B **Collateral Contact Verification**

Collateral contacts are sources of verification received verbally from any of the following:

- An agency

- Organization

- Individual qualified to have knowledge of the required information

Inform the PI that by signing the application, they have given the Family Assistance Administration permission to make collateral contacts.

Attempt a collateral contact when documented verification is not readily available. The contact may request to speak to the PI before releasing information.

Document the case file(g) with the reason a collateral contact is used, including all the necessary verification information. (See Documentation Requirements)

EXCEPTION

Do not use collateral contacts to verify the following factors; use documented verification:

- Social Security Enumeration

- U.S. Citizenship

- Noncitizenship Status (when declared)

- Relationship

Call the collateral contact when the following are available:

- The name of a collateral contact.

- The phone number where the contact can be reached.

When the PI fails to choose a collateral contact, or the collateral contact is not acceptable or is unavailable, complete one or more of the following:

- Request another collateral contact

- Choose a collateral contact

- Request another form of acceptable verification

- Conduct a home visit

> **WARNING**
>
> Use participant statement verification when the attempt to obtain collateral contact verification may cause harm or undue hardship for the participant. Document the case file(g) with the reason the participant statement verification was accepted.

Key CC in the verification field when a collateral contact is the source of verification used.