

## **Operations Bulletin 2017-8: Cross Programs: Verified Upon Receipt (Issued: 7/26/2017)**

1. Natacha walks in to a TAO to conduct a reevaluation interview for TAFDC. She reports that she is receiving unemployment benefits but does not have verification of payments with her. **True or False:** The case manager can check DUA to verify Natacha's unemployment benefits.

**Answer 1:** *True. The case manager must log into the Department of Unemployment Assistance to verify unemployment income.*

2. Karalyn contacted the Assistance line to conduct her SNAP recertification. She stated that she is no longer receiving DOR Child Support payments. She did not submit verification from DOR child support. What should the case manager do to verify the client's change in income?

**Answer 2:** *The client is within the required reporting period, so the case manager must check the VIEWDIR screen before sending a Verification Checklist (VC-1) for the child support income. If the information is not available, a VC-1 must be sent.*

### **What does verified upon receipt mean?**

A verified upon receipt source does not require additional verification, as the data comes from the primary source, the information is reliable, and is considered to be verified when the Department receives or accesses it.

### **How are verified upon receipt sources helpful?**

Verified upon receipt sources reduce DTA's ask of clients, meaning we can verify items faster. They also help to ensure program integrity.

### **When can I use verified upon receipt information?**

Matches that are considered verified upon receipt can be acted upon for all programs at any time in the certification or eligibility period. If a verified upon receipt source does not have a corresponding match or it has not generated a match, it must only be explored if the client is within their required reporting period or when the client reports that their income now exceeds the maximum gross limit for their household size. For change reporters this is at any time.