

P-2908 REQUESTS FOR ADDITIONAL INFORMATION OR VERIFICATION (continued)

P-2908B When and How to Verify Information (10/10/25, 25-24)

Requests

Interviews are not required, but staff may contact applicants by phone or mail to clarify questionable or confusing information or to obtain additional information.

Applicants are allowed no less than ten days to respond to a request for information or verification. The ten-day count begins the day following the date the notice was issued.

Use these verification request forms as follows:

- 202V – for a new or pending application
- 202RL2 – for verification required for a review
- 202VCR – for verification needed for changes on active cases between reviews

Processing Verification Requests in ACCESS

If all information necessary to determine Fuel eligibility is available, process Fuel immediately. If information is required to determine eligibility or continuing eligibility for Fuel, request the appropriate verification form above. In ACCESS:

- SPEC/C/FORMS select the right Verification Request Form <enter>
- On line 1. Enter text FOR PURPOSES OF DETERMINING ELIGIBILITY FOR SEASONAL FUEL ONLY:
- Enter documentation/information needed on lines 2-7.
- Enter date due – ten days from today's date
- Check ONLY the Seasonal Fuel box with an X.
- Do not request information for any other program on this Form 202.

Changes Reported by Third Parties

If a non-household member reports a change in a recipient's circumstances, ESD must verify the change with the recipient.

- If the recipient confirms the change, make the change in the recipient's ACCESS file and document that the change has already been verified by the non-household member who reported the change.
- If the recipient does not respond to the verification request, then close case and follow procedure P-2908C.
- If the recipient denies the information provided by the non-household member (or provides conflicting information), consult with your senior worker or supervisor, and if necessary the senior worker or supervisor will e-mail the Fuel and Utility Team: ahs.dcfesdfuelmgmt@vermont.gov.

Mandatory Information

A new 201SF form may be used to gather this information:

- Household composition (can be verified by phone)
- Non-Citizenship Status (immigration documentation needed)
- ID, if not known to ACCESS, for head of household and authorized representative (documentation needed, see rule 2908.1)
- Gross income – paystubs 30 days prior to the application date for JINCs and Federal Taxes for BUSI. Receipts are needed for other income not captured by these means.
- Date application received by ESD
- Type of housing – Single family, multi-family, mobile home, or camper, etc. (info can be verified by phone but follow guidance questions. If questionable, send it to the fuel team.)
- Number of bedrooms (can be verified by phone)
- Type of Fuel – Wood, Pellets, Oil, Propane, Kerosene, Natural Gas, Electricity, Coal, etc. (can be verified by phone)
- Public or subsidized housing: yes or no (can be verified by phone)
- Pay for heat or heat included in rent (info can be verified by phone)
- Correct Fuel & Electric Account Numbers (Electric account number is needed if applicant pays an electric bill, *even if home is not heated by electricity*. Fuel supplier's account number is needed unless the applicant does not pay a supplier for heat.) (account # can be verified by phone)

- Fuel Dealer name and account number – The Certified Fuel Dealer List should be utilized to assure the correct fuel dealer location for those fuel dealers with multiple branches (can be verified by phone)
 - Non-certified dealer uses form 204AN (for RENTERS ONLY)
- Name on the Fuel Account – Must be client's name or have a 204AN
- Physical Address – found on ADDR panel (can be verified by phone)

If a client moves, all mandatory information must be reviewed. Most of this information should be gathered again as it is directly linked to their living situation.

Any applications or reviews for any other ESD program need to be treated as a change report for fuel.

Verifications Specific to Fuel Program Only

When information is questionable, clarification may be provided verbally, and you should attempt to contact the applicant by phone. If the applicant cannot be reached by phone or a written response is required, send a 202V – Verification Request form, with a deadline for providing the information or verification. Then enter a Q in the VERIFIED field on the STAT panel in ACCESS. (See P-2905 for processing codes)

If the applicant does not provide the information by the deadline in 202V, the application can be denied for non-coop by entering N on non-coop field for SF in STAT panel. A notice will be automatically generated.

Income Verification

Applicants' income must be verified. If an applicant receives benefits through another ESD program, then income information should be in ACCESS.

To the extent that ESD collects and maintains income information within its automated ACCESS data system on recipients of ongoing programs, such income information will be used for the determination of eligibility and benefits for the Fuel Program if the income information is less than 30 days old.

If income information in ACCESS is different and more recent than what is reported on the Fuel application, the information in ACCESS will be used to determine Fuel eligibility. If income information in ACCESS is more than 30 days old, then send a 202V verification request form requiring the applicant to give income documentation. A self declaration of income cannot be used without other documentation, unless the applicant has been without income for more than 60 days. Regardless, if the absence of income is questionable, request additional verification.

Information reported on a fuel application should be reviewed for possible changes to other ESD programs in accordance with those programs' current procedures. Workers need to review and address all conflicting information according to the program rules for each individual program.

If the income information on the Fuel application is different and more recent than what is on ACCESS, the Fuel BPS will request verification for all active programs. A 202V Verification Request will be sent, checking off all active programs *except 3SquaresVT*. (See 3SquaresVT manual for verification procedures just for that program.) The verification request must have a deadline allowing the applicant no less than ten days to respond. A questionable code Q will be entered in the VERIFIED field on STAT/C in ACCESS.

If income reported is "new," and has not been reported or recorded in the ACCESS system, the BPS will send a 202V requesting the client to have their employer complete an Employment Information form (218E) and to submit all pay stubs received in the last 30 days.

If the applicant indicates termination of employment, which has not been reported or recorded in the ACCESS system, the BPS will send a 202V requesting the client have their former employer complete an Employment Termination form (218ET).

Verification of Medically Necessary Services for Caretaker or Companions

An elderly or disabled applicant whose live-in caretaker has income (other than payment from the applicant for services provided in the home) may be asked to provide proof that the caretaker provides homemaker or personal care services that the applicant cannot or should not perform.

ESD can send one of these verification forms to the applicant:

- Form 202SFP (Verification for Medically Necessary Services) to be completed by the applicant's physician
- Form 202SFH (Household Verification for Caretaker or Companionship Services) must be completed by the applicant and signed by both applicant and caretaker or companion.

If proof is not provided, the live-in caretaker must be included as a household member, and his or her income must be included when determining eligibility.

NOTE: No verification is needed if the applicant receives Essential Person benefits.

See Seasonal Fuel Assistance Rule 2908 for verification requirements, including rule 2908.1 for verification of identity, and rule 2908.2 for verification of immigration status.