Verifying Salary & Wages for SNAP

Accurate income verification helps households receive the correct SNAP benefit amount and prevents delays in processing applications, recertifications, interim reports, and change reports.

Outreach workers play a vital role in helping applicants report changes and submit required verification needed by DHS for eligibility determinations. Helping residents obtain the correct documents helps DHS reduce common errors such as:

- Income not reported or entered incorrectly
- Missing paystubs or employer details
- Incorrect start/end dates for jobs
- Incomplete verification documentation

How can Outreach assist? Ask those they interact with each time they meet or speak to them on the phone "Has anyone living with you started or ended a job?" "Has anyone moved in or moved out?" "Have your shelter costs changed?"

And when employment or income is discussed…

Ask these key questions to support accuracy when reporting a new job or job change:

- Did you start a new job?
- On what date did you start?
- When did/will you receive your **first** paycheck?
- What's your hourly wage?
- How many hours do you work a week?
- What frequency do you receive your paychecks? (weekly, every other week, monthly, etc.)
- Is this your only job?
- Do you still have your old job?
- When was your **last** day of work?
- When do/did you receive your **last** paycheck from your old job?
- Did you report these changes to DHS?

These clarifying questions will help residents provide important details to DHS. When Outreach workers assist residents by obtaining employment and/or wage verification, that helps DHS to make accurate and timely eligibility decisions.

Minimum Income Verification Requirements

DHS minimally requires income verification for the **30 days prior to** an application, recertification, or when an income change is submitted.

For an interim report, income verification is only required if there is a change - starting or stopping a job, increase or decrease in hourly rate, hours etc., or changes in the amount of unearned income of more than one hundred twenty-five dollars ($125.00).

ESAP cases fall under Change Reporters. Change reporters (CR) have to report income changes within 10 days. Change reporters must report the following income changes within ten (10) days:

> (1) A change in the source of income, including starting or stopping a job or changing jobs, if the change in employment is accompanied by a change in income.
>
> (2) A change in wage rate or salary or change in full-time or part-time employment status (as determined by the employer).
>
> (3) Changes in the amount of unearned income of more than one hundred twenty-five dollars ($125.00), except for a change in RI Works or GPA cash assistance.

Simplified reporters (SR) have to report if they go over a certain percentage of the Federal Poverty level (FPL) used to determine their eligibility. For example, SR's who were certified under the 130% FPL only have to report if their total income goes over 130% FPL and SR's who were certified over the 130% FPL but under the 185% FPL only have to report if their total income goes over the 185% FPL.

SNAP Outreach workers support clients in understanding and meeting these requirements. See SNAP Outreach Partner List for available resources to assist you.

Forms of Wage Verification

A. Paystubs (Preferred)

Provide all paystubs from the last 30 days showing:

- Employer name
- Pay date & pay period
- Gross income
- Hours worked
- Hourly rate
- Tips (if any)
- Deductions
- Year-to-date earnings

If the job is new, fewer paystubs are acceptable, however, DHS may require a statement from the employer.

B. If Pay Stubs Are Not Available

A signed letter on company letterhead may be submitted and must include:

1. Company name, address, phone number
2. Name & job title for person writing the letter
3. Employee Start date (or last day if the job ended)
4. Employee first pay date
5. Employee Hours worked or anticipated hours to be worked (if a new job)
6. Employee hourly rate or salary
7. Anticipated gross income (new job) or
8. Actual gross income with pay period dates and pay dates listed
9. YTD Income received
10. Date of final paycheck (if job ended or ending)

Outreach workers may assist clients in requesting this letter from an employer or assist in obtaining other verification required by DHS. DHS may also make a collateral call on behalf of the person if they have tried but are having difficulty obtaining verification.

C. Other Helpful Income Documents to Support Accurate Eligibility

Households may also need to provide verification of cash or contributions <u>received</u> for which they do not perform work or provide a service. Examples include, but are not limited to:

- Social Security letter
- Pension income letter
- Annuity Letter
- Adoption Subsidy agreement
- Alimony Payment agreement
- Child Support (received) agreement
- Unemployment Compensation
- Worker's Compensation (injury on the job)
- Temporary Disability Insurance
- Substantial lottery winnings

How to Submit Wage Verification to DHS

The DHS Customer Portal and Mobile App are the **most efficient** ways to submit income verification. Documentation may also be submitted at a DHS scanning center or drop box, or in person at a DHS office and by mail.

Outreach workers can help clients:

- Sign up for the DHS Customer Portal: Apply for DHS Benefits | RI Department of Human Services
- Download paystub, digital income documents, or other income documents
- Upload or scan required paperwork by mobile device or computer to DHS
- Ensure documents are clear and complete when transmitted
- Assist clients in retaining copies for their records

Documents You May Need | RI Department of Human Services