



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #04-93-ELI

VERIFICATION OF NEW ADDRESS AND/OR SHELTER COST

<p>Date: May 21, 2004</p>	<p>Subtopic(s): Eligibility Factors</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Change of Address</p> <p>If reported in person or in writing, process immediately.</p> <p>If reported by phone, verification required to process the change.</p> <p>Required Verification</p> <p>Workers can refer to the Documentation/ Verification Desk Guide (W-203Y) for acceptable documentation to verify eligibility factors.</p>	<p>The purpose of this policy bulletin is to provide staff with required actions regarding failure to provide verification of a new address and/or change in shelter cost.</p> <p><u>Change of Address</u></p> <p>When a participant reports a change of address in writing or in person, Workers must immediately process the change regardless of whether or not the participant submits verification of the change in address at the time the report is made.</p> <p>Changes of address reported by telephone must not be processed until verification is received.</p> <p><u>What Additional Information is Needed When a Change in Address is Reported?</u></p> <p>Once a change of address has been reported, Workers must verify:</p> <ul style="list-style-type: none"> • residence; • shelter expense; • household (H/H) composition; • living arrangements (statement from the participant required); and • landlord/primary tenant's name, address and telephone number (PA participants only). <p>Participants must be allowed ten (10) days to provide the required verification.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call (718) 557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Change in Shelter Costs

Reported change cannot be processed without verification.

Failure to Verify New Address and/or Household (H/H) Composition

FS benefits cannot be terminated for failure to verify a change of address during the certification period.

Failure to Verify Shelter Cost

Failure to Verify L/L Information

Change in Shelter Costs

When a participant reports a change in shelter costs, the change in shelter cost must not be processed until verification is submitted. Verification of the new shelter costs is even required when the change is reported along with a change in address.

Public Assistance (PA) Participants

As a condition of eligibility for PA, participants must report changes within ten (10) days of the date the change is known. Participants must then be allowed ten (10) days to provide the required verification. If the participant fails to provide the required verification and verification cannot be obtained through collateral contact, Workers must take action as follows:

- Failure to Verify New Address and/or Household (H/H) Composition

Close the case for failure to verify residence, using PA closing code **V20** (Failure to Provide Verification). If the PA household was also in receipt of FS and the change of address was reported but not verified:

- at recertification, the FS case will close at the end of the certification period.
- during the certification period, the use of code **V20** will allow the automatic establishment of a Non-PA (NPA) FS case in Active (**AC**) status. In this instance the participant is not required to verify the address for FS purposes until his/her next recertification.

- Failure to Verify Shelter Cost

- If the change was reported during the certification period or at recertification, remove the FS shelter cost, the Standard Utility Allowance (SUA) and the PA shelter allowance from the **NSBLO2** screen of the budget.

- Failure to Provide/Verify the Name and Address of New Landlord

In instances where an address change, household composition and shelter cost is verified, but the participant fails to provide/verify the landlord's name and address, within the specified time frame, the Worker must remove the PA shelter allowance only from the budget until this information is provided.

Note: In this instance the FS shelter cost and SUA must not be removed, as the need to verify the name and address of the landlord is a PA requirement, not a FS requirement.

Restoring the PA shelter allowance

Refer to PD #04-07-ELI for cases that are exempt from direct vendor shelter restriction.

Workers are reminded that once a participant whose PA shelter allowance has been removed from a case for failure to verify shelter cost and/or provide required landlord information submits the required verification, in addition to restoring the allowance to the case they must also provide a direct vendor shelter allowance for the period the shelter allowance was removed.

NPA Food Stamp (FS) Participants

The Food Stamp implications vary according to whether or not the household reporting the change in address and/or shelter expense is subject to the six-month reporting rules.

- **Changes Reported At Recertification**

Changes reported at recertification must be verified as a condition of eligibility.

- **Changes Reported During the FS Certification Period**

If a household subject to the six-month reporting rules report a change of address during a certification period, the participant can, but is not required to, submit verification of the change. However, households not subject to the six-month reporting rules must report the changes within ten (10) days of the date the change is known.

- **Failure to Verify New Address and/or Household Composition**

- At recertification, close the case using FS closing code **V21** (Failure to Provide Verification).
- During the certification period, no adverse action can be taken. The required verification must be pended until the next recertification.

- **Failure to Verify Shelter Cost**

If the NPA FS participant verifies a new address, household composition and living arrangements, but fails to verify the shelter cost at the new address or fails to verify a change in shelter cost at his/her current address:

- If the change is reported during the certification period or at recertification, remove the actual shelter cost and the SUA from the budget.

New or changed shelter cost

Fair Hearing
Requests**Fair Hearing Requests**

If as a result of adverse actions taken due to failure to verify an address change and/or shelter cost, a Fair Hearing is requested and the participant is granted ATC, Workers must restore the budget without changing the address back to the original (old) address.

For example:

A PA participant is recertified from 1/04 through 6/04. On 3/15/04 she comes into the Job Center and reports a change of address and a change in shelter cost. The participant does not have any documents to verify the new address. The Worker proceeds to take all required actions to immediately change the participant's address and instructs the participant to provide verification of the new address, shelter cost, H/H composition and landlord information by 3/25/04.

The participant fails to provide the required verification or contact the Worker by close of business on 3/25/04 and a case closing is processed on 3/26/04. The participant receives the notice of intent (NOI) to close the case and on the last day of the notice calls for a Fair Hearing (FH). Although aid to continue is granted, the request is received too late to systemically prevent the case closing.

In the above example the case must be reopened and restored, until a FH decision is received. The address change was processed prior to the case closing; therefore, when the Worker reopens this case, s/he must use the new address, although it is still unverified. Under no circumstances should a Worker reopen the case and change the address back to the previous (old) address.

Using the above example, if the case closing took place before the address change was processed, when the Worker takes action to reopen the case for ATC, s/he must ensure that the case is reopened with the new, unverified, address.

Effective Immediately