



POLICY CHANGE ALERT #16-031F

TITLE: EXPENSE VERIFICATION

ISSUE DATE: 07/25/2016

EFFECTIVE DATE: EFFECTIVE IMMEDIATELY

Summary

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff that the following verification requirements for shelter and utility expenses have been revised:

- Removed the option for the Department of Economic Security (DES) to wait three years to verify shelter and utility expenses.
- Added that when DES uses a landlord statement or a lease agreement to verify utilities, the document must list the amount paid for utilities separate from the amount of the total rent.

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert.

POLICY REFERENCE: FAA4.L11B - SHELTER EXPENSE VERIFICATION

The shelter expense must be verified when ANY of the following occur:

- **Initial and renewal** application
- A change of address is reported
- A change in shelter cost is reported (See [Effecting Changes](#))
- Information is questionable

Accept a participant statement as verification for shelter expenses when documented verification is not available at the **time of the** interview.

EXCEPTION

The participant statement is not acceptable verification when either of the following occur:

- The **shelter** expense is in another person's name **who** is outside the budgetary unit.
- The participant statement is [questionable](#).



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WARNING

DO NOT [upload into OnBase\(g\)](#) or HEAplus any document that shows the actual address of an [Address Confidentiality Program](#) (ACP) participant.

Procedures regarding verification of shelter expenses are outlined as follows:

- [Verification of Utility Allowance](#)
- [Verification of Shelter Insurance](#)
- [Verification of Mortgage](#)
- [Verification of Rent](#)
- [Verification of Rental Space](#)
- [Verification of Shelter Taxes](#)

POLICY REFERENCE: FAA4.L11B.01 - UTILITY ALLOWANCE VERIFICATION

Verification for [utility allowance](#) eligibility is required when ANY of the following occur:

- **Initial and renewal** application
- A change of address is reported
- A change in the type of utility expenses being billed is reported
- Information is questionable

Acceptable documented verification includes, but is not limited to, the following:

- **A landlord statement when the statement identifies the amount paid for utilities separate from the amount paid for rent**
- **A lease agreement that shows a portion of the amount paid is used to pay utilities**
- A utility bill
- A LIHEA payment
- A [participant statement](#) when documented verification is not available at the interview



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For **ALLOWABLE** utility expenses, see [Utility Expense Types](#).

EXCEPTION

The participant statement is not acceptable verification when either of the following occur:

- The utility expense is in another person's name **who** is outside the budgetary unit.
- The participant statement is [questionable](#).

When the utility expense is **BILLED** to someone outside the budgetary unit, one of the following must be used to verify who is responsible to pay the expense:

- A collateral contact (**CC**) with the person billed for the expense
- A signed statement from the person billed for the expense

NOTE The CC documentation or the signed statement must include the type of utility expense and must state that the budgetary unit has the responsibility to pay the utility expense.

Do **NOT** request verification of the nonparticipant's separate billing statement or separate residential address.

To be eligible for the standard utility allowance, only one utility expense, that is not a telephone expense, must be verified. **Acceptable verification may include:**

- [Documented](#)
- [Collateral contact](#)
- [Participant statement](#)

NOTE Key ALL expense types and amounts on EXNS. This information is displayed on HOSU and is used to assist the EI in tracking [Expenses Exceed Income](#) (EEI) cases.

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

Please consider the environment before printing this broadcast.

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