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Bulletin No. 88-16

P-2722

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P-2722    Initial Eligibility (Continued)B.    Data Collection, Verification, Documentation1.    Review of Applicant's Statement of Need (DSW 202)

Check DSW 202 entries for completeness; flag questionable data for clearance by mail or telephone contact.

Check proofs submitted with DSW 202; flag unverified data which requires verification.

Start Eligibility Worksheet (DSW 203E); enter documentation, as received, of clearance of general and categorical factor tests which are not already documented on DSW 202.

When any test is proven not passed by the total applicant group or by any member of the group, enter denial reason and documentation on DSW 203E; if total group proven not eligible, complete denial action.

Set up assistance group as follows:

Two person group of applicant with either ineligible spouse or non spouse essential person.

Three person group of applicant couple (both aged, blind or disabled) with non-spouse essential person.

Compute resources and income of assistance group from verified available data.

Complete eligibility decision when

all necessary eligibility test data are clear and complete from applicant's statement; and

all necessary verifications are documented; and

each required eligibility test is fully met (or one or more tests are not met) by each member of the applicant group.

If any member of the group is an SSI/AABD applicant, or appears eligible for SSI/AABD (whether or not application has been filed), consider Interim Assistance Recovery (see P-2712).

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P-2722 Initial Eligibility (Continued)B. Data Collection, Verification, Documentation (Continued)2. Telephone Clearancea. Before Contact

Complete applicant statement review (see Section P-2722 B1).

Prepare checklist of flagged items to be resolved during contact (e.g., missing data and/or proofs needed).

Review "Inform Applicant" checklist (see Section P-2722 C).

b. During Contact

Review statement data with applicant; repeat and/or rephrase questions to be sure applicant understood questions and gave correct and complete answers.

Document changed or added data statements on Eligibility Worksheet (DSW 203E); and

if statement already signed, prepare a separate list of changed and added data items, cross-referenced to question on statement form, with a "signature-date" entry; or

if statement unsigned, record changes and additions on statement form in distinctive ink.

Inform applicant that form will be returned for review of changes and/or additions and signature.

Discuss needed proofs with applicant, including potential sources of proof, if needed; list on verification letter (DSW 202V); inform applicant of deadline for submitting proofs and consequences of not submitting required proofs; explain that a written request (DSW 202V) will be sent.

Obtain permission for collateral verifications, if applicable.

Explain all applicable "Inform Applicant" policies and

procedures (see Section P-2722 C).

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P-2722     Initial Eligibility (Continued)B.     Data Collection, Verification, Documentation (Continued)2.     Telephone Clearance (Continued)c.     After Contact

Assemble and mail to applicant:

Statement form, with list of changes and/or additions, if applicable, for signature(s).

DSW 202V listing needed proofs and deadline for submittal. The deadline should allow 2 days for mailing time and at least 10 days for the client to return the verification or notify the D.O. of problems in obtaining verification.

Verification submitted with statement and already documented.

DSW 230B, if applicable.

Follow up receipt of proofs requested on DSW 202V.

- If DSW 202 or all the requested verification is not returned by the specified date, send the client a Verification Reminder Notice (DSW 202V2). The client should be given at least 10 days to provide the information or to notify the D.O. of any problems in obtaining it (Two additional days should be allowed for mailing time.).
- If the client indicates that he or she will not provide the necessary information (i.e the DSW 202 or verification needed to determine eligibility), the application should be denied for not providing verification. Such an outright refusal must be documented in the case file.

## NOTE:

There may be instances when an immediate denial may not be the best approach. For example, a client who becomes upset during an interview and "storms out" of the office might decide a few hours or a few days later to cooperate in providing verification. If the worker thinks that this might be the case, sending a DSW 202V2 before denying the application would be appropriate.

Sending a DSW 202V first is not required. Sending the DSW 202V2 is not a requirement either; it is a "judgement call" on the worker's part.

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P-2722     Initial Eligibility (Continued)B.     Data Collection, Verification, Documentation (Continued)2.     Telephone Clearance (Continued)c.     After Contact (Continued)

- If the client does not submit the necessary information and does not indicate that there are any problems in obtaining the information, the application should be denied on the 30th day for not providing verification. The client's failure to contact the D.O. must be documented in the case file.
  
- If the client indicates that he or she is having difficulty in obtaining any or all of the information, the worker should
  - (1) assist the client in obtaining the verification, completing the DSW 202, etc.
  - (2) determine if the client has good cause for failing to provide the information.

If YES, the application should be kept pending an additional 30 days; if the information is received, grant back to the date of application. If the information is not received within the second 30 days, deny the application; the denial notice needs to state that the application will be reopened when the client provides the information and demonstrates that "good cause" continued. (In this case, the client may be granted back to the original date of application. Before granting, the worker needs to determine that the information on the DSW 202 is still current. If the requested information is received more than 60 days after the date of application, a new DSW 202 is required.)

If NO, the application should be denied on the 30th day for not providing verification.

- (3) document in the case file the reasons for the decision in (2) above.

NOTE: Possible "good cause" reasons are listed in the verification section of ANFC policy (WAM 2211.3). The list is not meant to be all-inclusive, and additional reasons may be found by the District Director or his or her designee to constitute "good cause" in a specific case.

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P-2722     Initial Eligibility

B.     Data Collection, Verification, Documentation (Continued)

2.     Telephone Clearance (Continued)

c.     After Contact (Continued)

If the application is denied on the 30th day (i.e. for other than an outright refusal), the client provides the requested information and the worker later learns that a determination of good cause should have been made, the client should be granted back to the original date of application.

Before granting, the worker needs to determine that the information given on the DSW 202 is still current. If the requested information is received more than 60 days after the date of application, a new DSW 202 is required.

Complete collateral verifications, if any (e.g., disability determinations, bank forms, etc.).

Complete eligibility decision for each member of applicant group; enter to computer file.

3.     Mail Clearance

Complete applicant statement review (see Section P-2722 B1).

Prepare checklist of flagged items to be resolved and proofs still needed.

Assemble and mail to applicant:

Statement form, with list of changes and/or additions, if applicable, for signature(s).

DSW 202V listing needed proofs and deadline for submittal. The deadline should allow 2 days for mailing time and at least 10 days for the client to return the verification or notify the D.O. of problems in obtaining verification.

Verification submitted with statement and already documented.

DSW 230B, if applicable.



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P-2722     Initial Eligibility (Continued)B.     Data Collection, Verification, Documentation (Continued)3.     Mail Clearance (Continued)

Follow up receipt of proofs requested on DSW 202V.

- If DSW 202 or all the requested verification is not returned by the specified date, send the client a Verification Reminder Notice (DSW 202V2). The client should be given at least 10 days to provide the information or to notify the D.O. of any problems in obtaining it (Two additional days should be allowed for mailing time.).
- If the client indicates that he or she will not provide the necessary information (i.e the DSW 202 or verification needed to determine eligibility), the application should be denied for not providing verification. Such an outright refusal must be documented in the case file.

NOTE:       There may be instances when an immediate denial may not be the best approach. For example, a client who becomes upset during an interview and "storms out" of the office might decide a few hours or a few days later to cooperate in providing verification. If the worker thinks that this might be the case, sending a DSW 202V2 before denying the application would be appropriate. Sending a DSW 202V first is not required. Sending the DSW 202V2 is not a requirement either; it is a "judgement call" on the worker's part.

- If the client does not submit the necessary information and does not indicate that there are any problems in obtaining the information, the application should be denied on the 30th day for not providing verification. The client's failure to contact the D.O. must be documented in the case file.
- If the client indicates that he or she is having difficulty in obtaining any or all of the information, the worker should
  - (1) assist the client in obtaining the verification, completing the DSW 202, etc.

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P-2722     Initial Eligibility (Continued)

B.     Data Collection, Verification, Documentation (Continued)

3.     Mail Clearance (Continued)

- (2) determine if the client has good cause for failing to provide the information.

If YES, the application should be kept pending an additional 30 days; if the information is received, grant back to the date of application. If the information is not received within the second 30 days, deny the application; the denial notice needs to state that the application will be reopened when the client provides the information and demonstrates that "good cause" continued. (In this case, the client may be granted back to the original date of application. Before granting, the worker needs to determine that the information on the DSW 202 is still current. If the requested information is received more than 60 days after the date of application, a new DSW 202 is required.)

If NO, the application should be denied on the 30th day for not providing verification.

- (3) document in the case file the reasons for the decision in (2) above.

NOTE:       Possible "good cause" reasons are listed in the verification section of ANFC policy (WAM 2211.3). The list is not meant to be all inclusive, and additional reasons may be found by the District Director or his or her designee to constitute "good cause" in a specific case.

If the application is denied on the 30th day (i.e. for other than an outright refusal), the client provides the requested information and the worker later learns that a determination of good cause should have been made, the client should be granted back to the original date of application.

Before granting, the worker needs to determine that the information given on the DSW 202 is still current. If the requested information is received more than 60 days after the date of application, a

new DSW 202 is required.

Vermont

PROCEDURES  
AABD

Social Welfare

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P-2722     Initial Eligibility

B.     Data Collection, Verification, Documentation (Continued)

3.     Mail Clearance (Continued)

Complete collateral verifications, if any (e.g.,  
disability determinations, bank forms, etc.).

Complete eligibility decision for each member of  
applicant group; enter to computer file.