

## 01 **Verification and Cooperation - Overview**

**REVISION 48**  
(01/01/20 - 12/31/20)

Verification is used to establish the accuracy of [eligibility factors](#). The programs administered by the Family Assistance Administration (FAA) require that certain factors be verified for the following reasons:

- To establish the accuracy of information stated on the application.
- To address changes that become known to FAA or are reported by the participant.
- To aid in the accurate eligibility determination and benefit level.

Verification includes, but is not limited to, any of the following:

- [Documents](#)
- [State Verification Exchange System \(SVES\)](#)
- [Collateral Contacts](#) with third parties
- [Participant's statements](#)

The participant has the primary responsibility for providing verification of eligibility factors, however, when assistance is requested by the participant the agency will assist in obtaining verification.

The PI is not required to appear in person at the FAA office to provide verification, but may supply the required verification through the mail, by fax or other electronic devices.

It is considered a [conflict of interest](#) for an employee to provide verification for participants. When an employee is the only person that can provide the needed verification, the employee, Office Manager, or designated staff member must contact their Region Program Manager (RPM) for approval. Written approval from the RPM is required. The written approval must be uploaded to [OnBase\(g\)](#) with the documented verification.

Policy and procedures regarding verification and cooperation are outlined as follows:

- [Documented Verification](#)
- [Collateral Contact Verification](#)
- [Participant Statement](#)
- [Use of Verification Codes](#)
- [Information Verification](#)
- [Resolving Questionable Information](#)
- [Required Documentation](#)
- [Requesting Verification](#)
- [Cooperation](#)
- [Verification Time Frames](#)