

## 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. Request additional verification if needed (e.g., income is highly variable or needs to be annualized);
- Hours worked – get a month’s worth; use the same time period as earned income listed above;
- Work schedule (days of the week, start and end times);

#### WORK SCHEDULE VERIFICATION



The work schedule is needed to determine the caretaker's usual times at work. Verification may be received in several ways. Copies of work schedule from an online job site or posted schedule from the job site. Scanned images; including a picture taken with a smart phone of a posted work schedule, a written schedule by customer with the employer's signature or a letter from or phone call to the employer stating the schedule. Work schedule must clearly show the customer's name.

Variable work schedules are common and fluctuate greatly. To get the clearest picture of variable hours two to four weeks of the customer's work schedule can be used. Narrate what the verification shows and the information received from the customer.

Work schedules must be narrated once verification is received. It is important when determining overpayments and other program integrity.

**Example:** Mom is working 8-5, 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.

If a client has attempted and was unable to get a work schedule, policy will accept the client's word as verification. The worker must first

contact the employer to determine if they give out written statements or verbal verification of employees' work schedules. The client's statement can only be used if the employer states they do not verify work schedules.

**Example:**

## Weekly Work Schedule

Department JCP Week Ending 11/20/20YY

Employee and Assignment	Hours						
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
John Doe	10am-5pm	off	8am - 6pm	11am- 8pm	9am-5pm	off	10am -5pm

### 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 and work schedule, 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.

#### Specific Requirements; ERDC Rule

[461-135-0400](tel:461-135-0400) — Specific Requirements; ERDC

## 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 pending 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;
- Work schedule (days of the week, start and end times). For new employment – see note above;
- 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.

- 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 or work schedule. 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.

*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.

**NOTE**



*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 or work schedule, 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.*

*UCMS is certified for 10/01/15 – 09/30/16  
Authorized work hours are  $36 \times 4.3 = 154.80$  (155)  
EML is  $32 + 36 = 68 / 2 = 34$   
 $34 \times \$11 \times 4.3 = \$1608.20$*

*The [DHS 210](#) is completed:*

- Priority child care processing: Your child care benefits are open from 10/01/15 to 12/31/15 while we wait for the above listed things. If we get these things by 12/14/15, 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 12/31/15. OAR 461-170-0150(2) & 461-175-0300(5)(c)

**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