

Community Partners Supporting Payment Accuracy

Community Partners play an important role in helping support payment accuracy. These tips can help Community Partners support customers in providing complete and accurate information when applying for or recertifying for 3SquaresVT benefits.

3SquaresVT Application & Recertification

Tips for Community Partners

Use these tips to help customers provide accurate and complete information when applying or recertifying:

- **Encourage customers to report all information.** Even if they are unsure whether something is relevant, they should report it. Customers can provide additional information or context on a separate page and submit it with the application, if needed.
- **Confirm everyone in the household is reported.** Customers should provide information about **all household members** and each person's relationship to the others.
- **Report all household income.** Remind customers to report **earned and unearned income** for every household member. Pay stubs or other verification may be requested.
- **Identify allowable household expenses.** Encourage customers to report expenses that may be allowable, including **shelter, utilities, and child or dependent care costs**.
- **Help customers distinguish between "No" and "I don't know."** When a customer is unsure of an answer, help them communicate what they do and do not know as clearly and accurately as possible.
- **Avoid making assumptions.** Ask open-ended questions rather than leading questions so customers have an opportunity to provide the information needed.
- **Offer a final review.** Review the completed application with the customer and, when appropriate, review supporting documentation that will be submitted with the application.
- **Remind customers about reporting responsibilities.** If benefits are approved, customers must report within **10 days after the month** in which their household income reaches **130% of the federal poverty level** or, for time-limited customers, their work hours decrease to **fewer than 80 hours per month**.

Tips to Provide to Customers

Help Keep Your 3SquaresVT Benefits Accurate and Up to Date

- **Read all mail from ESD**

Important information about your 3SquaresVT benefits and required actions will be sent by mail.

- **Respond to requests for verification**

If ESD needs additional information to determine your eligibility, you will receive a request explaining what is needed and how to submit the requested documentation.

- **Report changes when required**

You must report within **10 days after the month** in which your household income reaches **130% of the federal poverty level** or, for time-limited customers, your work hours decrease to **fewer than 80 hours per month**.

- **Complete your Interim Report**

Depending on your certification period (**12 or 24 months**), ESD will send an important notice called an **Interim Report** approximately halfway through the certification period. Complete and return the form by the deadline. If it is not returned on time, your 3SquaresVT benefits will close.

- **Complete your recertification application**

Before your certification period ends, ESD will send you a blank recertification application. Complete and submit it by the deadline to allow sufficient time for processing. If you do not submit the application by the deadline, your 3SquaresVT benefits will close.