

Verifications For CalFresh

Published Date: January 1, 2014  
Published By: E103  
Last Revised Date: May 14, 2019  
Last Published By: E103

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## Table of Contents

I. Summary ..... 1  
II. General..... 1  
III. Verification Process for Expedited Services (ES)..... 3  
IV. Types of Verification ..... 4  
V. Mandatory Verification..... 4  
VI. Residency ..... 7  
VII. Verification for Potential Deductions ..... 12  
VIII. Verification of Questionable Information..... 16  
VII. Verification Case Actions..... 16  
IX. References ..... 17

### I. Summary

This handbook has been updated to remove gross earned income and unearned income. Gross earned income, unearned income information has been relocated to the upcoming CalFresh Handbook 63-05.32 Income and Deductions.

This handbook has been updated to remove the verification requirement for shelter expenses (including utilities), unless shelter expenses have been deemed questionable.

All changes are in purple.

[Back to Table of Content](#)

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### II. General

Verification is the use of third party information or documentation to establish the accuracy of statements on the application. Prior to determining eligibility for applicant households,

sufficient information concerning the applicant's situation must be obtained in order for the Eligibility Services Technician (EST) to make an informed judgment as to the household's eligibility. Verification and documentation are used for making this judgment and recording the decision-making process in the case.

The EST shall use documentary evidence as the primary source of verification when verification is required to make benefit determination, with the exception of residency and household size. Documentary evidence consists of a written or printed confirmation of a household's circumstances.

The household has the primary responsibility for providing documentary evidence, any documents which reasonably supports the statements made on the application and to resolve any questionable information. The EST shall accept any reasonable documentary evidence supplied by the household. Focus should be on how adequately the documentary evidence supports/proves the statements on the application.

Although documentary evidence is the primary source of verification, acceptable verification will not be limited to a single type of document and may be obtained through the household or other source. If it is difficult for the household to obtain the documentary evidence in a timely manner or the household has presented insufficient documentation, the EST shall offer assistance to the household in obtaining the verification requested.

### **Preventing Over Verification**

Over verification is when clients are unnecessarily required to provide verification. Over verification can make it more difficult for clients to access CalFresh benefits and should be avoided.

#### **A. Verification Reduction Strategies**

- Ensuring mandatory verification is only requested when needed to document household's eligibility.
- Not limiting verification to any single type of document, if multiple sources are available.
- Utilizing collateral contacts made by the county to appropriate third-party sources.
- Utilizing self-certifications obtained through the household, where permitted.
- Only requesting "optional verification" for the purposes of maximizing benefits.
- Identifying "questionable information."
- Not requiring verification for information that hasn't changed at recertification or since the last report.

**Reminder:** Requesting a customer submit additional verification when an acceptable form of verification is already on file is considered over verification and should be avoided.

#### **B. Identifying Questionable Information**

To be considered questionable, the information on the application must be inconsistent with statements made by the applicant or with other information received by the county.

If considered questionable, the EST should always document in CalWIN Case Comments why the information was considered questionable and what documentation was used to resolve the questionable information.

**Reminder:** An affidavit is only required when information provided on the CalFresh application or during an interview is inconsistent or questionable.

[Back to Table of Content](#)

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### III. Verification Process for Expedited Services (ES)

For CalFresh applications that are eligible for expedited services certain verifications are postponed. Verification of identity is the only verification that must be provided by ES households. All reasonable efforts must be made to verify other eligibility factors before issuing ES. However, benefits cannot be delayed beyond the ES issuance deadline of 3 calendar days in order to obtain the verification(s).

To expedite the certification process, the EST shall make the following exceptions to normal processing requirements and shall postpone verification. When any required verification is postponed, the item of verification and the reason for postponing must be clearly documented in CalWIN case comments.

#### A. Identification

- Positive ID must be obtained for the applicant prior to issuing ES.
- A picture identification (ID) is not required.
- ESTs shall not require specific verification from any household.
- ESTs shall accept any document that reasonably establishes the applicant's identity.

#### B. Gross Nonexempt Income

The household's income statement, including a statement that the household has no income, shall be verified through readily available documentary or a collateral contact whenever it can be done within the ES processing standards. Benefits shall not be **delayed beyond those standards solely because income has not been verified.**

#### C. Social Security Number (SSN)

ES households are not required to furnish or apply for a SSN until after they have received their first allotment, but must do so before their second allotment. Households applying after the 15th of the month that receives two months benefits at one time will be considered to have received one issuance for the two months.

### Work Registration

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The EST should attempt to verify any questionable work registration exemptions, but shall postpone these efforts if they cannot be accomplished within the ES processing standards.

**D. Other Eligibility Factors**

The EST may verify all other required factors prior to certification provided that the verification can be accomplished within the ES processing standards.

[Back to Table of Content](#)

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IV. **Types of Verification**

There are two types of verification; documentary evidence and collateral contacts.

**A. Documentary Evidence**

Documentary evidence is written confirmation of a household's circumstances. The EST should use documentary evidence as the primary source of verification for all items except residence and household size. Examples of documentary evidence are:

- wage stubs
- rent receipts
- medical bills
- utility bills
- bank statements

Acceptable verification should not be limited to any single type of document. This evidence may be obtained through the household or another source. When the documentary evidence is insufficient to make a determination of eligibility, the EST may either continue to attempt to obtain adequate documentary evidence or require a collateral contact.

**B. Collateral Contacts**

Collateral contact is a verbal confirmation of a household's circumstances by a person outside the household. This verbal confirmation may be received in person or over the telephone. Collateral contact should not be restricted to a particular individual. It can be anyone who can be expected to provide an accurate third party verification of the household's statement. Examples of collateral contacts are:

- employers
- landlords
- social service agencies
- neighbors of the household

**Note:** ESTs can use the [All-Program Verification Matrix](#) or [CalFresh specific Verification Matrix](#) as a reference tool.

[Back to Table of Content](#)

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V. **Mandatory Verification**

The EST shall verify the following information prior to certification:

**A. Identification**

The applicant's identity must be verified. Identification is also required for an authorized representative that is applying on behalf of a household. Identity may be verified through documentary evidence or collateral contact. **No requirement for a specific type of document may be imposed.** The following are examples of acceptable verification of identity:

- Social Security Card or other document containing a social security number
- Drivers license
- A work or school ID
- An ID for health benefits or another assistance program.
- Wage stub
- Birth certificate
- Other document that reasonably establishes the customers identity

**B. Social Security Numbers**

Applicant or recipient households are required to provide the Social Security Number (SSN) or application for a SSN for each household member that is requesting CalFresh. SSN are verified through IEVS. Acceptable verification of the SSN includes:

- Sight verification of the household member's Social Security card of any official document containing the SSN
- Match of the SSN with previously verified CalWORKs, Medi-Cal or other Public Assistance (PA) case document
- If the SSN cannot be verified, an application for a SSN is to be verified by a receipt from the Social Security Administration Agency.

Household members who fail without good cause to provide or apply for a SSN will be ineligible to participate until compliance occurs. The ineligibility applies only to the household member whose SSN was not provided and not the entire household.

**C. Gross Nonexempt Income**

Gross nonexempt income is the combined earned and unearned income from any source that is not excluded. All gross nonexempt income must be verified. **When all attempts to verify the income have been unsuccessful because the person or organization providing the income has failed to cooperate, an applicant's sworn statement, as a last resort, may be accepted.**

**D. Residency**

Residency shall be verified except in unusual situations such as homeless households. The household shall not be required to reside in a permanent dwelling or have a fixed mailing address as a condition of eligibility. Acceptable evidence of residency includes but is not limited to:

- Rent receipt/agreement or mortgage payment
- Utility bill
- ID with address (drivers license or State ID)
- Any document or collateral contact that reasonably establishes the customers residence

**E. Non-Citizen Status**

The EST shall determine if the household member is a qualified non-citizen based on the INS documents. Verification can be postponed for ES or up to six months when the county has submitted documents to INS, checking on the individuals eligible status. The INS number must be entered into SAVE to verify the individuals status.

- Verify the immigration status of only those individuals who are applying for CalFresh benefits. A noncitizen may choose to "opt out" and apply only for the other household members.
- Do not delay the approval of CalFresh benefits for the other household members, if otherwise eligible or deny the case for failure to provide. Classify that person and/or the household member as an ineligible noncitizen.

Note: An expired I-551 card is an acceptable form of documentation as lawful permanent residents do not lose their lawful permanent resident status. However, an expired card would represent questionable verification, at intake or recertification. If the I-551 card is expired, the EST shall request secondary verification through a SAVE report to clarify the discrepancy. The noncitizen will continue to receive benefits pending response from USCIS if otherwise eligible.

Refer to [CalFresh Handbook 63-04.07](#) Non-Citizen Eligibility/Sponsor, for more information.

**F. Sponsored Non-Citizen**

The name, address and phone number of the non-citizens sponsor along with an affidavit of support (INS form I-864 and/or I-846A) or INS card shall be requested. The income and resources of the sponsor and the sponsor's spouse (if spouse also signed the affidavit of support) is required. The name and other identifying factors of all other immigrants for whom the sponsor has signed an affidavit of support.

ESTs may use the SAR 22, Sponsor's Statement of Facts form to obtain the sponsor's information.

Refer to [CalFresh Handbook 63-04.07](#) Non-Citizen Eligibility/Sponsor, for more information.

**G. Disability**

The household must provide verification of disability unless the county already has verification on file. Individuals receiving Supplemental Security Income (SSI) or Social Security (Title II) are considered disabled if they provide verification that they are receiving these benefits or if this information can be obtained electronically through the Applicant Income and Eligibility Verification System (IEVS) or MEDS. The same applies to recipients of Veterans Benefits or Railroad Disability Benefits. Failure to verify a **disability** is not a basis for denying or discontinuing a case. If disability cannot be verified within 30 days of the date of application, the household's eligibility and benefit level should be determined by applying the gross income test.

Medical verification of a disability is required for the following:

- Classification as an elderly/disabled household for SAR and Change Reporting

- Allowance of a deduction for excess medical expenses
- Exemption from Work Registration or CFET
- Separate household status for an individual whose disability prevents him/her from purchasing and preparing meals separately.

#### H. Liquid Resources and Loans

Liquid resources and whether monies received by a household are loans shall be verified. When verifying whether income is exempt as a loan, a legally binding agreement is not required. A simple statement signed by both parties that indicates that the payment is a loan and must be repaid shall be sufficient verification.

However, if the household receives payments on a recurrent or regular basis from the same source but claims the payments are loans, further clarification by the provider must be obtained in an affidavit which states that repayments are being made or that payments will be made in accordance with an established repayment schedule. If the verification of the loan is not met or unclear the recurring loan may be considered nonexempt income.

#### I. Able-Bodied Adults without Dependents (ABAWD)

Effective September 1, 2019, the ABAWD individuals' work hours and/or countable months must be verified. In addition, if an ABAWD individual is exempt from the work requirement certain exemptions must be verified.

See the [ABAWD Exemption Verification Reference Chart](#) for more information.

[Back to Table of Content](#)

## VI. Residency

Under certain circumstances, a client may have the majority of their EBT transactions occur in another county/state without having their case intercounty transferred or discontinued. Clients may temporarily reside in another county/state as long as they have intent to return to their home county and they continue to meet their reporting requirements. However, if the client has not returned within a year of the discovery date and their EBT usage is still in another state/county the case shall either be transferred to the other county or discontinued.

If it is discovered that the majority of a client's EBT usage was in another county or information is received where the household's eligibility is questionable,

The EST shall do the following:

1. Send a CF 387 Request for Information (RFI) to the household's last known address (which may be the county office's homeless mail) to request verification that will clarify eligibility.
  - a. For those in the Service Center, create a 10 day "Need Letter" case action.
2. Complete case comments describing the discovery, actions taken, and due date of RFI.

## Verifications For CalFresh

3. If the household responds to the RFI stating that it is temporarily in another county caring for a sick relative, fleeing domestic abuse, or for any other reason, but intends to return to Alameda County, the EST shall not make any eligibility determination on the case.
  - a. Update mailing address in CalWIN to reflect the new address in the other county. Document in case comments the new address in the other county.  
**Note:** The client may request the existing Alameda County address remain the same. In this case, no changes should be made to the mailing address but the new address should be documented in case comments.
  - b. If applicable, complete the Temporary County field or Out of State field in the **Display Individual Residency Summary** indicating the county/state they are temporarily residing in.
  - c. Complete case comments detailing the information provided by the client.
  - d. For those in the Service Center, mark the 10 day "Need Letter" case action complete.
4. If the household does not respond, the household's benefits shall be terminated at the end of the month in which a 10-day notice can be provided for failing to respond to the RFI.
  - a. For those in the Service Center, mark the 10 day "Need Letter" case action complete.
  - b. Complete case comments describing the status of the case and actions taken.
5. If the household does not respond, the household's benefits shall be terminated at the end of the month in which a 10-day notice can be provided for failing to respond to the RFI.
  - a. For those in the Service Center, mark the 10 day "Need Letter" case action complete.
  - b. Complete case comments describing the status of the case and actions taken.

**SAR 7 and Recertification**

The EST shall:

1. Review case comments to note the date of discovery of the client's temporary change in residence.
2. Check EBT Usage in CalWIN to determine if the client has returned to Alameda County or if they are still using benefits in the other county/state
3. If during SAR 7 or Recertification the client is still using benefits in another county/state but it has not been a year since the discovery date.
  - a. Process the SAR 7 and Recertification using current business practices
  - b. Complete case comments indicating that the EST has reviewed EBT usage and date of discovery has not reached or exceeded a year
  - c. For those in the Service Center, mark all associated case actions as complete
4. If during the SAR 7 or Recertification the client is still using benefits in another county/state but it has been a year or more since discovery date.
  - a. Send a CF 387 Request for Information (RFI) to the household's last known address (which may be the county office's homeless mail) to request verification that will clarify eligibility.



- i. For those in the Service Center, create a 10 day "Need Letter" case action.
  - b. Complete case comments describing the reasoning for sending a CF 387, actions taken, and due date of CF 387.
  - c. If the household responds stating that they are still residing in the other county of residence the EST shall complete an intercounty transfer to the other county
  - d. If the household does not respond to the CF 387, discontinue the case with 10 day notice.
5. For clients residing temporarily out of state where benefits have been used over a year in the other state, discontinue the case. No notice of action is required.

**Important Note:** SIU referrals should only be submitted should the household refuse to provide additional necessary information or the household provides conflicting information after the EST has attempted to clarify their residency.

#### A. Temporary Absences

Temporary absences refer to clients who are temporarily residing in another county for various reasons but intend to return to their initial county of residence.

**Note:** Determined temporary absences will not result in the discontinuance of benefits.

##### Example 1:

A household lives in Alameda County but the husband has been temporarily relocated for three months to Santa Clara County for his job. He intends to return to Alameda County once his job in Santa Clara County has ended. In this example, the household continues their residency in Alameda County while the husband may use CalFresh benefits in Santa Clara County.

##### Example 2:

Alameda County receives an EBT usage report indicating that a client has been accessing their benefits in another county for an extended period of time. The county attempted to contact the client by sending a CF 387 Request for Information (RFI) to the last known address. The household responds stating that it is temporarily in another county caring for a sick relative, or fleeing domestic abuse, or any other reason, but intends to return. As long as the household continues to meet its reporting requirements, no ICT shall be initiated and Alameda County shall maintain the case. However, if the household has not returned to Alameda County within one year, the household will be considered to have changed its county of residence and an ICT shall be initiated to transfer benefits.

#### B. Out-of-State

Out-of-State refers to clients who are in a state other than their established state of residence for various reasons but may intend to return to their state of residence at some point.

As long as the household continues to meet its reporting requirements and has to return to Alameda County, the EST shall not make eligibility determination on the case.

However, if the household has not returned to Alameda County within one year of the discovery date, the household will be considered to have changed its state of residency and shall be discontinued. No notice of action is required.

**Example 1:**

Alameda County receives an EBT usage report indicating that a client has been accessing their benefits in another state for an extended period of time. The EST must attempt to contact the client by sending an RFI to the last known address to determine if the client has moved to the other state or intends to return to Alameda County. The household responds stating that they are temporarily in another state caring for a sick relative, or fleeing domestic abuse, or any other reason, but intends to return to Alameda County. The EST will not discontinue the case and will continue to maintain the case as long as the client meets reporting requirements.

**Example 2:**

Alameda County receives an EBT usage report indicating that a client has been accessing their benefits in another state for an extended period of time. The county must attempt to contact the client by sending an RFI to the last known address to determine if the client has moved to the other state or intends to return to Alameda County. If the household does not respond, the household's benefits shall be terminated for failing to respond to the RFI as described in CalFresh Handbook 63-03.04.

**Example 3:**

Alameda County receives an EBT usage report indicating that a client has been accessing their benefits in another state for an extended period of time. The county must attempt to contact the client by sending an RFI to the last known address. The household responds that they are residing in another state. No notice of action is required. The household's benefits shall then be terminated for loss of residency or for having moved out of state.

**C. Homeless Households**

There may be circumstances in which homeless recipients move and access their benefits in counties (or states) other than the county that they identify as their county of residence.

Out-of-county or out-of-state usage alone is not justification to determine that the recipients are actually residing in the other county (or state). Homeless individuals are still required to return to their county of residence within a year if they have been identified as having out of county EBT usage.

**Note:** An individual who is residing in the residence of another individual can be classified as "homeless" for a maximum of 90 days. If the individual moves into a different temporary residence situation, a new 90 day period begins. There is no limit on the number of times an individual can be identified as homeless.

**D. Persons Applying in California who live in another state**

Individuals who are staying in California but states they reside in a different state do not meet residency requirements for CalFresh.

**Example:**

Client applies for CalFresh benefits in Alameda County. The client discloses that she is visiting friends and will be staying for several months with an unknown return date. She is financially eligible for CalFresh, but states her residency is in Washington. Her application must be denied. She should be instructed to apply in Washington.

**E. Reporting Requirements**Mid-Period Reporting

Households are not required to report changes of address mid-period but are encouraged to report if their address changes. The change may be reported by telephone, personal contact, or by mail, and may be reported by a household member or the household's authorized representative.

Refer to [CalFresh Handbook 63-05.18](#) for more information on Mid-Period Reporting.

Semi-Annual Reporting (SAR)

Households are not required to report changes of address other than at application, recertification, or submission of the SAR 7.

If a recipient does report that a household member (or the entire household) has moved out of state at any other time, the EST shall terminate benefits for the individual or the entire household at the end of the month.

Refer to [CalFresh Handbook 63-05.05](#) for more information SAR 7 Reporting.

**F. Mail Returned as “Undeliverable” or Addressee Unknown**

Cases cannot be discontinued based on "whereabouts unknown." The discontinuance must be based on an established loss of residency gained from reliable information which indicates a move out of the county or state.

Therefore, if mail is sent to the household's address of record and is returned as "undeliverable" or "addressee unknown," the EST shall not assume a loss of residence in Alameda County. There must be, as determined by the EST and the criteria stated above, sufficient information to make a determination of eligibility.

Examples include;

- a pattern of returned mail continues, the EST has made multiple attempts to reach the household but is unable to reach them;
- appointments for recertification are sent to the household and have come back as returned mail to the county,

a call from another county indicates an application in the other county.

[Back to Table of Content](#)

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Verifications For CalFresh

VII. Verification for Potential Deductions

Verification for potential deductions are not mandatory and should not be required as part of the certification. A CalFresh application shall not be denied if a household fails to provide any requested verification for a deduction that has been reported on the application but has not been verified. The households eligibility and benefit level shall be determined without allowing a deduction for the unverified expense.

The following are potential deductions:

**A. Shelter Expense**

Shelter costs are based on what the household has been billed for and does not matter if the household has paid the bill. However, the household cannot claim the unpaid balance of shelter expenses from an earlier month. Additionally, the first month rent is allowed in that month as a shelter deduction even if the household paid first and last month's rent.

Allowable Shelter Expense	Nonallowable Shelter Expense
<ul style="list-style-type: none"> <li>• Rent</li> <li>• Mortgage Payments</li> <li>• Loan Repayments for a Mobile Home Purchase</li> <li>• Property Tax</li> <li>• Insurance on the Structure</li> <li>• Mandatory Homeowners Association Fees</li> <li>• Home Repairs</li> <li>• Vacant Residence, as long as the resident intends to return</li> </ul>	<ul style="list-style-type: none"> <li>• Late charges</li> <li>• Security or Cleaning Charges/Deposits</li> <li>• Home equity loan</li> <li>• Garage rental</li> <li>• Appliance rental</li> <li>• Insurance on the Dwelling's Contents (i.e. furniture or personal belongings)</li> <li>• Housing Costs Claimed as a Business Expense</li> <li>• Paid by Exempt Income-in-Kind. (i.e. property manager receives free rent in addition to salary)</li> <li>• Paid By Exempt Vendor Payment (i.e. relative or organization is paying rent directly to rental)</li> </ul>

Verification of shelter costs (including utilities) is only required if the amount being claimed is considered questionable. To be considered questionable, the information on the application must be inconsistent with statements made by the applicant and/or inconsistent with other information received.

A sworn statement may be used for households to complete and certify under the penalty of perjury of the household's obligated shelter costs if the amount being claimed if questionable.

**Note:** Should a request for verification of questionable shelter expense be made, do not delay the approval of a CalFresh application or discontinue a CalFresh case because verification is not submitted by the household.

**B. Utility Expense**

## Verifications For CalFresh

If the household wishes to claim its actual utility expense in excess of the Standard Utility Allowance (SUA) verification must be provided before the deduction may be granted. The household may claim a utility expense for an unoccupied home if verification is provided (SUA may not be granted in this situation).

### C. Standard Utility Allowance (SUA)

SUA may be allowed if the household incurs heating and cooling costs separate and apart from their rent or mortgage payments. Verification of SUA may include a bill, rental agreement or statement from the landlord when actual usage are billed on a monthly bases and determined through individual metering.

### D. Dependent Care Expenses

Dependent care expenses are only allowed if the service is provided by someone outside of the household, and the household makes an out-of-pocket payment for the service.

A dependent care expense should be allowed as a deduction when dependent care is necessary to:

- accept or continue employment,
- comply with CalFresh Employment & Training program requirements, or
- attend training or pursue education which will lead to employment.

Allowable dependent care costs include:

- Costs of care given by an individual, provider, or care facility;
- Transportation costs to and from the care facility, and
  - Calculated by multiplying the number of round trip miles by the federal mileage reimbursement rate (current reimbursement rates can be found at [IRS Standard Mileage Rate](#))
    - Dependent Care for Children: Business Mileage Rate
    - Dependent Care for Incapacitated Individuals: Medical Mileage Rate
  - The ESTs may use MapQuest or Google Maps to determine mileage between locations.
- Activity or other fees associated with the care provided to the dependent that are necessary for the households to participate in care.
  - Examples include: late pick up fees, field trips, etc.

ESTs shall enter case comments detailing the breakdown of costs included in the total amount deducted.

**Example:** A dependent care deduction of \$399.96 was given to John Smith, incapacitated household member, (\$300 for monthly fees and \$99.96 in transportation fees). Transportation was calculated by multiplying round trip miles (49 miles/day for 3 days/week x 4 weeks in the month = 558 miles round trip by the current IRS Standard mileage rate of 0.17/mile.  $558 * 0.17 = \$99.96$ .)

#### Dependent care of an incapacitated CalFresh household member:

Dependent care costs are deductible for children under the age of 18 or an incapacitated person of any age in need of care. Incapacitation refers to any permanent or temporary condition that

prevents an individual from participating fully in normal activities. The dependent care deduction is only allowable if the incapacitated CalFresh household member is expected to comply with CalFresh work requirements, or who is working, in training or education programs, or seeking work.

**Example:** An incapacitated individual attends an educational day program for job skills. The cost of attending the day program would be allowable as a dependent care deduction. This also includes transportation costs.

*Dependent Care Budgeting:*

The dependent care deduction is the actual cost for the care of a child or other dependent. The dependent care deduction should not include any amount that is covered by a subsidy.

**Example:** CalFresh household of four consisting of mom, two school age children ages 15 and 11, and a 2 year old child. Mom works full time and takes her 2 year old child to a licensed day-care center. The child care cost is a total of \$1,500 a month. Mom receives a \$1,000 subsidy that does not cover the entire child care cost. Therefore, mom still has to pay \$500 for the remaining balance. The allowable deductible amount for CalFresh would be \$500.

Dependent Care deductions will be determined as follows:

**A. Prospective Budgeting**

A deduction should be allowed only in the month the expense is billed or otherwise becomes due, regardless of when the household intends to pay the expense.

**Example:** A dependent care expense which is due each month should be a deduction even if the household has not yet paid the expense.

Amounts from previous months that are carried over from past billing periods are not deductible, even if it's included with the most recent billing and actually paid by the household.

**Example:** A client provided verification showing that they paid this month and last month's child care costs at the same time. This month's child care cost amount is the only allowable deduction.

Expenses may only be deducted once.

**Example:** A CalFresh household consists of an adult incapacitated individual and their spouse. They currently pay expenses, such as dog food or vet visits, for a seeing-eye dog to assist the husband when he attends college. The expense may be determined as both medical and dependent care but only allowed for one.

**B. Anticipating Expenses**

A household's expenses should be calculated based on the expenses the household expects to be billed during the certification period. Unless the household is reasonably certain a change will occur, anticipation of the expense should be based on the most recent month's out-of-pocket expense.

If the household just started with a provider and has not yet paid for dependent care, the household's expenses would be based on the out-of-pocket payments the household expects to pay during the certification period.

### C. Fluctuating Expenses

Should the household report that their child care expenses vary from month to month the expenses may be averaged forward between scheduled billing. Households where there is no scheduled interval may have the expenses averaged over the remaining months of the certification period.

**Example:** A client reports paying child care on an as needed basis.

**Note:** Expenses paid on a weekly or bi-weekly basis shall be converted to a monthly deductible expense by multiplying the weekly (4.33) or bi-weekly (2.167) expense as appropriate.

#### **Verification:**

Verification of dependent care and transportation costs are only required if the amount being claimed is considered questionable. To be considered questionable, the information on the application must be inconsistent with statements made by the applicant and/or inconsistent with other information received.

When verification is required to resolve questionable information, documentation on why the information was considered questionable and what documentation was used to resolve the questionable information is needed.

[Form CF 10 Dependent Care Cost Affidavit](#) or sworn statement may be used for households to complete and certify under the penalty of perjury that the household makes out-of-pocket payments for dependent care costs. The household should indicate the following:

- The total amount that is billed for dependent care
- How much the household pays out-of-pocket
- The amount of any subsidies received to offset the cost of dependent care.

### D. Medical Expenses

Medical expenses may only be allowed as a deduction to elderly or disabled household members. The amount of an elderly or disabled person's deductible medical expenses must be verified prior to being allowed.

Please see [CalFresh Handbook 63-05.33](#) for more information on CalFresh Medical Deductions for the Elderly/Disabled and [How To #241 CalFresh and Medi-Cal Expenses](#) for entries in CalWIN.

### E. Child Support Obligations and Payments

Child support payments must be verified when the household member has a responsibility to pay for a child that is not living in the home. The verification must include the legal obligation to pay child support and the amount actually paid.

The household is responsible for providing verification. Households that fail or refuse to cooperate by supplying the necessary verifications shall have their eligibility and benefit level determined without the child support exclusion.

Verification is required when:

- The exclusion is first allowed.
- There is a change in the legal obligation.
- There is an increase in the payment amount

[Back to Table of Content](#)

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### VIII. Verification of Questionable Information

The EST shall verify all other factors of eligibility prior to certification only if they are questionable and affects the households eligibility or benefit level. To be considered questionable, it must fall into one of the following categories:

- The information on the application must be inconsistent with statements made by the applicant.
- The information on the application must be inconsistent with other information on the application or previous application.
- The information must be inconsistent with other information received by the county.

Citizenship verification may be requested only if it is questionable. Acceptable verifications of citizenship include but are not limited to:

- Birth certificates
- Religious records
- Certificates of citizenship or naturalization provided by INS
- U.S. passports

When determining whether information is questionable, base the decision on the household's individual circumstances.

**Example:** A household declares no income on the application and both shelter and utilities appear to be current. Or a households shelter expenses exceeds the income reported on the application. These types of situations would warrant further verification.

These circumstances alone would not constitute reason for denial. The EST should explore with the household how it is managing finances and should ask the following:

- Does someone pay the households housing and utilities?
- How long has the household managed under these circumstances?
- Is there another source of income not previously reported?

[Back to Table of Content](#)

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### VIII. Verification Case Actions

ESTs will be assigned "Verifications Received" case actions through the Work Distribution Tool (WDT). Workers will be able to directly access the verification by clicking WebFiles on the case action. Worker will review verification and update CalWIN. Once verification has been entered and eligibility has been processed if applicable, the EST will complete case comments and mark "Verification Received" case action as complete.



[Back to Table of Content](#)

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X. References

MPP 63-300.5, 63-301.5, 63-500.5, 63-502.125, 63-503.242, 63-504, 63-507

ACIN I-84-09E

ACL 10-01

ACL 13-02

ACL 13-102

ACL 15-94E

ACL 17-98

All-County Information Notice I-34-05

CalFresh Handbooks [63-03.04](#), [63-04.07](#), and [63-05.33](#)

[Back to Table of Content](#)

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