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Number: APD-AR-15-038
Issue date: 6/11/2015

Topic: Forms

Due date:

Subject: Example of Proof of Eligibility

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services(ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Child Welfare Programs | |

Reason for action: Quality Assurance reviews have shown an increase in the use of locally created forms informing customers of options for materials to provide when a final determination is unable to be done. The locally made forms are not approved for use and should be discontinued. Local offices should use the approved [DHS 223](#), *Examples of Proof of Eligibility*.

Check with the appropriate program analysts if you have any questions about pending for a specific item.

Pending for a specific type of verification, such as driver's license, pay stub, or Social Security card, are limiting what the customer is able to provide, putting up barriers to benefits, and potentially delaying the customer's ability to obtain benefits or services.

Action required:

Locate all paper and electronic copies of locally made pending notices and lists asking customers to provide materials for eligibility determinations and recycle or delete them. If a worker determines any additional material is needed, the request and justification should be clearly narrated prior to sending a pending notice.

Order or print copies of the [DHS 223](#), *Examples of Proof of Eligibility* to hand or send to customers as needed.

Note! Please remember to always send a written pending notice when requesting eligibility material from a customer.

Field/stakeholder review: Yes No

If yes, reviewed by: APD Operations

If you have any questions about this action request, contact:

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