

2025.10.05 Client Attestation and Written Statements

When all reasonable attempts have been made but neither the worker nor the applicant/recipient can secure the necessary documentation, the applicant/recipient's signed statement is to be acceptable information. The signed statement will serve as documentation of why DFR took action and is protected for future audits. The document could also be used for possible investigations if the attestation is later found to be questionable.

Client Attestation cannot be used for any or all the following:

- Citizenship status
- Social Security number
- Valid exception to applying for SSN (i.e., when client's stated SSN is not verified by data match, or when proof of application or for SSN is not provided for an applicant/member who is not a newborn).
- Legal documentation that includes but limited to trusts, wills, court orders, contracts **and any referenced schedules, exhibits, or attachments to these documents.**
- Disability status
- Waiver approvals

A written statement must be submitted to the DFR detailing what steps were taken to gather the required documents. The statement must include the applicant or member's best estimate of the information that was requested (for example, an estimate of income received or when the income ended). The statement must be dated and signed by the applicant/recipient or authorized representative. All written and attested statements must include a signature, date, and give specific monetary/frequency terms of actual/anticipated projections of income and or resources when applicable. For example: My husband earns \$500/month, or I have \$50.00 in cash on hand. This information will need to be provided for applicants/household members. The worker must document the reason for the signed statement.

Note: This does not apply when an applicant/recipient is failing to cooperate with the Authorized Representative or third party in securing required documentation. In these cases, the worker must reach out to the applicant/recipient to determine whether the applicant/recipient has attempted to cooperate with obtaining verifications and needs assistance. An Authorized Representative's statement that they cannot obtain the verifications from their client cannot stand in for the required documentation.

If there is question as to whether a submission or statement is sufficient, send to PAL for review before taking an adverse action on the case.