



## Verification of 30 Days Income

07/01/2015

This NEWS FLASH is being issued to clarify income verification requirements. The amount of income received during the 30 days prior to the application date may be used to budget income. The income must be an accurate indicator of what the customer anticipates to receive. This clarification means that the application does not have to be left pending for additional income verification.

HEAplus attempts to retrieve all income sources while the customer is submitting their application in HEAplus. When the customer selects that they agree with the income that is retrieved from the electronic sources, that income is considered verified. When HEAplus is not able to verify the income the customer has reported or the customer does not agree, HEAplus automatically requests the prior 30 days of income. The 30 day timeframe requested by HEAplus is an acceptable 30 day period to use as verification when there is no change in the income.

Documentation must support the decision made. Include the following information when documenting the case file regarding income and budgeting:

- Explanation of the income period used
- Explanation of why the income period was used
- Explanation why the income period was not used
- Explanation of how the income was determined

When the income received in the 30 days prior to the application date is not an accurate indicator do not budget the income using this timeframe.

Refer to the FAA Policy Manual at FAA4.I06 (Index: Budgeting) for additional information on budgeting procedures and FAA4.I05B (Index: Income verification) for income verification.

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

**Please consider the environment before printing this broadcast.**

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