



Income Verification Refresher and ID.me Preview

EOHLC Office Hours
October 6, 2023

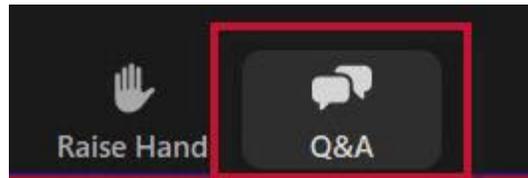


WELCOME

Asking Questions

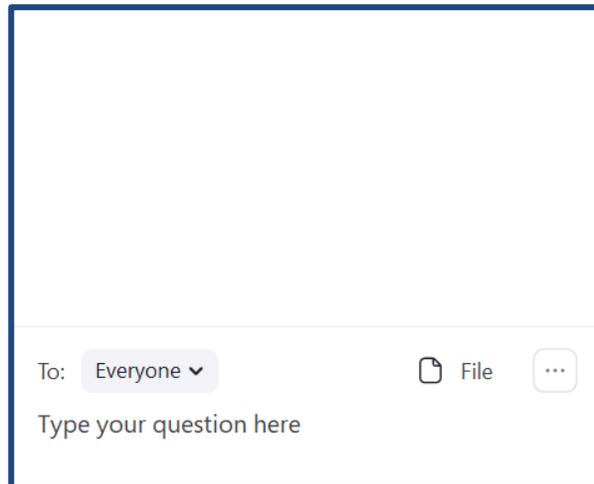
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don’t get to during the session

THIS CALL IS BEING RECORDED





- Income Verification Refresher
 - DTA/MassHealth presumed income eligibility
 - Verifying income records
- ID.me Preview
 - What is ID.me and why are we implementing it?
 - How to view ID.me verification status



RAFT Income Verification



- MH/DTA Verification
- Income Verification
 - Paystubs,
 - Benefit Letter
 - Other Documentation
- State Databases



MH/DTA Verified

Case Information

Parent Case	Tenant/Landlord Portal Status	Closed
Tenant ⁱ	Contact Name	[REDACTED]
Property Address	Property Address Verification Status	Not Verified
Street	Apartment/Unit #	6209
City	ZipCode	Randolph 02368
Case Record Type	State	RAFT Application MA
AMI %	Landlord or Property moving to known? ⁱ	0%
MH/DTA Benefit Check Status	Family member work for administrator? ⁱ	Verified by Automated Service - Green No
	Family member Name who work for Housing	

MH/DTA Rejected

Case Information

Parent Case	Tenant/Landlord Portal Status	Ready for Payment
Tenant ⁱ	Contact Name	[REDACTED]
Property Address	Property Address Verification Status	Verified by Automated Service - Green
Street	Apartment/Unit #	[REDACTED] 1R
City	ZipCode	WORCESTER 01610
Case Record Type	State	RAFT Application MA
AMI %	Landlord or Property moving to known? ⁱ	47%
MH/DTA Benefit Check Status	Family member work for administrator? ⁱ	Rejected by Automated Service No
	Family member Name who work for Housing	

Households Rejected by DTA/MH Service Must Verify Income



- If a household's DTA/MH status is Rejected in E2E, the household must have their income verified
- There should be an "Income" record in E2E for each income source from each household member
- Income records can be found in the Related tab of an E2E case

Verifying an Existing Income Record



- A household with income should enter income as part of their application
- The chaser is responsible for making sure the amount and frequency matches the income documentation (pay stubs, benefit letter, etc.) and then changing the Verification Status from "Not Verified" to "Verified by Worker"

00079060 | Case I-10408 |...

Income

Earned Income/Salaries/Wages

Amount	Verification Status
\$56	Not Verified

Related **Details**

Information

Income Name	I-10408	Case	00079060
Contact	Test advtest	Income Type	Earned Income/Salaries/Wages
Frequency of Income	Daily (every day)	Amount	\$56
Calculated Annual Amount	\$20,440	Verification Status	Not Verified

System Information

Created By	Test advtest , 9/12/2023, 3:28 AM	Last Modified By	Test advtest , 9/12/2023, 3:28 AM
Owner	Test advtest	Category	Income

Adding a New Income Record



Details **Related** Documents Benefits/Payment Case Comments

Contacts (2) New

Contact 1: Gender: Female, Birthdate: [Redacted], Relationship: Roommate

Contact 2: Gender: Male, Birthdate: [Redacted], Relationship: [Redacted]

[View All](#)

Related Cases (1) New

Case Record T...

Contact Name: [Redacted]

Status: [Redacted]

[View All](#)

Incomes (2) New

Income Name	Category	Deduction Type	Income Type
[Redacted]	Income		Earned Income/Salaries/Wages
[Redacted]	Income		Unemployment Insurance

[View All](#)

Verifying a New Income Record



New Income: Verification Status

Information

Income Name		Case	<input type="text" value="Search Cases..."/>
Frequency of Income	--None--	Amount	<input type="text"/>
Calculated Annual Amount	\$0 <i>This field is calculated upon save</i>	Verification Status	Not Verified

System Information

Created By		Last Modified By	
Owner	Jestina Walcott	Category	--None--



Recalculating AMI %

- The final step in verifying is income is recalculating the AMI %
- The AMI % that you see on the case when you first receive it is calculated based off what the tenant put in
- Once the chaser verifies the income, the chaser needs to recalculate the AMI %. Otherwise, the AMI % that appears on the Details tab will show the unverified AMI %

00079060 | Case I-10408 | ...

Case 00079060 View Case Hierarchy Recalculate AMI% Generate

Tenant	Assigned RAA	Case Record Type	Total Benefit Award	Date/Time Opened	Risk Level
Test advtest	LHAND	RAFT Application	\$7,000.00	9/12/2023, 3:21 AM	Standard Review

Ready for Paym... Submitted for P... Payments Sta

Details Related Documents Benefits/Payment Case Comments

Case Header

Case Number	00079060	Applicant Type	Tenant
Potential Case Owner	Awaiting Assignment	Geographic RAA	LHAND
Living situation	Renter Staying: Renting your apartment/home, and looking for help to stay in the same place.	No LL Payment Case	<input checked="" type="checkbox"/>
Has Moving Expenses		Did TT add an advocate?	
RAA Phone	(339) 883-2342	Is Converted LOI	<input type="checkbox"/>
RAA Email	raft@lhand.org	LOI Case #	
Docs/Info Due Date		Escalated	<input type="checkbox"/>
		HAPPY Program	RAFT
		HAPPY Increment	Standard RAFT

Case Information

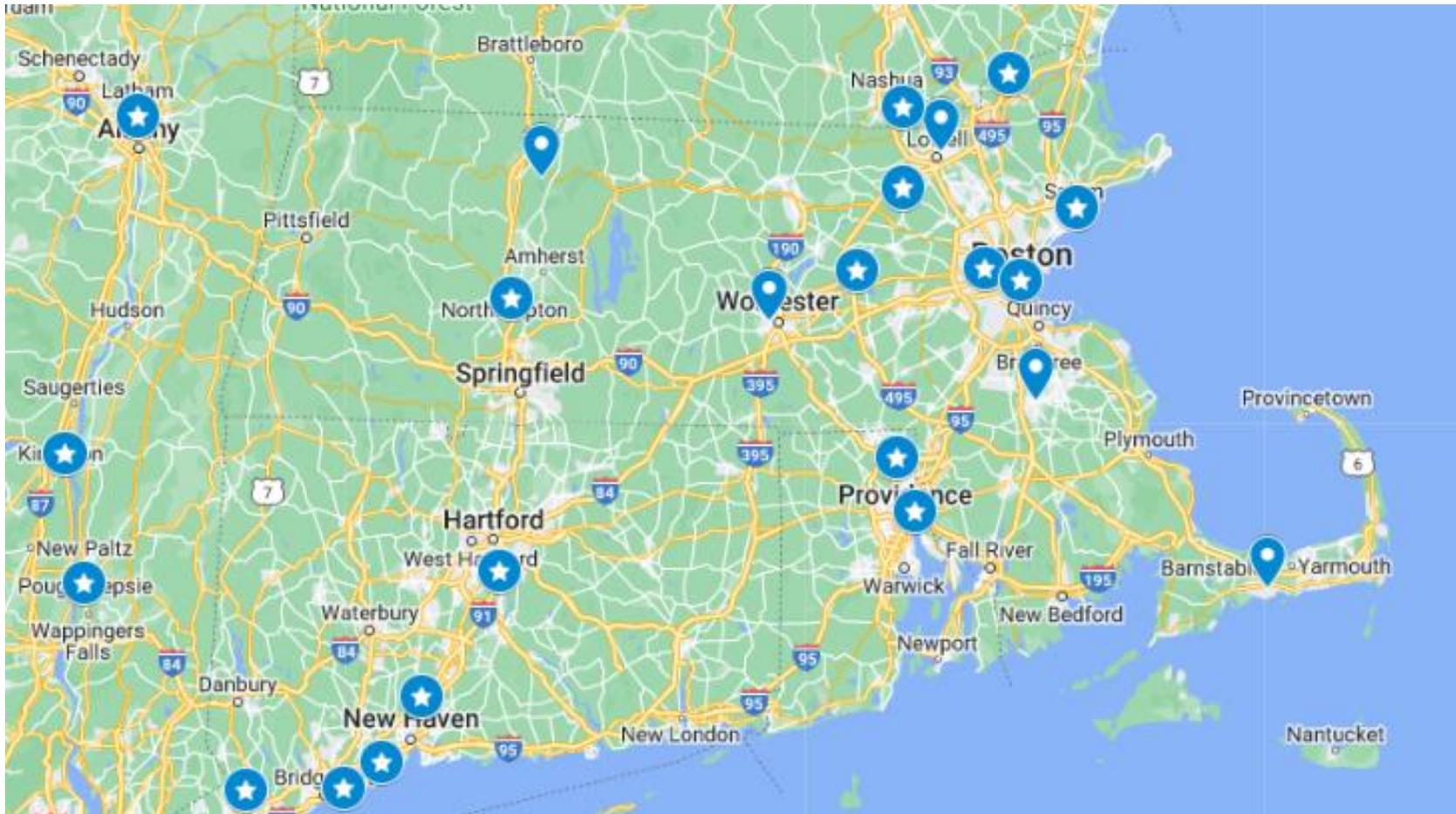


ID.ME IDENTITY VERIFICATION



- EOHLC is implementing a new identity verification tool for certain households
- ID.me going live with 10/19 release (live in E2E on 10/20)
- Applicants selected to verify their identity will receive an email asking them to complete the verification within 14 days using 1 of 3 methods:
 - On their smartphone (self-service)
 - Using video chat
 - In person at a participating UPS store or at a leased kiosk at an RAA

ID.me in-person kiosk locations



 UPS Store with kiosk

 RAA with kiosk

- HAC
- FCRHRA
- RCAP
- NHS
- CTI

Other RAA clients can be served by existing network of UPS stores

Majority of clients selected for ID.me verification will self serve using smartphone or video chat



ID.me Verification Status

- Requested by worker – RAA staff can use if fraud/identity theft suspected while processing a case
- Requested by Pallium – will auto populate for Severe Risk
- ID.me Response Verified – applicant successfully verified, ok to process payment
- ID.me Received and Not Verified – applicant completed ID.me, but name is different than on the case/contact. If you believe they are the same person, open a Zendesk ticket
- Timed Out – applicant did not complete ID.me in 14 days, case will time out with new ID.me timeout status
- Verified by Worker – verified by EOHLC, ok to proceed with app

▼ Fraud Details - CONFIDENTIAL, not to be shared with Applicants or Landlords

Risk Level	<input type="text" value="Elevated Risk Review"/>	ID ME Requested Date	<input type="text" value="10/4/2023"/>
Primary Risk Category	<input type="text" value="Suspicious IP activity or landlord loc"/>	ID.me Verification	<input type="text" value="ID.me Response Received and ..."/>
LL Bank Account Flagged	<input type="text"/>	Fraud Reason	<input type="text" value="--None--"/>
Untrusted List Indicator	<input type="text" value="No"/>	Fraudulent Documents Available	<input type="text" value="Requested by Worker"/>
			<input type="text" value="Requested by Pallium"/>
			<input type="text" value="ID.me Response Verified"/>
			<input checked="" type="text" value="ID.me Response Received and N..."/>
			<input type="text" value="Timed Out"/>
			<input type="text" value="Verified by Worker"/>

When ID.me response comes back as "ID.me Verified" or "ID.me Response Received and Not Verified", a task will be created if the case is in Chaser, Case Manager or Reviewer status and has a caseworker assigned to it. Task will say "Please review ID.me verification"



- Contact Card will show the first and last name verified once the applicant has completed ID.me
- Use this to compare to the contact card name if received and not verified
 - Open Zendesk Ticket to EOHLC if applicant should be verified (example – if name does not match ie. Tim vs Timothy)

Additional Details	
Employment Status	Employed Part-Time
Driver's License Number	
Is Active	<input checked="" type="checkbox"/>
ID.me First Name	VERONICA
ID.me Verification	ID.me Response Received and Not Verified
Type of Identification	State ID
Driver's License State	
Is Primary	<input checked="" type="checkbox"/>
ID.me Last Name	PERSINGER



QUESTIONS



RAA SUPPORT



1

[RAA Resource Portal](#)

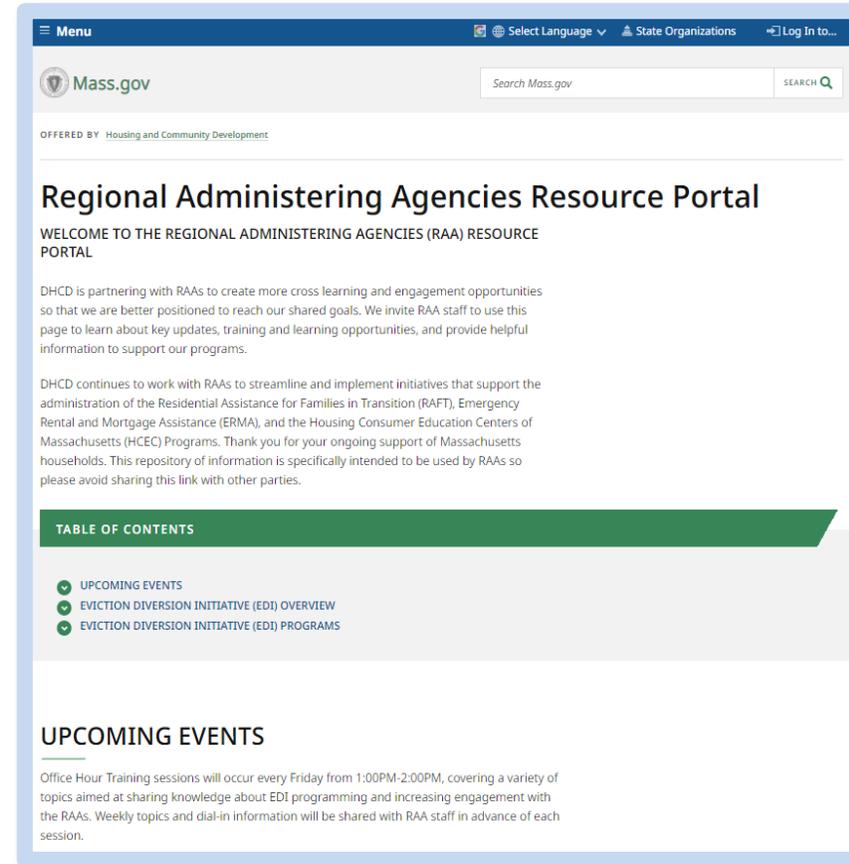
Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

[Frequently Asked Questions \(FAQs\)](#) that provide additional, concise program guidance.

3

[Zendesk training materials](#) offer helpful info on processing within E2E/Salesforce





Further Questions

Direct questions to your supervisor and then contact [Zendesk](#) as a point of escalations for questions. A member of the RAA Support Team will respond.

- ***Time-sensitive Questions:*** Critical questions that require responses within 24hrs should be submitted with the priority drop down option labeled “**URGENT.**”

Best Practice

Please **specify the issue** that you are reaching out about to ensure that the EOHLC RAA Support team is best positioned to provide policy guidance.



THANK YOU!

