.

Example: Mom is working 8am-5pm, Monday through Friday. Children are school age. During a review of the case, it is determined the child care provider billed full-time hours when school was in sessions. This case would be referred to investigations.

Work schedules are NOT used to determine authorized hours. A client may be scheduled to work eight hours, but sent home early or asked to stay late.

NEW EMPLOYMENT VERIFICATION

For new employment, acceptable verification includes first paycheck from a new job (if hours are representative of future) or, when no pay has yet been received, an employer statement including expected hours, pay dates and rate of pay. If verified by phone, narrate the conversation including hours, pay dates, rate of pay, name of person who verified the information and employer name and phone number.

Additional verification may be needed and requested if income is variable, questionable, or if income or job changes between the date of request and interview.

- Citizen/noncitizen status of a child needing care (See Noncitizens Worker Guide #1 – Noncitizen Charts (NC-WG#1);
- Second parent unable to provide adequate child care;
- Verify or document why a child 12 or older needs care, or why a child needs special care;

✔️ See Section E.3 (CC-E.3).

- Registration and current class schedule, if requesting student hours;
• If questionable, anything that affects eligibility or benefit level.

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<th>Specific Requirements; ERDC Rule</th>
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<td>461-135-0400 — Specific Requirements; ERDC</td>
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**CITIZENSHIP VERIFICATION**

*Staff may not ask applicants or recipients to verify their citizenship solely on the basis of the client’s ethnicity or ability to communicate in English. If an applicant identifies a child needing care as a noncitizen on the application, noncitizen status must be verified.*

2. **Verify the following changes during certification periods:**

- An increase in work or school hours when a request is made by the customer to increase the authorized child care hours;
- A decrease in income when a request is made to lower the copay due to a reduction in income;
- Income for new filing group members;
- Second parent unable to provide adequate child care;
- Registration and current class schedule if requesting student hours;
- If questionable, anything that affects eligibility or benefit level.

**NOTE**

*When pending for information during the certification, use the Notice of Verification or Information Needed (DHS 210A). If pended items are needed because the customer requested an increase in child care hours or a reduced copay due to lower work hours and the items are not received by the date on the DHS 210A, no changes are made to the case.*

**IMPORTANT: DO NOT CLOSE.**

✔️ **SEE CC-K, REPORTING CHANGES AND NOTICES.**
3. **Verify the following at reapplication:**

   - All countable earned and unearned income – get a month’s worth of recent representative income verification. If you do not use the most recent income, be sure to narrate why. Request additional verification if needed (e.g., income is highly variable or needs to be annualized). For new employment – see note above;

   - Hours worked – get a month’s worth; use the same time period as earned income listed above. For new employment – see note above;

   - Document work schedule information (days of the week, start and end times). Employer verification is not required;

   - Second parent unable to provide adequate child care;

   - Registration and current class schedule if requesting student hours;

   - At least once every 12 months, verify or document why a child 12 or older needs care, or why a child needs special care;

   ![See CC-E.3, Age of Children.](image)

   - If questionable, anything that affects eligibility or benefit level.

4. **Priority child care process**

   Priority child care processing allows homeless youth and foster children to start receiving child care benefits immediately, even if they do not yet have proof of income. The case is opened and the parent is given a *Notice of Pending Status* (DHS 210) with the priority child care processing box marked. Once verification is received the case is updated and 10-day notice is sent for any reduction in benefits or case closure. No overpayments will be written for the time the case was pending for income verification.

   *Foster child:* The caretaker must indicate they need child care for a child receiving foster care to be eligible for priority processing. Older children ages 12 through 17 may be eligible.

   ![See CC-E.3.A, Older Children.](image)
**Homeless families:** Homeless is defined as an individual who is lacking a fixed regular and adequate nighttime residence: this includes living in an emergency shelter, shared housing with others due to loss of housing or economic hardship, staying in motels, cars, parks, public places, tents, trailers or other similar settings.

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*If sufficient income verification is received at intake or the worker is able to obtain income verification with a phone call to the employer the case is processed using the standard ERDC processing.*

1. At intake if the worker is pending for proof of income, they must determine if the family qualifies for priority processing.
2. The worker completes the **DHS 210** for priority child care processing.
3. The worker and the customer have a conversation about what the customer’s best anticipation of their ongoing income.
4. The ERDC case is opened on UCMS with a 12-month certification. The benefit time period for priority processing is two to three months based on the 45-day application period.
5. Once verification is received, the case is adjusted based on the new verification and 10-day notice is sent if necessary.
6. If verification is not received, the worker will close the case. No additional notice is required.

**Example:** An ERDC application is received with a DOR of 10/30. The parent indicates that they are homeless and they do not have access to their pay stubs, and the worker is unable to reach the employer by phone. The case is pended for either an employer letter or recent month of income verification.

*The parent indicates that they are currently working M-F between 32 and 36 hours a week at $11.00 per hour. This is what they expect to continue earning. The worker documents the work schedule.*

*UCMS is certified for 10/01/15 – 09/30/16*
*Authorized work hours are 36 x 4.3 = 154.80 (155)*
*EML is 32 + 36 = 68 / 2 = 34*
*34 x $11 x 4.3 = $1608.20*
The parent turns in pay verification. The new verification shows that the parent is actually working only 20-25 hours a week.

UCMS is updated:
Compute 01/01/17
Authorized hours reduced to 25 x 4.3 = 107.5 (rounded up to 108)
EML reduced to 20 + 25 = 45/2 = 22.5
22.5 x $11 x 4.3 - $1064.25

No reduction notice is needed even though the child care hours are decreasing. Child care hours are not the child care benefit; the copay has gone down meaning the family is receiving an increase in benefits.

The DHS 210 is completed:
- Priority child care processing. Your child care benefits are open from 10/01/16 to 08/30/17, while we wait for the above listed things. If we get these things by 12/14/16, we will decide if you qualify for child care benefits to continue. If you do not return these things, you will not receive a separate notice when your case closes on 12/31/16.

Definitions for Chapter 461 Rule
461-001-0000 — Definitions for Chapter 461

Filing Group; ERDC Rule
461-110-0350 — Filing Group; ERDC

Need Group Rule
461-110-0630 — Need Group

Age Requirements for Clients to Receive Benefits Rule
461-120-0510 — Age Requirements for Clients to Receive Benefits

Child Care Eligibility Standard, Payment Rates, and Copayments Rule
461-155-0150 — Child Care Eligibility Standard, Payment Rates, and Copayments

Certification Period; ERDC Rule
461-170-0150 — Certification Period; ERDC

Notice Situation; Prior Notice Rule
461-175-0300 — Notice Situation; Prior Notice