

03 **Identity**

Policy and procedures regarding identity are outlined as follows:

- [Identity Requirements](#)
- [Identity Change Due to Violence or Abuse](#)
- [Identity Verification](#)

A Identity Requirements

The identity of the applicant filing the application must be verified at each interview. (See [Identity Verification](#))

NOTE When an [NA representative](#) applies on behalf of the applicant, verify the identity of both.

When a participant legally changes their identity due to violence or abuse and is known to AZTECS under a former identity see [Identity Change-Violence or Abuse](#). (For all other legal identity changes, see [CLMA](#))

B Legally Changed Identity Due To Violence Or Abuse

REVISION 26
(10/01/13 - 12/31/13)

A participant may have legally changed their identity to protect themselves from violent or abusive circumstances.

These may include, but are not limited to, the following:

- Domestic violence
- Gang violence reprisal
- Participation in a witness protection program
- Other similar circumstances

When this occurs and the participant is known to AZTECS under a former identity, complete the following:

- Inform the supervisor. Do not take any further actions on the case without supervisor approval. This includes the following:
Registering an application
Changing any participant information in AZTECS
- Local office management must take reasonable actions to

safeguard the participant's identity, which includes, but is not limited to, the following:

Securing the [case file\(g\)](#) in a locked location.

Informing staff to refer any request for information about the participant's case from any source to the appropriate supervisor.

Elevating the situation to the [Policy Support Team](#) (PST) via email by close of business on the day the information is discovered. The PST informs local office management of specific procedures required to process the case.

- Do not request additional Social Security number (SSN) enumeration verification from the participant when both of the following occurs:

The State Verification Exchange System states the SSN is invalid by displaying an I in the VR field on CLIS or CLPR

The participant is in the process of legally changing their identity due to violence or abuse

C Verification of Identity

[REVISION 42](#)
(06/01/16 - 07/31/16)

Accept any document that establishes the applicant's identity. Acceptable documents include, but are not limited to the following:

- Birth certificate
- Citizenship and immigration documents
- Driver's license
- Family census card
- HEAplus state hub match with the Motor Vehicle Division (MVD)
- ID card from health benefits or another assistance or social service program
- ID proofing in HEAplus that results in a positive match
- [MVD website photo](#)
- School ID
- Wage stubs
- Work ID
- Voter registration card

- Other reasonable written sources

Do not accept consular identification cards as a valid form of identity verification.

NA EXCEPTION

Accept the consular identification card when it is the applicant's only form of identity verification.

When documents are not available, use [collateral contact verification](#) when possible.

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