Pending Trends with No Interview

Client Contact vs. No Interview – it is perfectly fine to call a client to clarify questionable information; contacting the client is not considered an interview, we just need to document that we called for clarification.

Picture I.D. – Some how, some where, the urban legend of picture ID as an eligibility requirement has gone viral! Perhaps huddle reminders that we verify the identity of the head of household/primary person but please don't pend for picture ID. We can use WVIR that displays the same information as a driver's license or ID card (see Worker Guide #2, Verifying Client Information for other suggestions on verification).

Citizenship – Did you know that in addition to qualifying work quarters TPQY can be used to verify citizenship (if born anywhere in the USA) and SS#? The Agency should not pend birth certificates and copies of SS cards if this verification is available on W204 as a result of a TPQY request.

The Work Number – There are new employers being added to the Work Number frequently. Please check the Work Number before pending for pay stubs.

Out of State Verification – Please do not pend the client for them to prove they have no benefits in another state. If the client presents out of state ID we need to contact that state to verify no open benefits. Multiple Program Worker Guide #4 was recently updated – many states are now accepting e-mails. Utah actually has Live Chat and they will refer you to the proper # for verification! It is our responsibility to make **two** attempts to verify.

When the client marks on the application that they have, in fact, been receiving SNAP (medical programs have different criteria) benefits in another state then we must verify closure of those benefits prior to opening in Oregon.

Basic Needs - If the client indicates they have no shelter expense please do not pend for items unrelated to eligibility; i.e. "how are you paying for a PO box" or "how are you meeting your basic needs with zero income". We only need to know how shelter is being paid with no reported income.

<u>Miscellaneous</u>

If a client does not mark the box yes/no "does this person have an outstanding arrest warrant?" *please* do not pend for an answer!

When a client is identified as **<u>self employed</u>**, please request their complete Federal tax return with all schedules attached. Not every form will be needed, but it is much better to make just one, comprehensive pending request.

There are several ways for a client to be an **<u>eligible student</u>**. Always request a copy of the Financial Aid Award letter. This one document will show the aid that has been awarded to the client; it will show any loans, scholarships and Work Study. (Please do not request proof of enrollment)

If you use a **<u>client's e-mail</u>** address to request a pendable item, please be sure to attach or mail the appropriate notice.

If a worker attempts to **contact the client** but is unable to reach them it is a best practice to narrate that attempt. Also narrate what the pending items are, what is questionable, etc.

Please remember…..the only thing that has changed with the No Interview demonstration is the client interview; we can still talk to clients and clarify questionable information, we still need to narrate completely and eligibility requirements need to be followed.