

Policy Clarification

LIHEAP – All

PLA-19822-678

Submitted: March 25, 2020

Agency: CAOs

Subject: Accepting client statement as verification of income termination and household composition due to coronavirus (COVID-19)

Question: Should we accept a client's statement as verification due to issues arising from the COVID-19 health crisis?

Response By: LIHEAP Policy Unit

Date: March 30, 2020

Workers are required to request verification of household composition and income.

However, due to the COVID-19 health crisis, it is now permissible to accept a client's statement as verification of income or household composition if they are unable to acquire the requested documentation, third-party verification by the caseworker has not been possible, or the household is receiving other benefits that have already accepted the client's statement. Accepting client statements as verification during this emergency is sufficient verification as provided in 55 Pa. Code § 601.101.

The caseworker must enter "client statement" as the verification code. If the household is receiving other benefits and the client's statement was used as verification of income and/or household composition, the case can be processed through the no-change workflow.

If the CAO determines at a later date that the income did not decrease, the CAO will file an overpayment.