

## Chapter 7

### VERIFICATION

[24 CFR 982.516, 24 CFR 982.551, 24 CFR 5.230, Notice PIH ~~2018-18~~ 2023-27]

#### INTRODUCTION

The PHA must verify all information that is used to establish the family's eligibility and level of assistance and is required to obtain written authorization from the family in order to collect the information. Applicants and program participants must cooperate with the verification process as a condition of receiving assistance. The PHA must not pass on the cost of verification to the family.

The PHA ~~will~~ **must** follow the verification guidance provided by HUD in Notice PIH ~~2018-18~~ 2023-27 and any subsequent guidance issued by HUD. This chapter summarizes those requirements and provides supplementary PHA policies.

Part I describes the general verification process. Part II provides more detailed requirements related to family information. Part III provides information on income and assets, and Part IV covers mandatory deductions.

Verification policies, rules and procedures will be modified as needed to accommodate persons with disabilities. All information obtained through the verification process will be handled in accordance with the records management policies of the PHA.



## PART I: GENERAL VERIFICATION REQUIREMENTS

### 7-I.A. FAMILY CONSENT TO RELEASE OF INFORMATION [24 CFR 982.516 AND 982.551; 24 CFR 5.230; and Notice PIH 2023-27]

#### Consent Forms

The family must supply any information that the PHA or HUD determines is necessary to the administration of the program and must consent to PHA verification of that information [24 CFR 982.551]. ~~All adult family members must sign consent forms as needed to collect information relevant to the family's eligibility and level of assistance. While PHAs must use form HUD-9886, this form does not release all the information necessary to the administration of the program. The PHA must also develop its own release forms to cover all other necessary information.~~

#### ~~Consent Forms Form HUD-9886 [24 CFR 5.230(b)((1), (b)(2), (c)(4), and (c)(5); Notice PIH 2023-27~~

~~It is required that a~~All adult applicants and participants sign form HUD-9886, Authorization for Release of Information. All adult family members (and the head and spouse/cohead, regardless of age) are required to sign the Form HUD-9886 at admission. Participants, prior to January 1, 2024, signed and submitted Form HUD-9886 at each annual reexamination. HOTMA eliminated this requirement and instead required that the Form HUD-9886 be signed only once. On or after January 1, 2024 (regardless of the PHA's HOTMA compliance date), current program participants must sign and submit a new Form HUD-9886 at their next interim or annual reexamination. This form will only be signed once. Another Form HUD-9886 will not be submitted to the PHA except under the following circumstances:

- When any person 18 years or older becomes a member of the family;
- When a current member of the family turns 18; or
- As required by HUD or the PHA in administrative instructions.

The PHA has the discretion to establish policies around when family members must sign consent forms when they turn 18. PHAs must establish these policies stating when family members will be required to sign consent forms at intervals other than at reexamination.

#### CDA Policy

Family members turning 18 years of age between annual recertifications will be notified in writing that they are required to sign the required Consent to the Release of Information Form HUD-9886 at the family's next ~~annual or interim~~ reexamination, whichever is earlier.

The purpose of form HUD-9886 is to facilitate automated data collection and computer matching from specific sources and provides the family's consent only for the specific purposes listed on the form. HUD and the PHA may collect information from State Wage Information Collection Agencies (SWICAs) and current and former employers of adult family members. Only HUD is authorized to collect information directly from the Internal Revenue Service (IRS) and the Social Security Administration (SSA). ~~Adult family members must sign other consent forms as needed to collect information relevant to the family's eligibility and level of assistance.~~

## Penalties for Failing to Consent [24 CFR 5.232]

If any family member who is required to sign a consent form fails to do so, the PHA ~~will~~ **must** deny admission to applicants and terminate assistance of participants. The family may request an informal review (applicants) or informal hearing (participants) in accordance with PHA procedures.

However, this does not apply if the applicant, participant, or any member of their family, revokes their consent with respect to the ability of the PHA to access financial records from financial institutions, unless the PHA establishes a policy that revocation of consent to access financial records will result in denial or termination of assistance or admission [24 CFR 5.232(c)]. PHAs may not process interim or annual reexaminations of income without the family's executed consent forms.

### CDA Policy

The CDA has established a policy that revocation of consent to access financial records will result in denial of admission or termination of assistance in accordance with CDA policy.

In order for a family to revoke their consent, the family must provide written notice to the CDA.

Within 10 business days of the date the family provides written notice, the CDA will send the family a notice acknowledging receipt of the request and explaining that revocation of consent will result in denial or termination of assistance, as applicable. At the same time, the CDA will notify their local HUD office.

## **7-I.B. USE OF OTHER PROGRAMS' INCOME DETERMINATIONS [24 CFR 5.609(c)(3) and Notice PIH 2023-27]**

PHAs may, but are not required to, determine a family's annual income, including income from assets, prior to the application of any deductions, based on income determinations made within the previous 12-month period, using income determinations from means-tested federal public assistance programs. PHAs are not required to accept or use determinations of income from other federal means-tested forms of assistance. If the PHA adopts a policy to accept this type of verification, the PHA must establish in policy when they will accept Safe Harbor income determinations and from which programs. PHAs must also create policies that outline the course of action when families present multiple verifications from the same or different acceptable Safe Harbor programs.

Means-tested federal public assistance programs include:

- Temporary Assistance for Needy Families (TANF) (42 U.S.C. 601, et seq.);
- Medicaid (42 U.S.C. 1396 et seq.);
- Supplemental Nutrition Assistance Program (SNAP) (42 U.S.C. 2011 et seq.);
- Earned Income Tax Credit (EITC) (26 U.S.C. 32);
- Low-Income Housing Credit (LIHTC) program (26 U.S.C. 42);
- Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC) (42 U.S.C. 1786);
- Supplemental Security Income (SSI) (42 U.S.C. 1381 et seq.);
- Other programs administered by the HUD Secretary;
- Other means-tested forms of federal public assistance for which HUD has established a memorandum of understanding; and
- Other federal benefit determinations made in other forms of means-tested federal public assistance that the Secretary determines to have comparable reliability and announces through the *Federal Register*.

If the PHA elects to use the annual income determination from one of the above-listed forms of means-tested federal public assistance, then they must obtain the income information by means of a third-party verification. The third-party verification must state the family size, must be for the entire family, and must state the amount of the family's annual income. The annual income need not be broken down by family member or income type. Annual income includes income earned from assets, therefore when using Safe Harbor to verify a family's income, PHAs will neither further inquire about a family's net family assets, nor about the income earned from those assets, except with respect to whether or not the family owns assets that exceed the asset limitation in 24 CFR 5.618. The Safe Harbor documentation will be considered acceptable if any of the following dates fall into the 12-month period prior to the receipt of the documentation by the PHA:

- Income determination effective date;
- Program administrator's signature date;

- Family’s signature date;
- Report effective date; or
- Other report-specific dates that verify the income determination date.

The only information that PHAs are permitted to use to determine income under this method is the total income determination made by the federal means-tested program administrator. Other federal programs may provide additional information about income inclusions and exclusions in their award letters; however, these determinations and any other information must not be considered by the PHA. PHAs are not permitted to mix and match Safe Harbor income determinations and other income verifications.

If the PHA is unable to obtain Safe Harbor documentation or if the family disputes the other program’s income determination, the PHA must calculate the family’s annual income using traditional methods as outlined in Notice PIH 2023-27 and this chapter.

If the PHA uses a Safe Harbor determination to determine the family’s income, the family is obligated to report changes in income that meet the PHA’s reporting requirement and occur after the effective date of the transaction.

The amounts of unreimbursed reasonable attendant care expenses and child-care expenses deducted from a family’s annual income, except for when a family is approved for a child-care expense hardship exemption, must still be capped by the amount earned by any family member who is enabled to work as a result of the expense. PHAs are therefore required to obtain third-party verification of the applicable employment income and cap the respective expense deductions accordingly.

#### CDA Policy

The CDA will not accept other programs’ Safe Harbor determinations of income.

## **7-I.C. STREAMLINED INCOME DETERMINATIONS [24 CFR 960.257(c); Notice PIH 2023-27]**

HUD permits PHAs to streamline the income determination process for family members with fixed sources of income. While third-party verification of all income sources must be obtained during the intake process and every three years thereafter, in the intervening years, the PHA may determine income from fixed sources by applying a verified cost of living adjustment (COLA) or other inflationary adjustment factor. Streamlining policies are optional. The PHA may, however, obtain third-party verification of all income, regardless of the source. Further, upon request of the family, the PHA must perform third-party verification of all income sources.

Fixed sources of income include Social Security and SSI benefits, pensions, annuities, disability or death benefits, and other sources of income subject to a COLA or rate of interest. The determination of fixed income may be streamlined even if the family also receives income from other non-fixed sources.

Two streamlining options are available, depending upon the percentage of the family's income that is received from fixed sources.

When 90 percent or more of a family's unadjusted income is from fixed sources, the PHA may apply the inflationary adjustment factor to the family's fixed-income sources, provided that the family certifies both that 90 percent or more of their unadjusted income is fixed and that their sources of fixed income have not changed from the previous year. Sources of non-fixed income are not required to be adjusted and must not be adjusted by a COLA, but PHAs may choose to adjust sources of non-fixed income based on third-party verification. PHAs have the discretion to either adjust the non-fixed income or carry over the calculation of non-fixed income from the first year to years two and three.

When less than 90 percent of a family's unadjusted income consists of fixed income, PHAs may apply a COLA to each of the family's sources of fixed income. PHAs must determine all other income using standard verification requirements as outlined in Notice PIH 2023-27.

### CDA Policy

The CDA will not streamline income determinations.

## **7-I.BD. ~~OVERVIEW OF VERIFICATION REQUIREMENTS HEIRARCHY~~ [Notice PIH 2023-27]**

When the PHA does not use a streamlined determination of income or an income determination from a means-tested federal assistance program, HUD requires the PHA to obtain third-party verification of:

- Reported family annual income;
- The value of net family assets when the net value exceeds \$50,000 (as adjusted annually);
- Expenses related to deductions from annual income; and
- Other factors that affect the determination of adjusted income.

### **~~HUD's Verification Hierarchy [Notice PIH 2018-18]~~**

HUD mandates the use of the EIV system and offers administrative guidance on the use of other methods to verify family information and specifies the circumstances in which each method will be used. In general HUD requires the PHA to use the most reliable form of verification that is available and to document the reasons when the PHA uses a lesser form of verification.

~~In order of priority, the forms of verification that the PHA will use are:~~

- ~~Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system~~
- ~~Up-front Income Verification (UIV) using a non HUD system~~
- ~~Written Third-Party Verification (may be provided by applicant or participant)~~
- ~~Written Third-party Verification Form~~
- ~~Oral Third-party Verification~~
- ~~Self-Certification~~

HUD developed a hierarchy that described verification documentation from most acceptable to least acceptable. The PHA must demonstrate efforts to obtain third party verification prior to accepting self-certification except instances when self-certification is explicitly allowed.

In order of priority, the hierarchy is:

- Highest: Level 6: Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system
- Highest: Level 5: Up-front Income Verification (UIV) using a non-EIV system
- High: Level 4:
  - Written third-party verification from the source, also known as "family-provided verification"
  - Or EIV plus self-certification
- Medium: Level 3: Written third-party verification form
- Medium: Level 2: Oral third-party verification
- Low: Level 1: Self-certification (not third-party verification)



Each of the verification methods is discussed in subsequent sections below.

### **Requirements for Acceptable Documents**

#### CDA Policy

~~Any documents used for verification must be the original (not photocopies) and generally must be dated within 60 days of the date they are provided to the CDA. The documents must not be damaged, altered or in any way illegible.~~

~~Print-outs from webpages are considered original documents.~~

~~The CDA staff member who views the original document must make a photocopy.~~

~~Any family self-certifications must be made in a format acceptable to the CDA and must be signed by the family member whose information or status is being verified.~~

~~The CDA will utilize digital or electronic signature alternatives as HUD permits.~~

~~The CDA will accept self-certification when verifying the income of involuntarily displaced applicants~~

### **File Documentation**

The PHA must document in the file how the figures used in income and rent calculations were determined. All verification attempts, information obtained, and decisions reached during the verification process will be recorded in the family's file in sufficient detail to demonstrate that the PHA has followed all of the verification policies set forth in this plan. The record should be sufficient to enable a staff member or HUD reviewer to understand the process followed and conclusions reached.

#### CDA Policy

~~The CDA will document, in the family file, the following:~~

~~Reported family annual income~~

~~Value of assets~~

~~Expenses related to deductions from annual income~~

~~Other factors influencing the adjusted income or income-based rent determination~~

~~When the PHA is unable to obtain third-party verification, the PHA will document in the family file the reason that third-party verification was not available. [24 CFR 960.259(e)(1); Notice PIH 2018-18]~~

### **7-I.CE. LEVEL 5 AND 6 VERIFICATION: UP-FRONT INCOME VERIFICATION (UIV)**

Up-front income verification (UIV) refers to the PHA's use of the verification tools available from independent sources that maintain computerized information about earnings and benefits for a number of individuals. PHAs may use UIV sources before or during a family reexamination.

UIV will be used to the extent that these systems are available to the PHA.

There may be legitimate differences between the information provided by the family and UIV-generated information. If the family disputes the accuracy of UIV data, no adverse action can be taken until the PHA has independently verified the UIV information and the family has been granted an opportunity to contest any adverse findings through the informal review/hearing process of the PHA.

~~See Chapter 6 for the PHA's policy on the use of UIV/EIV to project annual income.~~

### **Upfront Income Verification Using HUD's Enterprise Income Verification (EIV) System (Mandatory)**

PHAs must use HUD's EIV system in its entirety as a third-party source to verify tenant employment and income information during ~~mandatory annual and streamlined~~ reexaminations ~~or recertifications~~ of family composition and income in accordance with 24 CFR 5.236 and ~~administrative guidance issued by HUD Notice PIH 2023-27.~~

~~The HUD's EIV system contains data showing earned income, unemployment benefits, social security benefits, and SSI benefits for participant families.~~

~~The income validation tool (IVT) in EIV provides projections of discrepant income for wages, unemployment compensation, and SSA benefits pursuant to HUD's data sharing agreements with other departments.~~

The following policies apply to the use of HUD's EIV system.

#### ***EIV Income and IVT Reports***

~~The data shown on income and income validation tool (IVT) reports is updated quarterly. Data may be between 3 and 6 months old at the time reports are generated.~~

##### ~~CDA Policy~~

~~The CDA will obtain income and income validation tool (IVT) reports for annual reexaminations on a monthly basis. Reports will be generated as part of the regular reexamination process.~~

~~Income and IVT reports will be compared to family provided information as part of the annual reexamination process. Income reports may be used in the calculation of annual income, as described in Chapter 6 I.C. Income reports may also be used to meet the regulatory requirement for third party verification, as described above. Policies for resolving discrepancies between income reports and family provided information will be resolved as described in Chapter 6 I.C. and in this chapter.~~

~~Income and IVT reports will be used in interim reexaminations to identify any discrepancies between reported income and income shown in the EIV system, and as necessary to verify earned income, and to verify and calculate unemployment benefits, Social Security and/or SSI benefits. EIV will also be used to verify that families claiming zero income are not receiving income from any of these sources.~~

~~Income and IVT reports will be retained in participant files with the applicable annual or interim reexamination documents.~~

~~When the CDA determines through EIV reports and third-party verification that a family has concealed or under-reported income, corrective action will be taken pursuant to the policies in Chapter 14, Program Integrity.~~

PHAs are required to obtain an EIV Income and IVT report for each family any time the PHA conducts an annual reexamination. However, PHAs are not required to use the EIV Income and IVT reports:

- At annual reexamination if the PHA used Safe Harbor verification from another means-test federal assistance program to determine the family's income; or
- During any interim reexaminations.

The EIV Income and IVT Reports are also not available for program applicants at admission.

When required to use the EIV Income Report, in order for the report to be considered current, the PHA must pull the report within 120 days of the effective date of the annual reexamination.

The EIV Income Report may be used to verify and calculate income at annual reexamination if the family self-certifies that the amount is accurate and representative of current income. The family must be provided with the information in EIV.

#### CDA Policy

~~Except for when Safe Harbor verification from another means-tested federal assistance program is used to determine the family's annual income,~~ The CDA will obtain EIV income and IVT reports for all annual reexaminations for all families on a monthly basis. The CDA will ensure that all EIV Income Reports are pulled within 120 days of the effective date of the annual reexamination.

Income and IVT reports will only be used for interim reexaminations as necessary. For example, EIV may be used to verify that families claiming zero income are not receiving income from any sources listed in EIV.

Income and IVT reports will be retained in participant files with the applicable annual documents or interim reexamination documents (if applicable) for the duration of the family's participation.

When the CDA determines through EIV reports and third-party verification that a family has concealed or under-reported income, corrective action will be taken pursuant to the policies in Chapter 14, Program Integrity.

#### ***New Hires Report [Notice PIH 2023-27]***

The New Hires Report identifies participant families who have new employment within the last six months. The report is updated monthly.

PHAs must review this information at annual reexamination except when the PHA uses Safe Harbor verification from another means-tested federal assistance program to determine the family's income.

PHAs that do not require families to undergo interim reexaminations for earned income increases after an interim decrease are not required to review this report between a family's annual reexamination. If the PHA requires an interim for increases in earned income after an interim decrease, then the PHA must review the report quarterly after the family's interim decrease.

### CDA Policy

In accordance with CDA policies in Chapter 11, the CDA does not process interim reexaminations for families who have increases in earned income. The CDA will only review the New Hires Report at annual reexamination.

### ***No Income Reported by HHS or SSA Report***

This report is a tool for PHAs to identify participants who passed the SSA identity test, but no income information was reported by either HHS or SSA records. This scenario does not mean that the participant does not have any income. PHAs obtain written, third-party verification of any income reported by the participant. The PHA must identify in its policies and procedures when this report will be pulled [Notice PIH 2023-27].

### CDA Policy

The CDA will generate the No Income Reported by HHS or SSA Report quarterly and will retain the report.

The CDA will re-verify the status of participants identified on the report quarterly. Based on the information provided by the family and in EIV, the CDA may require that family members provide verifications or sign release forms in order to obtain additional verification.

When the CDA determines through this report and third-party verification that a family has concealed or under-reported income, corrective action will be taken pursuant to the policies in Chapter 14, Program Integrity

### ***EIV Identity Verification Report***

The EIV system verifies tenant identities against SSA records. These records are compared to ~~PIH~~ HUD data for a match on Social Security number, name, and date of birth.

PHAs are required to use EIV's *Identity Verification Report* on a monthly basis to improve the availability of income information in EIV [Notice PIH ~~2018-18~~ 2023-27]

When identity verification for a participant fails, a message will be displayed within the EIV system and no income information will be displayed.

### CDA Policy

The CDA will identify participants whose identity verification has failed by reviewing EIV's *Identity Verification Report* on a monthly basis.

The CDA will attempt to resolve ~~PIC/SSA~~ discrepancies by obtaining appropriate documentation from the participant. When the CDA determines that discrepancies exist ~~as a result of due to~~ CDA errors such as spelling errors or incorrect birth dates, ~~it will correct the errors will be corrected~~ promptly.

### ***Deceased Tenants Reports [Notice PIH 2012-4 and Notice PIH 2023-27]***

The Deceased Tenant Report identifies residents that have been reported by the SSA as deceased. The PHA is required to review the report at least quarterly.

### CDA Policy

The CDA will review the Deceased Tenants Report on a monthly basis.

When the Deceased Tenants Report identifies an individual as being deceased, PHAs must immediately send a letter to the head of household or emergency contact person (if the head of household is deceased and there is no other adult household member) to confirm the death of the listed household member. The PHA must notify the owner in writing of the deceased head of household.

PHAs may list the EOP as the last day of the month in which the death occurred. The landlord is entitled to receive the full HAP amount for the month in which the tenant death occurred.

### CDA Policy

The CDA will list the EOP as the last day of the month in which the death occurred. The landlord is entitled to receive the full HAP amount for the month in which the tenant death occurred.

When the only remaining household member is the live-in aide, the live-in aide is not entitled or eligible for any rental assistance or continued occupancy. The PHA may not designate the live-in aide as the new head of household or change the relation code on the Form HUD-50058.

### ***Other EIV Reports [Notice PIH 2023-27]***

The PHA is required to review the Multiple Subsidy Report at least quarterly and the Failed EIV Pre-Screening and Failed Verification (Failed SSA Identity Test) reports at least monthly.

### **Upfront Income Verification Using Non-HUD Systems (Optional)**

~~In addition to mandatory use of the EIV system,~~ HUD encourages PHAs to utilize other upfront verification sources ~~such as the Work Number and web-based state benefits systems.~~

### CDA Policy

The CDA will inform all applicants and participants of its use of the following UIV resources during the admission and reexamination process:

~~HUD's EIV system~~

The Work Number

State of Wisconsin Wage Information Collection Agency (SWICA)

## **7-I.F. LEVEL 4 VERIFICATION [Notice PIH 2023-27]**

HUD identifies two types of Level 4 verification: written-third party verification from the source and EIV + self-certification.

### **EIV + Self-Certification**

EIV may be used as written third-party verification and may be used to calculate income if the family agrees with the information in EIV and self-certifies that the amount is accurate and representative of current income. This practice is known as *EIV + self-certification*. When calculating income using this method, the PHA may use its discretion to determine which method of calculation is reasonable: the last four quarters combined or an average of any number of quarters. The family must be provided with the information from EIV.

#### CDA Policy

At annual reexamination, if the CDA is unable to use a determination of income from a means-tested federal assistance program and if there are no reported changes to an income source, the CDA will use EIV + self-certification as verification of employment income, provided the family agrees with the amounts listed in EIV.

The CDA will use an average of the last two quarters of income listed in EIV to determine income from employment. The CDA will provide the family with the information in EIV. The family will be required to sign a self-certification stating that the amount listed in EIV is accurate and representative of current income. If the family disagrees with the amount in EIV, the amount is not reflective of current income, or if less than two quarters are available in EIV, the CDA will use written third-party verification from the source as outlined below.

The CDA will not use this method of verification at new admission since EIV is not available for applicant families or at interim reexamination since the income information in EIV is not current.

### **Written Third-Party Verification from the Source**

Written, third-party verification from the source is also known as “tenant-provided verification.” In order to qualify as written-third party verification from the source, the documents must be original or authentic and (generally) dated within 120 days of the date received by the PHA. For fixed-income sources, a statement dated within the appropriate benefit year is acceptable documentation. Documents may be supplied by the family or received from a third-party source.

Examples of acceptable tenant-provided documents include, but are not limited to pay stubs, payroll summary reports, employer notice or letters of hire and termination, SSA benefit verification letters, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices. Income tax returns with corresponding official tax forms and schedules attached and including third-party receipt of transmission for income tax return filed (i.e., tax preparer’s transmittal receipt, summary of transmittal from online source, etc.) are an acceptable form of written, third-party verification.

The PHA is required to obtain, at minimum, two current and consecutive pay stubs when calculating income using third-party verification from the source. For new income sources or when two pay stubs are not available, the PHA should determine income based on the information from a traditional written, third-party verification form or the best available information.

When the family disputes EIV-reported employment income, the PHA uses written third-party verification.

When verification of assets is required, PHAs are required to obtain a minimum of one statement that reflects the current balance of banking/financial accounts.

### CDA Policy

In general, the CDA will use third-party verification from the source in the following circumstances:

- At annual reexamination when EIV + self-certification is not used;
- For all new admissions; and
- For all interim reexaminations.

The CDA will not use this method if the CDA is able to use an income determination from a means-tested federal assistance program or if the CDA uses EIV + self-certification as outlined above.

In general, third-party documents provided by the family or the source must be dated within 120 days of the date received by the CDA. However, for fixed-income sources, a statement dated within the appropriate benefit year is acceptable documentation.

The CDA may reject documentation provided by the family if the document is not an original, if the document appears to be forged, or if the document is altered, mutilated, or illegible. If the CDA determines that third-party documents provided by the family are not acceptable, the CDA will explain the reason to the family and request additional documentation from the family or will use a lower form of verification such as a written third-party verification form.

When verification of assets held by a banking or financial institution is required, the CDA will obtain one statement that reflects the current balance of the account.

When pay stubs are used, the CDA will require the family to provide the two most current, consecutive pay stubs. At the CDA's discretion, if additional paystubs are needed due to the family's circumstances (e.g., sporadic income, fluctuating schedule, etc.), the CDA may request additional paystubs or a payroll record.

### **7-I.G. LEVEL 3 VERIFICATION: WRITTEN, THIRD-PARTY FORM** **[Notice PIH 2023 -27]**

This type of verification is a form developed by the PHA and used uniformly for all families when needed to collect information from a third-party source. This is known as “traditional third-party verification.” PHAs send a PHA-developed form directly to the third-party source by mail, fax, or email and the source completes the form by hand (in writing or typeset).

The PHA may use this method when higher forms are unavailable or are rejected by the PHA or when the family is unable to provide acceptable verification. The PHA may skip this level of verification and may instead substitute oral third-party verification before moving to self-certification.

#### CDA Policy

Typically, the CDA will attempt to send written third-party verification forms to the verification source whenever higher forms of verification are unavailable.

However, on a case-by-case basis, the CDA may choose to obtain oral third-party verification without first attempting, and in lieu of, a written-third party verification form.

### **7-I.DH. LEVEL 2: ORAL THIRD-PARTY ~~WRITTEN AND ORAL~~ VERIFICATION** **[Notice PIH 2023-27]**

~~HUD’s current verification hierarchy defines two types of written third party verification. The more preferable form, “written third party verification,” consists of an original document generated by a third party source, which may be received directly from a third party source or provided to the PHA by the family. If written third party verification is not available, the PHA must attempt to obtain a “written third party verification form.” This is a standardized form used to collect information from a third party.~~

#### **~~Written Third Party Verification [Notice PIH 2018-18]~~**

~~Written third party verification documents must be original and authentic and may be supplied by the family or received from a third party source.~~

~~Examples of acceptable tenant provided documents include, but are not limited to: pay stubs, payroll summary reports, employer notice or letters of hire and termination, SSA benefit verification letters, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices.~~

~~The PHA is required to obtain, at minimum, two current and consecutive pay stubs for determining annual income from wages.~~

~~The PHA may reject documentation provided by the family if the document is not an original, if the document appears to be forged, or if the document is altered, mutilated, or illegible.~~

#### CDA Policy

~~Third party documents provided by the family must be dated within 60 days of the CDA request date.~~

~~If the CDA determines that third party documents provided by the family are not acceptable, the CDA will explain the reason to the family and request additional documentation.~~



~~As verification of earned income, the CDA will require the family to provide the two most current, consecutive pay stubs. At the CDA's discretion, if additional paystubs are needed due to the family's circumstances (e.g., sporadic income, fluctuating schedule, etc.), the CDA may request additional paystubs or a payroll record.~~

### ~~Written Third-Party Verification Form~~

~~When upfront verification is not available and the family is unable to provide written third-party documents, the PHA must request a written third-party verification form. HUD's position is that this traditional third-party verification method presents administrative burdens and risks which may be reduced through the use of family-provided third-party documents.~~

~~PHAs may mail, fax, or e-mail third-party written verification form requests to third-party sources:~~

#### ~~CDA Policy~~

~~The CDA will send third-party verification forms directly to the third party.~~

~~Third-party verification forms will be sent when third-party verification documents are unavailable or are rejected by the CDA.~~

### ~~Oral Third-Party Verification [Notice PIH 2018-18]~~

~~For third-party oral verification, PHAs contact sources, identified by UIV techniques or by the family, by telephone or in person.~~

~~Oral third-party verification is mandatory if neither form of written third-party verification is available.~~

~~Third-party oral verification may be used when requests for written third-party verification forms have not been returned within a reasonable time—e.g., 10 business days.~~

~~PHAs **should must** document in the file the date and time of the telephone call or visit, the name of the person contacted, the telephone number, as well as the information confirmed.~~

~~The PHA may skip this level of verification if they attempted written third-party verification via a form and the source did not respond and move directly to self-certification.~~

#### ~~CDA Policy~~

~~In collecting third-party oral verification, CDA staff will record in the family's file the name and title of the person contacted, the date and time of the conversation (or attempt), the telephone number used, and the facts provided.~~

~~When any source responds verbally to the initial written request for verification the CDA will accept the verbal response as oral verification but will also request that the source complete and return any verification forms that were provided.~~

~~In general, the CDA will attempt to obtain written third-party verification via a form from the verification source. If written third-party verification forms are not returned within 10 business days, the CDA will accept self-certification from the family without attempting to obtain oral third-party verification.~~

However, if the CDA chooses to obtain oral third-party verification, the CDA will document in the file the date and time of the telephone call or visit, the name of the person contacted and the telephone number, as well as the information confirmed.

### **When Third-Party Verification is Not Required [Notice PIH ~~2018-18~~ 2023-27]**

Third-party verification may not be available in all situations. HUD has acknowledged that it may not be cost-effective or reasonable to obtain third-party verification of income, assets, or expenses when these items would have a minimal impact on the family's total tenant payment.

#### CDA Policy

If the family cannot provide original documents, the CDA will pay the service charge required to obtain third-party verification, unless it is not cost effective in which case a self-certification will be acceptable as the only means of verification. The cost of verification will not be passed on to the family.

The cost of postage and envelopes to obtain third-party verification of income, assets, and expenses is not an unreasonable cost [VG, p. 18].

### ***Primary Documents***

Third-party verification is not required when legal documents are the primary source, such as a birth certificate or other legal documentation of birth.

### ***Imputed Assets***

HUD permits PHAs to accept a self-certification from a family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28].

#### CDA Policy

The CDA will accept a self-certification from a family as verification of assets disposed of for less than fair market value.

### ***Value of Assets and Asset Income [24 CFR 982.516(a)]***

For families with net assets totaling \$5,000 or less, the PHA may accept the family's declaration of asset value and anticipated asset income. However, the PHA is required to obtain third-party verification of all assets regardless of the amount during the intake process and at least every three years thereafter.

#### CDA Policy

For families with net assets totaling \$5,000 or less, the CDA will accept the family's self-certification of the value of family assets and anticipated asset income when applicable. The family's declaration must show each asset and the amount of income expected from that asset. All family members 18 years of age and older must sign the family's declaration.

The CDA will use third-party documentation for assets as part of the intake process, whenever a family member is added to verify the individual's assets, and every three years thereafter.

## 7-I.EI. LEVEL 1: NON-THIRD PARTY VERIFICATION TECHNIQUE: SELF-CERTIFICATION [Notice PIH 2023-27]

~~When HUD requires Non-third-party verification, self-certification or “tenant declaration,”~~ consists of a signed statement of reported income and/or expenses. This verification method ~~is~~ should be used as a last resort when the PHA ~~is unable to obtain third-party verification~~ has not been successful in obtaining information via all other required verification techniques.

Self-certification, however, is an acceptable form of verification when:

- A source of income is fully excluded
- Net family assets total \$50,000 or less and the PHA has adopted a policy to accept self certification ~~at annual recertification, when applicable~~
- ~~The family declares that they do not have any present ownership in any real property~~
- ~~A family states that they have non-recurring income that will not be repeated in the coming year; and/or~~
- The PHA has adopted a policy to implement streamlined annual recertifications for fixed sources of income (See Chapter 11)

When the PHA was required to obtain third-party verification but instead relies on ~~a tenant declaration for verification of income, assets, or expenses~~ self certification, the family’s file must be documented to explain why third-party verification was not available.

HUD does not require that a self-certification be notarized; however, HUD recommends including language on any self-certification to ensure the certifier understands the consequences of knowingly providing false information.

### CDA Policy

When information cannot be verified by a third party or by review of documents, family members will be required to submit self-certifications attesting to the accuracy of the information they have provided to the CDA.

The CDA may require a family to certify that a family member does not receive a particular type of income or benefit.

The self-certification must be made in a format acceptable to the CDA and must be signed by the family member whose information or status is being verified.

All self-certifications will include the following language:

“I/We, the undersigned, certify under penalty of perjury that the information provided here is true and correct, to the best of my knowledge and recollection. **WARNING:** Anyone who knowingly submits a false claim or knowingly makes a false statement is subject to criminal and/or civil penalties, including confinement for up to five years, fines, and civil and administrative penalties (18 U.S.C. 287, 1001, 1010, 1012; 31 U.S.C. 3279, 3802).”



## PART II: VERIFYING FAMILY INFORMATION

### 7-II.A. VERIFICATION OF LEGAL IDENTITY

#### CDA Policy

The CDA will require families to furnish verification of legal identity for each household member as follows:

- A current, valid driver's license or government issued picture identification card for verification of legal identity of each adult in the household
- A certified birth certificate for verification of legal identity of each minor in the household

If the family is unable to provide the required verification of legal identity because of circumstances beyond their control, the CDA may accept one of the following verification of legal identity:

<b>Verification of Legal Identity for Adults</b>	<b>Verification of Legal Identity for Children</b>
Certificate of birth, naturalization papers U.S. military discharge (DD 214) Current U.S. passport	Naturalization papers Adoption papers Custody agreement Health and Human Services ID

If a document submitted by a family is illegible for any reason or otherwise questionable, more than one of these documents may be required.

If none of these documents can be provided and at the CDA's discretion, a third party who knows the person may attest to the person's identity. The certification must be provided in a format acceptable to the CDA and must be signed by the family member whose information or status is being verified.

Legal identity will be verified for all applicants at the time of eligibility determination and in cases where the CDA has reason to doubt the identity of a person representing themselves to be a participant.

## 7-II.B. SOCIAL SECURITY NUMBERS [24 CFR 5.216 and Notice PIH ~~2018-24~~ 2023-27]

The family must provide documentation of a valid Social Security number (SSN) for each member of the household, with the exception of individuals who do not contend eligible immigration status. Exemptions also include existing program participants who were at least 62 years of age as of January 31, 2010, and had not previously disclosed an SSN.

Note that an individual who previously declared to have eligible immigration status may not change their declaration for the purpose of avoiding compliance with the SSN disclosure and documentation requirements or penalties associated with noncompliance with these requirements. Nor may the head of household opt to remove a household member from the family composition for this purpose.

The PHA must accept the following documentation as acceptable evidence of the social security number:

- An original SSN card issued by the Social Security Administration (SSA)
- An original SSA-issued document, which contains the name and SSN of the individual
- An original document issued by a federal, state, or local government agency, which contains the name and SSN of the individual

While PHAs must attempt to gather third-party verification of SSNs prior to admission as listed above, PHAs also have the option of accepting a self-certification and a third-party document (such as a bank statement, utility or cell phone bill, or benefit letter) with the applicant's name printed on it to satisfy the SSN disclosure requirement if the PHA has exhausted all other attempts to obtain the required documentation. If verifying an individual's SSN using this method, the PHA must document why the other SSN documentation was not available.

If the tenant's SSN becomes verified in EIV, then no further verification is required. If the tenant's SSN fails the SSA identity match, then the PHA must obtain a valid SSN card issued by the SSA or an original document issued by a federal or state government agency that contains the name of the individual and the SSN of the individual, along with other identifying information of the individual. The tenant's assistance must be terminated if they fail to provide the required documentation.

### CDA Policy

The CDA will verify an individual's SSN in the situations described above using the method described above as a last resort when no other forms of verification of the individual's SSN are available.

The PHA may only reject documentation of an SSN provided by an applicant or participant if the document is not an original document, if the original document has been altered, mutilated, or is illegible, or appears to be forged.

### CDA Policy

The CDA will explain to the applicant or participant the reasons the document is not acceptable and request that the individual obtain and submit acceptable documentation of the SSN to the CDA within 90 days.

In the case of Moderate Rehabilitation Single Room Occupancy (SRO) individuals, the required documentation must be provided within 90 calendar days from the date of admission into the program. The PHA must grant one additional 90-day extension if it determines that the applicant's failure to comply was due to circumstances that were beyond the applicant's control and could not have been reasonably foreseen.

#### CDA Policy

The CDA will grant one additional 90-day extension if needed for reasons beyond the participant's control such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency. If the individual fails to comply with SSN disclosure and documentation requirements upon expiration of the provided time period, the CDA will terminate the individual's assistance.

If an applicant family includes a child under 6 years of age who joined the household within the 6 months prior to the date of voucher issuance, an otherwise eligible family may be admitted to the program and the family must provide documentation of the child's SSN within 90 days of the effective date of the initial HAP contract. A 90-day extension will be granted if the PHA determines that the participant's failure to comply was due to unforeseen circumstances and was outside of the participant's control.

#### CDA Policy

The CDA will grant one additional 90-day extension if needed for reasons beyond the applicant's control, such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency.

When a participant requests to add a new household member who is at least 6 years of age, or who is under the age of 6 and has an SSN, the participant must provide the complete and accurate SSN assigned to each new member at the time of reexamination or recertification, in addition to the documentation required to verify it. The PHA may not add the new household member until such documentation is provided.

When a participant requests to add a new household member who is under the age of 6 and has not been assigned an SSN, the participant must provide the SSN assigned to each new child and the required documentation within 90 calendar days of the child being added to the household. A 90-day extension will be granted if the PHA determines that the participant's failure to comply was due to unforeseen circumstances and was outside of the participant's control. During the period the PHA is awaiting documentation of the SSN, the child will be counted as part of the assisted household.

#### CDA Policy

The CDA will grant one additional 90-day extension if needed for reasons beyond the participant's control such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency.

Social security numbers must be verified only once during continuously assisted occupancy.

#### CDA Policy

The CDA will verify each disclosed SSN by:

Obtaining documentation from applicants and participants that is acceptable as evidence of social security numbers

Making a copy of the original documentation submitted, returning it to the individual, and retaining a copy in the file folder

Once the individual's verification status is classified as "verified," the PHA may, at its discretion, remove and destroy copies of documentation accepted as evidence of social security numbers. The retention of the EIV Summary Report or Income Report is adequate documentation of an individual's SSN.

#### CDA Policy

Once an individual's status is classified as "verified" in HUD's EIV system, the CDA will not remove and destroy copies of documentation accepted as evidence of social security numbers.

### **7-II.C. DOCUMENTATION OF AGE**

A birth certificate or other official record of birth is the preferred form of age verification for all family members. For elderly family members an original document that provides evidence of the receipt of social security retirement benefits is acceptable.

#### CDA Policy

The CDA will require a valid, current driver's license or government issued photo ID for all adult household members (18 years of age or older) as verification for documentation of age. In certain circumstances where a driver's license or government issued photo ID cannot be provided, the CDA will accept a birth certificate or other documents that support the reported age of the adult family member, along with a self-certification.

The CDA will require a certified birth certificate for all children in the household (under the age of 18) as verification for documentation of age. In certain circumstances where a child's birth certificate cannot be provided, the CDA will require other documents that support the child's age, such as adoption papers, custody agreements, court documents, school records, or documentation from the Department of Health and Human Services, along with a self-certification executed by the parent or guardian of the minor child.

Age must be verified only once during continuously assisted occupancy.

### **7-II.D. FAMILY RELATIONSHIPS**

Applicants and program participants are required to identify the relationship of each household member to the head of household. Definitions of the primary household relationships are provided in the Eligibility chapter.

#### CDA Policy

Family relationships are verified only to the extent necessary to determine a family's eligibility and level of assistance. Certification by the head of household normally is sufficient verification of family relationships. In cases where reasonable doubt exists, the family may be asked to provide verification. For example, the minor child's birth certificate does not list the name of the applicant.



The following verification of guardianship will be required if certification is insufficient:

Birth certificate showing applicant family member's name

Court-ordered assignment

Affidavit of parent

Verification from social services agency

School records

## **Marriage**

### CDA Policy

Certification by the head of household is normally sufficient verification. If the CDA has reasonable doubts about a marital relationship, the CDA will require the family to document the marriage with a marriage certificate or other documentation to verify that the couple is married.

In the case of a common law marriage, the couple must demonstrate that they hold themselves to be married (e.g., by telling the community they are married, calling each other husband and wife, using the same last name, filing joint income tax returns).

## **Separation or Divorce**

### CDA Policy

Certification by the head of household is normally sufficient verification. If the CDA has reasonable doubts about a separation or divorce, the CDA will require the family to provide documentation of the divorce or separation.

A certified copy of a divorce decree, signed by a court officer, is required to document that a couple is divorced.

A copy of a court-ordered maintenance or other court record is required to document a separation.

If no court document is available, documentation from a community-based agency will be accepted.

## **Absence of Adult Member**

### CDA Policy

If an adult member who was formerly a member of the household is reported to be permanently absent, the family must provide evidence to support that the person is no longer a member of the family (e.g., documentation of another address at which the person currently resides such as a lease or utility bill for the absent family member), if the CDA so requests.

## **Foster Children and Foster Adults**

### CDA Policy

Third-party verification from the state or local government agency responsible for the placement of the individual with the family is required.

## 7-II.E. VERIFICATION OF STUDENT STATUS

### General Requirements

#### CDA Policy

The CDA requires families to provide information about the student status of all students who are 18 years of age or older. This information will be verified only if:

The family reports full-time student status for an adult other than the head, spouse, or co-head.

The family reports child care expenses to enable a family member to further their education.

The family includes a student enrolled in an *institution of higher education*.

### Restrictions on Assistance to Students Enrolled in Institutions of Higher Education

This section applies only to students who are seeking assistance on their own, separately from their parents. It does not apply to students residing with parents who are seeking or receiving HCV assistance.

#### CDA Policy

In accordance with the verification hierarchy described in Section 7-1.B, the CDA will determine whether the student is exempt from the restrictions in 24 CFR 5.612 by verifying any one of the following exemption criteria:

The student is enrolled at an educational institution that does not meet the definition of *institution of higher education* in the Higher Education Act of 1965 (see Section Exhibit 3-2).

The student is at least 24 years old.

The student is a veteran, as defined in Section 3-II.E.

The student is married.

The student has at least one dependent child, as defined in Section 3-II.E.

The student is a person with disabilities, as defined in Section 3-II.E, and was receiving assistance prior to November 30, 2005.

If the CDA cannot verify at least one of these exemption criteria, the CDA will conclude that the student is subject to the restrictions on assistance at 24 CFR 5.612. In addition to verifying the student's income eligibility, the CDA will then proceed to verify either the student's parents' income eligibility (see Section 7-III.J) or the student's independence from their parents (see below).

### *Independent Student*

#### CDA Policy

The CDA will verify a student's independence from their parents to determine that the student's parents' income is not relevant for determining the student's eligibility by doing all of the following:

Either reviewing and verifying previous address information to determine whether the student has established a household separate from their parents for at least one year, or reviewing and verifying documentation relevant to determining whether the student meets the U.S. Department of Education's definition of *independent student* (see Section 3-II.E)

Reviewing the student's prior year income tax returns to verify the student is independent or verifying the student meets the U.S. Department of Education's definition of *independent student* (see section 3-II.E)

Requesting and obtaining written certification directly from the student's parents identifying the amount of support they will be providing to the student, even if the amount of support is \$0-, except in cases in which the PHA determines that the student is a *vulnerable youth* (see section 3-II.E)

## **7-II.F. DOCUMENTATION OF DISABILITY**

The PHA must verify the existence of a disability in order to allow certain income disallowances and deductions from income. The PHA is not permitted to inquire about the nature or extent of a person's disability [24 CFR 100.202(c)]. The PHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If the PHA receives a verification document that provides such information, the PHA will not place this information in the tenant file. Under no circumstances will the PHA request a participant's medical record(s). For more information on health care privacy laws, see the Department of Health and Human Services' website at <https://www.hhs.gov/hipaa/index.html> <http://www.hhs.gov/ocr/privacy/>

The above cited regulation does not prohibit the following inquiries, provided these inquiries are made of all applicants, whether or not they are persons with disabilities [VG, p. 24]:

- Inquiry into an applicant's ability to meet the requirements of ownership or tenancy
- Inquiry to determine whether an applicant is qualified for a dwelling available only to persons with disabilities or to persons with a particular type of disability
- Inquiry to determine whether an applicant for a dwelling is qualified for a priority available to persons with disabilities or to persons with a particular type of disability
- Inquiring whether an applicant for a dwelling is a current illegal abuser or addict of a controlled substance
- Inquiring whether an applicant has been convicted of the illegal manufacture or distribution of a controlled substance

### **Family Members Receiving SSA Disability Benefits**

Verification of the receipt of disability benefits from the Social Security Administration (SSA) is sufficient verification of disability for the purpose of qualifying for waiting list preferences (if applicable) or certain income disallowances and deductions [VG, p. 23].

#### CDA Policy

For family members claiming disability who receive disability benefits from the SSA, the CDA will attempt to obtain information about disability benefits through the HUD Enterprise Income Verification (EIV) system. If documentation from HUD's EIV System

is not available, the CDA will request a current (dated within the last 60 days) SSA benefit verification letter from each family member claiming disability status. If the family is unable to provide the document(s), the CDA will ask the family to request a benefit verification letter by either calling SSA at 1-800-772-1213, or by requesting it from [www.ssa.gov](http://www.ssa.gov). Once the applicant or participant receives the benefit verification letter they will be required to provide it to the CDA.

### **Family Members Not Receiving SSA Disability Benefits**

Receipt of veteran's disability benefits, worker's compensation, or other non-SSA benefits based on the individual's claimed disability are not sufficient verification that the individual meets HUD's definition of disability in 24 CFR 5.603.

#### CDA Policy

For family members claiming disability who do not receive disability benefits from the SSA, a knowledgeable professional must provide third-party verification that the family member meets the HUD definition of disability. See the Eligibility chapter for the HUD definition of disability. The knowledgeable professional will verify whether the family member does or does not meet the HUD definition.

## **7-II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS [24 CFR 5.508]**

### **Overview**

Housing assistance is not available to persons who are not citizens, nationals, or eligible immigrants. Prorated assistance is provided for "mixed families" containing both eligible and ineligible persons. A detailed discussion of eligibility requirements is in the Eligibility chapter. This verifications chapter discusses HUD and PHA verification requirements related to citizenship status.

The family must provide a certification that identifies each family member as a U.S. citizen, a U.S. national, an eligible noncitizen or an ineligible noncitizen and submit the documents discussed below for each family member. Once eligibility to receive assistance has been verified for an individual it need not be collected or verified again during continuously-assisted occupancy. [24 CFR 5.508(g)(5)]

### **U.S. Citizens and Nationals**

HUD requires a declaration for each family member who claims to be a U.S. citizen or national. The declaration must be signed personally by any family member 18 or older and by a guardian for minors.

The PHA may request verification of the declaration by requiring presentation of a birth certificate, United States passport or other appropriate documentation.

#### CDA Policy

Family members who claim U.S. citizenship or national status will not be required to provide additional documentation unless the CDA receives information indicating that an individual's declaration may not be accurate.

### **Eligible Immigrants**

#### ***Documents Required***

All family members claiming eligible immigration status must declare their status in the same manner as U.S. citizens and nationals.

The documentation required for eligible noncitizens varies depending upon factors such as the date the person entered the U.S., the conditions under which eligible immigration status has been granted, age, and the date on which the family began receiving HUD-funded assistance. Exhibit 7-2 at the end of this chapter summarizes documents family members must provide.

#### ***PHA Verification*** [HCV GB, pp. 5-3 and 5-7]

For family members age 62 or older who claim to be eligible immigrants, proof of age is required in the manner described in 7-II.C. of this plan. No further verification of eligible immigration status is required.

For family members under the age of 62 who claim to be eligible immigrants, the PHA must verify immigration status with the United States Citizenship and Immigration Services (USCIS).

The PHA will follow all USCIS protocols for verification of eligible immigration status.

## 7-II.H. VERIFICATION OF PREFERENCE STATUS

A PHA must verify any preferences claimed by an applicant that determined placement on the waiting list.

### CDA Policy

The CDA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding. The CDA will verify this preference using the CDA's termination records.

When an applicant claims an additional preference, the applicant will be placed on the applicable waiting list in the appropriate order determined by verification of the newly-claimed preference. Chapter 4 outlines the CDA's preferences. Preference information on applicants will be updated as applicants are selected from the waiting list. At that time, the CDA will verify current status of preferences claimed. Verification documentation is required for each of the following preference categories, as follows:

### Family Unification Preference

In order to verify that an applicant should receive a *Family Unification* preference, the CDA will require a referral from a local public child welfare agency as part of a partnership agreement

### Moving Up Preference

In order to verify that an applicant should receive a *Moving Up* preference, the CDA will require a referral from a CDA approved supportive housing agency as part of a partnership agreement

### Mainstream Preference

Mainstream vouchers assist non-elderly persons with disabilities, under HUD's definition of "persons with disabilities." An applicant receives a Mainstream Preference when the family is comprised of one or more non-elderly (age 18-61) person with disabilities who previously experienced homelessness and who are currently a client in a permanent supportive housing program or in a rapid rehousing project.

*Currently a client in Permanent Supportive Housing Program or Rapid Rehousing Project*

The CDA requires a referral by an assigned supportive housing agency partner (e.g. The Road Home Dane County) who will provide supportive services and who can verify:

#### Mainstream Singles:

Non-elderly adult (age 18 – 61) with disabilities; and

Previously experienced homelessness; and

Currently a client living in permanent supportive housing for at least 4 years, or a rapid rehousing project for at least 6-months

### Mainstream Families:

At least one family household member is a non-elderly adult (age 18 – 61) with disabilities; and

Previously experienced homelessness; and

Currently a client living in permanent supportive housing for at least 2 years, or a rapid rehousing project for at least 6-months

### Involuntarily Displaced Preference

In order to verify that an application should receive the *Involuntarily Displaced* preference, the CDA will require one of the following:

- Verification from Red Cross or Federal Emergency Management (FEMA)
- Certification from a unit or agency of government that the family has been or will be displaced due to un-inhabitability due to a federally declared natural disaster

### FUP Youth Assistance Expiration

In order to verify that an applicant should receive a FUP Youth Assistance Expiration preference, the CDA will verify with the PHA providing FUP assistance to determine the expiration of assistance.

### Residency Preference

In order to verify that an applicant should receive a *Residency* preference, the CDA will require one of the following documents related to the head-of-household, spouse, or cohead:

- Current, signed lease or utility bill in the applicant's name
- CDA Social Service Agency Residency Verification Affidavit completed by a social worker or staff member of a certified social service agency
- A shelter verification letter, if the applicant lives at a shelter
- Most recent motel/hotel receipt, if the applicant is living at a motel/hotel
- Written employer certification, on employer's company-letterhead, if the applicant is hired to work in the City of Madison or in Dane County
- Most recent payroll statement, if the statement includes the local address of employer
- Current school registration documentation showing where the applicant is attending school or training

### Elderly/Disabled/Family Preference

In order to verify that an applicant should receive the *Elderly/Disabled/Family* preference, the CDA will require one of the following documents:

- Unexpired, valid driver's license, government issued ID, or certified birth certificate indicating that the head-of-household, spouse, or co-head is 62 years of age or older

- Current year’s Social Security Proof of Income letter (also referred to as “award letter”) for head-of-household, spouse, or co-head
- Complete name, address, and phone number of medical professional for verification of disability for head-of-household, spouse, or co-head
- Birth certificate for any minor (under the age of 18) children in the household

#### Homeless or Victim of Domestic Abuse Preference

In order to verify that an applicant should receive the *Homeless or Victim of Domestic Abuse* preference, the CDA will require one of the following documents related to the head-of-household, spouse, or cohead:

- Written certification of homelessness from a public or private facility providing shelter
- Transitional housing verification (e.g. rapid rehousing, permanent supportive housing, AODA certified residential program, sober or recovery housing, second chance program)
- CDA Social Service Agency Residency Verification Affidavit completed by a police officer, a social worker, or staff member of a certified social service agency
- A police report documenting an incident of domestic abuse
- Written statement from a social worker, medical professional, or a domestic abuse (e.g. D.A.I.S.) caseworker

#### Rent Burden Preference

~~In order to verify that an applicant should receive the *Rent Burden* preference, the CDA will require verification of income, Rent, and Utility payments related to the head-of-household, spouse, or cohead:~~

##### Income

~~—Income will be verified in accordance with existing procedures used to verify income of all household members to determine eligibility as outlined in Chapter 7, Part III.~~

##### Rent

- ~~• Copy of a lease, occupancy, or rental agreement between the applicant and a property owner/manager. The agreement must have been executed at least 90 days prior to the date verification is made; or~~
- ~~• Copies rent receipts or cancelled checks/money orders showing rent payments were made within the past 90 days; or~~
- ~~• Signed statement from the property owner/manager declaring the amount of rent for which the applicant is responsible, and when the rent amount became effective.~~
  - ~~○ If the property owner / manager is related to the applicant by blood or marriage, the signed statement must be accompanied by either a rental~~



~~agreement executed at least 90 days prior to the date the verification has been made, or copies of at least 90 days' rent receipts, cancelled checks or money orders showing rent payments were made.~~

Utilities

- ~~• Copy of previous 6 months' utility bills; or~~
  - ~~• Print out from the utility company(ies) showing the last 12 months' activity; or~~
  - ~~• The CDA's utility allowance~~
-

## PART III: VERIFYING INCOME AND ASSETS

Chapter 6, ~~Part I~~ of this plan describes in detail the types of income that are included and excluded and how assets and income from assets are handled. Any ~~assets and~~ income reported by the family must be verified. This part provides PHA policies that supplement the general verification procedures specified in Part I of this chapter.

### CDA Policy

~~The following policies do not apply when the CDA uses a safe harbor income determination from a means-tested federal assistance program.~~

### 7-III.A. EARNED INCOME

#### Tips

##### CDA Policy

Unless tip income is included in a family member's W-2 by the employer ~~or in UIV verification sources~~, persons who work in industries where tips are standard will be required to sign a certified estimate of tips received for the prior year ~~and~~ or tips anticipated to be received in the coming year.

#### Wages

##### CDA Policy

~~When the CDA requires third-party verification of wages, F~~for wages other than tips, the family must provide originals of the two most current, consecutive pay stubs.

### 7-III.B. BUSINESS AND SELF EMPLOYMENT INCOME

~~The PHA must obtain written, third-party verification when the income type is not available in EIV. This includes income from self-employment.~~

##### CDA Policy

Business owners and self-employed persons will be required to provide:

~~An audited financial statement for the previous fiscal year if an audit was conducted. If an audit was not conducted, a statement of income and expenses must be submitted and the business owner or self-employed person must certify to its accuracy.~~

~~All schedules completed for filing federal and local taxes in the preceding year.~~

~~Income tax returns with corresponding official tax forms and schedules attached and including third-party receipt of transmission for income tax return filed (i.e., tax preparer's transmittal receipt, summary of transmittal from online source, etc.).~~

If accelerated depreciation was used on the tax return or financial statement, an accountant's calculation of depreciation expense, computed using straight-line depreciation rules.

For self-employed individuals who claim they do not to file tax returns, The CDA will obtain a completed copy of IRS Form 4506-T to verify that no return has been filed.

For those employed in “gig employment” (i.e., those in formal agreements with on-demand companies such as Uber, Lyft, or DoorDash), the CDA will provide a format for the individual to declare their income and expenses. The CDA will also review the printed statement of monthly income from the applicable app for all hours worked and pay received as well as the Schedule C of the individual’s tax return and the corresponding IRS Form 1099 or 1099k.

The CDA will provide a format for any person who is unable to provide such a statement to record income and expenses for the coming year. The business owner/self-employed person will be required to submit the information requested and to certify to its accuracy at all future reexaminations.

At any reexamination the CDA may request documents that support submitted financial statements such as manifests, appointment books, cash books, or bank statements.

If a family member has been self-employed less than three (3) months, the CDA will accept the family member's certified estimate of income and schedule an interim reexamination in three (3) months. If the family member has been self-employed for three (3) to twelve (12) months the CDA will require the family to provide documentation of income and expenses for this period and use that information to project income.

### 7-III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS

For policies governing streamlined income determinations for fixed sources of income, please see Chapter 11.

#### **Social Security/SSI Benefits [Notice PIH 2023-27]**

~~To ensure consistency in the determination of annual Social Security and SSI income, PHAs are required to use EIV-reported Social Security and SSI benefit amounts unless the tenant disputes the EIV-reported amount [Notice PIH 2018-24].~~

#### CDA Policy

~~To verify the SS/SSI benefits of applicants, the CDA will request a current (dated within the last 60 days) SSA benefit verification letter from each family member that receives social security benefits. If the family is unable to provide the document(s), the CDA will help the applicant request a benefit verification letter from SSA’s website [www.ssa.gov](http://www.ssa.gov) or ask the family to request one by calling the SSA at 1-800-772-1213. Once the applicant has received the benefit verification letter they will be required to provide it to the CDA.~~

~~To verify the SS/SSI benefits of participants, the CDA will obtain information about social security/SSI benefits through the HUD EIV System, and confirm with the participant(s) that the current listed benefit amount is correct. If the participant disputes~~

~~the EIV-reported benefit amount, or if benefit information is not available in HUD systems, the CDA will request a current SSA benefit verification letter from each family member that receives social security benefits. If the family is unable to provide the document(s) the CDA will help the participant request a benefit verification letter from SSA's website at [www.ssa.gov](http://www.ssa.gov) or ask the family to request one by calling the SSA at 1-800-772-1213. Once the participant has received the benefit verification letter they will be required to provide it to the CDA.~~

Verification requirements for Social Security (SS) and Supplemental Security Income (SSI) benefits differ for applicants and participants.

For applicants, since EIV does not contain SS or SSI benefit information, the PHA must ask applicants to provide a copy of their current SS and/or SSI benefit letter (dated within the last 120 calendar days) for each family member that receives SS and/or SSI benefits. If the family is unable to provide the document or documents, the PHA should help the applicant request a benefit verification letter from SSA's website at [www.ssa.gov](http://www.ssa.gov) or ask the family to request one by calling SSA at 1-800-772-1213. The PHA must obtain the original benefit letter from the applicant, make a photocopy of the document for the file, and return the original to the family.

For participants, the PHA must obtain information through the HUD EIV system and confirm with the participants that the current listed benefit amount is correct.

- If the participant agrees with the amount reported in EIV, the PHA must use the EIV-reported gross benefit amount to calculate annual income from Social Security. PHAs are required to use the EIV-reported SS and SSI benefit amounts when calculating income unless the tenant disputes the EIV-reported amount. For example, an SSA benefit letter may list the monthly benefit amount as \$450.80 and EIV displays the amount as \$450.00. The PHA must use the EIV-reported amount unless the participant disputes the amount.
- If the participant disputes the EIV-reported benefit amount, or if benefit information is not available in EIV, the PHA must request a current SSA benefit verification letter (dated within the last 120 calendar days) from each family member that receives SS and/or SSI benefits. If the family is unable to provide the document or documents, the PHA should help the participant request a benefit verification letter from SSA's website at [www.ssa.gov](http://www.ssa.gov) or ask the family to request one by calling SSA at 1-800-772-1213. The PHA must obtain the original benefit letter from the participant, make a photocopy of the document for the file, and return the original to the family.

Photocopies of social security checks or bank statements are not acceptable forms of verification for SS/SSI benefits.

### 7-III.D. ALIMONY OR CHILD SUPPORT [Notice PIH 2023-27]

Annual income includes “all amounts received,” not the amount that a family may be legally entitled to receive but which they do not receive. For example, a family’s child support or alimony income must be based on payments received, not the amounts to which the family is entitled by court or agency orders. A copy of a court order or other written payment agreement alone may not be sufficient verification of amounts received by a family.

#### CDA Policy

The methods the PHA will use to verify alimony and child support payments differ depending on whether the family declares that it receives regular payments.

If the family declares that it *receives regular payments*, verification will be obtained in the following order of priority:

Copy of the receipts and/or payment stubs for the ~~60~~90 days prior to CDA request

Third-party verification form from the state or local child support enforcement agency

Third-party verification form from the person paying the support

Family's self-certification of amount received ~~and of the likelihood of support payments being received in the future, or that support payments are not being received.~~

~~If the family declares that it *receives irregular or no payments*, in addition to the verification process listed above, the family must provide evidence that it has taken all reasonable efforts to collect amounts due. This may include:~~

~~A statement from any agency responsible for enforcing payment that shows the family has requested enforcement and is cooperating with all enforcement efforts~~

~~If the family has made independent efforts at collection, a written statement from the attorney or other collection entity that has assisted the family in these efforts~~

Note: Families are not required to undertake independent enforcement action.

### 7-III.E. NONRECURRING INCOME [Notice PIH 2023-27]

Income that will not be repeated beyond the coming year (i.e., the 12 months following the effective date of the certification), based on information provided by the family, is considered nonrecurring income and is excluded from annual income. PHAs may accept a self-certification from the family stating that the income will not be repeated in the coming year.

#### CDA Policy

The CDA will accept self-certification from the family stating that income will not be repeated in the coming year. However, the CDA may choose, on a case-by-case basis, to require third-party verification that income sources will not be repeated in the coming year.

## **7-III.EF. ASSETS AND INCOME FROM ASSETS**

### **Net Family Assets [24 CFR 5.603]**

At admission and reexam, for families with net assets totaling \$50,000 or less (adjusted annually), the PHA may, but is not required to, accept the family's self-certification that the family's assets do not exceed \$50,000 without taking any additional steps to verify the accuracy of the declaration. The declaration must include the amount of income the family expects to receive from assets which must be included in the family's income. This includes declaring income from checking and savings accounts which, although excluded from the calculation of net family assets (because the combined value of non-necessary personal property does not exceed \$50,000), may generate asset income. PHAs must clarify during the self-certification process which assets are included/excluded from net family assets.

For PHAs that choose to accept self-certification, the PHA is required to obtain third-party verification of all assets, regardless of the amount, at least once every three years.

PHAs who choose not to accept self-certifications of assets must verify all families' assets on an annual basis.

When net family assets have a total value over \$50,000, the PHA may not rely on the family's self-certification. Third-party verification of assets is required when net family assets exceed \$50,000, adjusted annually by HUD.

When verification of assets is required, PHAs are required to obtain a minimum of one statement that reflects the current balance of banking/financial accounts.

#### CDA Policy

When verification is required, in determining the value of checking or savings accounts, the CDA will use the current balance.

In determining the anticipated income from an interest-bearing checking or savings account when verification is required and the rate of return is known, the CDA will multiply the current balance of the account by the current rate of interest paid on the account. If a checking account does not bear interest, the anticipated income from the account is zero.

## **Self-Certification of Real Property Ownership [24 CFR 5.618(b)(2)]**

The PHA must determine whether a family has present ownership in real property that is suitable for occupancy for purposes of determining whether the family is compliant with the asset limitation described in Chapters 3 and 12. At admission and reexam, the PHA may accept a self-certification from the family that the family does not have any present ownership in any real property that is suitable for occupancy. If the family declares they have present ownership in real property, the PHA must obtain third-party verification.

### CDA Policy

Both at admission and reexam, the CDA will accept self-certification from the family that the family does not have any present ownership in any real property. The certification will state that the family does not have any present ownership interest in any real property and must be signed by all family members 18 years of age and older. The CDA reserves the right to require additional verification in situations where the accuracy of the declaration is in question.

If the family declares they have a present ownership in real property, the CDA will obtain third-party verification of the following factors: whether the family has the legal right to reside in the property; whether the family has effective legal authority to sell the property; and whether the property is suitable for occupancy by the family as a residence. However, in cases where a family member is a victim of domestic violence, dating violence, sexual assault, or stalking, the CDA will comply with confidentiality requirements under 24 CFR 5.2007 and will accept a self-certification.

### **7-III.G. ~~Assets Disposed of for Less than Fair Market Value~~ ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE**

The family must certify whether any assets have been disposed of for less than fair market value in the preceding two years. HUD permits PHAs to accept a self-certification from a family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28]. A PHA needs to verify only those certifications that warrant documentation [HCV GB, p. 5-28].

#### CDA Policy

The CDA will accept a self-certification from a family as verification of assets disposed of for less than fair market value.

The CDA will verify the value of assets disposed of only if:

The CDA does not already have a reasonable estimation of its value from previously collected information, or

The amount reported by the family in the certification appears obviously in error.

Example 1: An elderly participant reported a \$10,000 certificate of deposit at the last annual reexamination and the PHA verified this amount. Now the person reports that she has given this \$10,000 to her son. The PHA has a reasonable estimate of the value of the asset; therefore, reverification of the value of the asset is not necessary.

Example 2: A family member has disposed of its 1/4 share of real property located in a desirable area and has valued her share at approximately \$5,000. Based upon market conditions, this declaration does not seem realistic. Therefore, the PHA will verify the value of this asset.

### **7-III.FH. NET INCOME FROM RENTAL PROPERTY**

#### CDA Policy

The family must provide:

A current executed lease for the property that shows the rental amount or certification from the current tenant

A self-certification from the family members engaged in the rental of property providing an estimate of expenses for the coming year and the most recent IRS Form 1040 with Schedule E (Rental Income).

If schedule E was not prepared, the CDA will require the family members involved in the rental of property to provide a self-certification of income and expenses for the previous year and may request documentation to support the statement including: tax statements, insurance invoices, bills for reasonable maintenance and utilities, and bank statements or amortization schedules showing monthly interest expense.



### **7-III.I. FEDERAL TAX REFUNDS OR REFUNDABLE TAX CREDITS** **[Notice PIH 2023-27]**

PHAs are not required to verify the amount of the family's federal tax refund or refundable tax credit(s) if the family's net assets are equal to or below \$50,000 (adjusted annually for inflation), even in years when full verification of assets is required or if the PHA does not accept self-certification of assets. PHAs must verify the amount of the family's federal tax refund or refundable tax credits if the family's net assets are greater than \$50,000.

### **7-III.GJ. RETIREMENT ACCOUNTS**

#### CDA Policy

~~The CDA will accept written third-party documents supplied by the family as evidence of the status of retirement accounts.~~

~~The type of original document that will be accepted depends upon the family member's retirement status.~~

~~*Before retirement, the CDA will accept an original document from the entity holding the account with a date that shows it is the most recently scheduled statement for the account but in no case earlier than 6 months from the effective date of the examination.*~~

~~*Upon retirement, the CDA will accept an original document from the entity holding the account that reflects any distributions of the account balance, any lump sums taken and any regular payments.*~~

~~*After retirement, the CDA will accept an original document from the entity holding the account dated no earlier than 12 months before that reflects any distributions of the account balance, any lump sums taken and any regular payments.*~~

The CDA will accept an original document from the entity holding the account dated no earlier than 12 months before that reflects any distributions of the account balance, any lump sums taken, and any regular payments.

### **7-III.HK. INCOME FROM EXCLUDED SOURCES [Notice PIH 2023-27]**

A detailed discussion of excluded income is provided in Chapter 6, Part I.

HUD guidance on verification of excluded income draws a distinction between income which is fully excluded and income which is only partially excluded.

For fully excluded income, the PHA is **not** required to ~~follow the verification hierarchy~~, document why third-party verification is not available, or report the income on the 50058. *Fully excluded income* is defined as income ~~that is entirely~~ where the entire amount qualifies to be excluded from the annual income determination ~~in accordance with 24 CFR 5.609(b) and any Federal Register notice on mandatory exclusions issued by HUD~~ (for example, food stamps, earned income of a minor, or foster care funds) ~~[Notice PIH 2013-04]~~.

PHAs may accept a family's signed application or reexamination form as self-certification of fully excluded income. They do not have to require additional documentation. However, if there is any doubt that a source of income qualifies for full exclusion, PHAs have the option of requiring additional verification.

For partially excluded income, the PHA is required to follow the verification hierarchy and all applicable regulations, and to report the income on the 50058. Partially excluded income is defined as income where only a certain portion of what is reported by the family qualifies to be excluded and the remainder is included in annual income (for example, the income of an adult full-time student, ~~or income excluded under the earned income disallowance~~).

#### CDA Policy

The CDA will accept the family's self-certification as verification of fully excluded income. The CDA may request additional documentation if necessary to document the income source.

The CDA will verify the source and amount of partially excluded income as described in Part 1 of this chapter.

### **7-III.HL. ZERO ~~ANNUAL~~ INCOME STATUS ~~REVIEWS~~ [Notice PIH 2023-27]**

~~A zero income review is an assessment, sometimes periodic, performed by the PHA of the income of a family who claims that they do not receive income from any source, including from assets. During such reviews, it is common for PHAs to request that families complete and sign a worksheet explaining how they pay for the household's expenses. HUD does not require PHAs to conduct periodic zero income reviews. In calculating annual income, PHAs must not assign monetary value to nonmonetary in-kind donations from a food bank or similar organization received by the family [24 CFR § 5.609(b)(24)(vi)]. PHAs that perform zero income reviews must update local discretionary policies, procedures, and forms. Families who begin receiving income which does not trigger an interim reexamination should no longer be considered zero income even though the family's income is not reflected on the Form HUD-50058.~~

#### CDA Policy

~~The CDA will check UIV sources and/or request information from third party sources to verify that certain forms of income such as unemployment benefits, TANF, SS, SSI, and earnings are not being received by families claiming to have zero annual income.~~

~~The CDA will accept a self-certification of zero income from the family at admission and at reexamination without taking any additional steps to verify zero reported income.~~

### **7-III.JM. STUDENT FINANCIAL ASSISTANCE [24 CFR 5.609(b)(9)]**

~~Any financial assistance, in excess of amounts received for tuition, fees, and other required charges that a person attending an institution of higher education receives under the Higher Education Act of 1965, from private sources, or from an institution of higher education must be considered income unless the student is over the age of 23 with dependent children or is residing with parents who are seeking or receiving HCV assistance [24 CFR 5.609(b)(9) and FR 4/10/06].~~

~~For students over the age of 23 with dependent children or students residing with parents who are seeking or receiving HCV assistance, the full amount of student financial assistance is excluded from annual income [24 CFR 5.609(c)(6)]. The full amount of student financial assistance is also excluded for students attending schools that do not qualify as institutions of higher education (as defined in Exhibit 3-2). Excluded amounts are verified only if, without verification, the PHA would not be able to determine whether or to what extent the income is to be excluded (see Section 7-III.H).~~

The regulations under HOTMA distinguish between two categories of student financial assistance paid to both full-time and part-time students. Any assistance to students under section 479B of the Higher Education Act of 1965 (Title IV of the HEA) must be excluded from the family's annual income [24 CFR 5.609(b)(9)(i)]. Any other grant-in-aid, scholarship, or other assistance amounts an individual receives for the actual covered costs charged by the institute of higher education not otherwise excluded by the federally mandated income exclusions are excluded [24 CFR 5.609(b)(9)(ii)].

#### CDA Policy

~~For a student subject to having a portion of their student financial assistance included in annual income in accordance with 24 CFR 5.609(b)(9),~~ The CDA will request written third-party verification of both the source and the amount of student financial assistance. Family-provided documents from the educational institution attended by the student will be requested, as well as documents generated by any other person or entity providing such assistance, as reported by the student.

In addition, ~~unless the student's only source of assistance is assistance under Title IV of the HEA,~~ the CDA will request written verification of the cost of the student's tuition, books, supplies, room and board, and other required fees; and ~~other required~~ charges to the student from the educational institution.

If the CDA is unable to obtain third-party written verification of the requested information, the CDA will pursue other forms of verification following the verification hierarchy in Section 7-I.B.

### **7-III.~~KN~~. PARENTAL INCOME OF STUDENTS SUBJECT TO ELIGIBILITY RESTRICTIONS**

If a student enrolled at an institution of higher education is under the age of 24, is not a veteran, is not married, does not have a dependent child, and is not a person with disabilities receiving HCV assistance as of November 30, 2005, the income of the student's parents must be considered when determining income eligibility, unless the student is determined independent from their parents or a *vulnerable youth* in accordance with PHA policy [24 CFR 5.612 and FR 4/10/06, p. 18146, and FR Notice 9/21/16].

This provision does not apply to students residing with parents who are seeking or receiving HCV assistance. It is limited to students who are seeking or receiving assistance on their own, separately from their parents.

#### CDA Policy

If the CDA is required to determine the income eligibility of a student's parents, the CDA will request an income declaration and certification of income from the appropriate parent(s) (as determined in Section 3-II.E). The CDA will send the request directly to the parents, who will be required to certify to their income under penalty of perjury. The parents will be required to submit the information directly to the CDA. The required information must be submitted (postmarked) within 10 business days of the date of the CDA's request or within any extended timeframe approved by the CDA.

The CDA reserves the right to request and review supporting documentation at any time if it questions the declaration or certification. Supporting documentation may include, but

is not limited to, Internal Revenue Service (IRS) tax returns, consecutive and original pay stubs, bank statements, pension benefit statements, benefit award letters, and other official and authentic documents from a federal, state, or local agency.

## PART IV: VERIFYING MANDATORY DEDUCTIONS

### 7-IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS

The dependent and elderly/disabled family deductions require only that a PHA verify that the family members identified as dependents or elderly/disabled persons meet the statutory definitions. No further verifications are required.

#### Dependent Deduction

See Chapter 6 (~~6-H.B.~~) for a full discussion of this deduction. PHAs must verify that:

- Any person under the age of 18 for whom the dependent deduction is claimed is not the head, spouse, or cohead of the family and is not a foster child
- Any person age 18 or older for whom the dependent deduction is claimed is not a foster adult or live-in aide, and is a person with a disability or a full time student

#### Elderly/Disabled Family Deduction

See Eligibility chapter for a definition of elderly and disabled families and Chapter 6 (~~6-H.C.~~) for a discussion of the deduction. PHAs must verify that the head, spouse, or cohead is 62 years of age or older or a person with disabilities.

### 7-IV.B. HEALTH AND MEDICAL CARE EXPENSE DEDUCTION

Policies related to medical expenses are found in ~~6-H.D.~~ The amount of the deduction will be verified following the standard verification procedures described in Part I.

The PHA must comply with the Health Insurance Portability and Accountability Act (HIPAA) (Pub. L. 104-191, 110 Stat. 1936) and the Privacy Act of 1974 (Pub. L. 93-579, 88 Stat. 1896) when requesting documentation to determine unreimbursed health and medical care expenses. The PHA may not request documentation beyond what is sufficient to determine anticipated health and medical care costs. Before placing bills and documentation in the tenant file, the PHA must redact all personally identifiable information [FR Notice 2/14/23].

#### Amount of Expense

##### CDA Policy

Medical expenses will be verified through:

Written third-party documents provided by the family, such as pharmacy printouts or receipts.

When income is projected at new admission or interim, the CDA will make a best effort to determine what expenses from the past are likely to continue to occur in the future. The CDA will also accept evidence of monthly payments or total payments that will be due for medical expenses during the upcoming 12 months.

Written third-party verification forms if the family is unable to provide acceptable documentation.

When income is projected at new admission or interim, If third-party or document review is not possible, written family certification as to costs anticipated to be incurred during the upcoming 12 months

Before placing bills and documentation in the tenant file, the CDA will redact all personally identifiable information.

If the CDA receives documentation from a verification source that contains the individual's specific diagnosis, information regarding the individual's treatment, and/or information regarding the nature or severity of the person's disability, the CDA will immediately dispose of this confidential information; this information will never be maintained in the individual's file. If the information needs to be disposed of, the CDA will note in the individual's file that verification was received, the date received, and the name and address of the person/organization that provided the verification. Under no circumstances will CDA include an applicant's or resident's medical records in the file [Notice PIH 2010-26].

In addition, PHAs must verify that:

- The household is eligible for the deduction.
- The costs to be deducted are qualified **health and** medical **care** expenses.
- The expenses are not paid for or reimbursed by any other source.
- Costs incurred in past years are counted only once.

### **Eligible Household**

The **health and** medical **care** expense deduction is permitted only for households in which the head, spouse, or co-head is at least 62, or a person with disabilities. PHAs must verify that the family meets the definition of an elderly or disabled family provided in the Eligibility chapter and as described in Chapter 7 (7-IV.A.) of this plan.

### **Qualified Expenses**

To be eligible for the **health and** medical **care** expenses deduction, the costs must qualify as medical expenses. See Chapter 6 (~~6-H.D.~~) for the PHA's policy on what counts as a medical expense.

### **Unreimbursed Expenses**

To be eligible for the **health and** medical **care** expenses deduction, the costs must not be reimbursed by another source.

#### CDA Policy

The family will be required to certify that the **health and** medical **care** expenses are not paid or reimbursed to the family from any source.

## Expenses Incurred in Past Years

### CDA Policy

~~At new admission and interim reexam,~~ When anticipated costs are related to on-going payment of medical bills incurred in past years, the CDA will verify:

The anticipated repayment schedule

The amounts paid in the past, and

Whether the amounts to be repaid have been deducted from the family's annual income in past years

## 7-IV.C. DISABILITY ASSISTANCE EXPENSES

Policies related to disability assistance expenses are found in 6-II.E. The amount of the deduction will be verified following the standard verification procedures described in Part I.

~~The PHA must comply with the Health Insurance Portability and Accountability Act (HIPAA) (Pub. L. 104-191, 110 Stat. 1936) and the Privacy Act of 1974 (Pub. L. 93-579, 88 Stat. 1896) when requesting documentation to determine unreimbursed auxiliary apparatus or attendance care costs. The PHA may not request documentation beyond what is sufficient to determine anticipated reasonable attendant care and auxiliary apparatus costs. Before placing bills and documentation in the tenant file, the PHA must redact all personally identifiable information [FR Notice 2/14/23].~~

### Amount of Expense

#### *Attendant Care*

### CDA Policy

~~The CDA will accept written third-party documents provided by the family.~~

~~If family provided documents are not available, the CDA will provide a third-party verification form directly to the care provider requesting the needed information.~~

Expenses for attendant care will be verified through:

Written third-party documents provided by the family, such as receipts or cancelled checks.

Third-party verification form signed by the provider, if family-provided documents are not available.

~~When income is projected at new admission or interim,~~ If third-party verification is not possible, written family certification as to costs anticipated to be incurred for the upcoming 12 months.

~~Before placing bills and documentation in the tenant file, the CDA will redact all personally identifiable information.~~

~~If the CDA receives documentation from a verification source that contains the individual's specific diagnosis, information regarding the individual's treatment, and/or information regarding the nature or severity of the person's disability, the CDA will immediately dispose of this confidential information; this information will never be~~

maintained in the individual's file. If the information needs to be disposed of, the CDA will note in the individual's file that verification was received, the date received, and the name and address of the person/organization that provided the verification. Under no circumstances will CDA include an applicant's or resident's medical records in the file [Notice PIH 2010-26].

### ***Auxiliary Apparatus***

#### CDA Policy

Expenses for auxiliary apparatus will be verified through:

Written third-party documents provided by the family, such as billing statements for purchase of auxiliary apparatus, or other evidence of monthly payments or total payments that will be due for the apparatus during the upcoming 12 months.

Third-party verification form signed by the provider, if family-provided documents are not available.

If third-party verification is not possible, written family certification of estimated apparatus costs for the upcoming 12 months.

In addition, PHAs must verify that:

- The family member for whom the expense is incurred is a person with disabilities (as described in 7-II.F above).
- The expense permits a family member, or members, to work (as described in **Chapter 6-H.E.**).
- The expense is not reimbursed from another source (as described in **Chapter 6-H.E.**).

#### **Family Member is a Person with Disabilities**

To be eligible for the disability assistance expense deduction, the costs must be incurred for attendant care or auxiliary apparatus expense associated with a person with disabilities. The PHA will verify that the expense is incurred for a person with disabilities (See 7-II.F.).

#### **Family Member(s) Permitted to Work**

PHAs must verify that the expenses claimed actually enable a family member, or members, (including the person with disabilities) to work.

#### CDA Policy

The CDA will request third-party verification from a rehabilitation agency or knowledgeable medical professional indicating that the person with disabilities requires attendant care or an auxiliary apparatus to be employed, or that the attendant care or auxiliary apparatus enables another family member, or members, to work (See 6-II.E.). This documentation may be provided by the family.

If third-party verification has been attempted and is either unavailable or proves unsuccessful, the family must certify that the disability assistance expense frees a family member, or members (possibly including the family member receiving the assistance), to work.



## **Unreimbursed Expenses**

To be eligible for the disability expenses deduction, the costs must not be reimbursed by another source.

### CDA Policy

The family will be required to certify that attendant care or auxiliary apparatus expenses are not paid by or reimbursed to the family from any source.

## **7-IV.D. CHILD CARE EXPENSES**

Policies related to child care expenses are found in Chapter 6 (6-II.F). The amount of the deduction will be verified following the standard verification procedures described in Part I of this chapter. In addition, PHAs must verify that:

- The child is eligible for care (12 years of age or younger).
- The costs claimed are not reimbursed.
- The costs enable a family member to work, actively seek work, or further their education.
- The costs are for an allowable type of child care.
- The costs are reasonable.

### **Eligible Child**

To be eligible for the child care deduction, the costs must be incurred for the care of a child under the age of 13. The PHA will verify that the child being cared for (including foster children) is under the age of 13 (See 7-II.C.).

### **Unreimbursed Expense**

To be eligible for the child care deduction, the costs must not be reimbursed by another source.

### CDA Policy

The family will be required to certify that the child care expenses are not paid by or reimbursed to the family from any source.

### **Pursuing an Eligible Activity**

The PHA must verify that the family member(s) that the family has identified as being enabled to seek work, pursue education, or be gainfully employed, are actually pursuing those activities.

### CDA Policy

#### *Information to be Gathered*

The CDA will verify information about how the schedule for the claimed activity relates to the hours of care provided, the time required for transportation, the time required for study (for students), the relationship of the family member(s) to the child, and any special needs of the child that might help determine which family member is enabled to pursue an eligible activity.

### *Seeking Work*

Whenever possible the CDA will use documentation from a state or local agency that monitors work-related requirements (e.g., welfare or unemployment). In such cases the CDA will request family-provided verification from the agency of the member's job seeking efforts to date and require the family to submit to the CDA any reports provided to the other agency.

In the event third-party verification is not available, the CDA will provide the family with a form on which the family member must record job search efforts. The CDA will review this information at each subsequent reexamination for which this deduction is claimed.

### *Furthering Education*

The CDA will request third-party documentation to verify that the person permitted to further their education by the child care is enrolled and provide information about the timing of classes for which the person is registered. The documentation may be provided by the family.

### *Gainful Employment*

The CDA will seek third-party verification of the work schedule of the person who is permitted to work by the child care. In cases in which two or more family members could be permitted to work, the work schedules for all relevant family members may be verified. The documentation may be provided by the family.

## **Allowable Type of Child Care**

The type of care to be provided is determined by the family, but must fall within certain guidelines, as discussed in Chapter 6.

### CDA Policy

The CDA will verify that the type of child care selected by the family is allowable, as described in Chapter 6 (6-II.F).

The CDA will verify that the fees paid to the child care provider cover only child care costs (e.g., no housekeeping services or personal services) and are paid only for the care of an eligible child (e.g., prorated costs if some of the care is provided for ineligible family members).

The CDA will verify that the child care provider is not an assisted family member. Verification will be made through the head of household's declaration of family members who are expected to reside in the unit.

## **Reasonableness of Expenses**

Only reasonable child care costs can be deducted.

### CDA Policy

The actual costs the family incurs will be compared with the CDA's established standards of reasonableness for the type of care in the locality to ensure that the costs are reasonable.

If the family presents a justification for costs that exceed typical costs in the area, the CDA will request additional documentation, as required, to support a determination that the higher cost is appropriate.



**EXHIBIT 7-1: SUMMARY OF DOCUMENTATION REQUIREMENTS  
FOR NONCITIZENS [HCV GB, pp. 5-9 and 5-10]**

- All noncitizens claiming eligible status must sign a declaration of eligible immigrant status on a form acceptable to the PHA.
- Except for persons 62 or older, all noncitizens must sign a verification consent form
- Additional documents are required based upon the person's status.

**Elderly Noncitizens**

- A person 62 years of age or older who claims eligible immigration status also must provide proof of age such as birth certificate, passport, or documents showing receipt of SS old-age benefits.

**All other Noncitizens**

- Noncitizens that claim eligible immigration status also must present the applicable USCIS document. Acceptable USCIS documents are listed below.

<ul style="list-style-type: none"> <li>• Form I-551 Alien Registration Receipt Card (for permanent resident aliens)</li> <li>• Form I-94 Arrival-Departure Record annotated with one of the following: <ul style="list-style-type: none"> <li>• “Admitted as a Refugee Pursuant to Section 207”</li> <li>• “Section 208” or “Asylum”</li> <li>• “Section 243(h)” or “Deportation stayed by Attorney General”</li> <li>• “Paroled Pursuant to Section 221 (d)(5) of the USCIS”</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Form I-94 Arrival-Departure Record with no annotation accompanied by: <ul style="list-style-type: none"> <li>• A final court decision granting asylum (but only if no appeal is taken);</li> <li>• A letter from a USCIS asylum officer granting asylum (if application is filed on or after 10/1/90) or from a USCIS district director granting asylum (application filed before 10/1/90);</li> <li>• A court decision granting withholding of deportation; or</li> <li>• A letter from an asylum officer granting withholding or deportation (if application filed on or after 10/1/90).</li> </ul> </li> </ul>
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<ul style="list-style-type: none"> <li>• Form I-688 Temporary Resident Card annotated “Section 245A” or Section 210”.</li> </ul>	<ul style="list-style-type: none"> <li>• Form I-688B Employment Authorization Card annotated “Provision of Law 274a.12(11)” or “Provision of Law 274a.12”.</li> </ul>
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- A receipt issued by the USCIS indicating that an application for issuance of a replacement document in one of the above listed categories has been made and the applicant’s entitlement to the document has been verified; or
- Other acceptable evidence. If other documents are determined by the USCIS to constitute acceptable evidence of eligible immigration status, they will be announced by notice published in the *Federal Register*

