

4.3.1 Record of Verification

[W-2](#) eligibility information requiring verification must be either “validated” or “documented.”

- **Validation** for the purpose of verifying W-2 eligibility information, means placing original items of verification evidence (or a copy thereof) in the case file.

Validation may be done by:

1. Making a photocopy of an original document and then scanning it into [ECF](#);
2. Using an [IEVS](#) match report;
3. Using a query response from [SAVE](#); or
4. Using a [CARES](#) birth query result.

Photocopies of verification items should be marked with the:

1. Date the document was obtained; and
2. Initials of the staff person who obtained the document and scanned it into ECF. (See [4.4.2](#))

If the validation occurred through a CARES [DX](#), the verification code will automatically populate in CARES.

When validating eligibility information, the worker is not required to enter case comments documenting how the eligibility criteria were verified.

- **Documentation** for the purposes of verifying W-2 eligibility information means describing the relevant verification evidence that is either entered as a case comment in CWW or a case note scanned into ECF based on a conversation with the individual or an observation, inspection, conversation, or collateral contacts by the W-2 worker.

The worker must enter comments as a formal record of case action or eligibility-related information for an individual within 24 hours by the end of the working day after following the day the action or contact with a participant occurred to ensure chronological documentation.

4.3.3 Case and PIN Comments

Workers must record comments using [CWW](#) and [WWP](#) within 24 hours by the end of the working day after following the day the action or contact with a participant occurred to ensure chronological documentation.

When a [FEP](#) makes a change to a W-2 case that leaves eligibility unconfirmed for other programs, the FEP must notify the Income Maintenance (IM)/Child Care (CC) worker to

confirm eligibility for the other programs. In addition to comments, whenever the FEP or IM/CC worker makes a change in a case, the worker must also notify the other worker via e-mail, fax, or phone contact to ensure timely processing of the W-2, CC, and IM cases.

No changes to the remainder of 4.3.3