

 <b>VERMONT</b> DEPARTMENT FOR CHILDREN AND FAMILIES Child Care Financial Assistance Manual		<b>IV</b>
Chapter:	<b>Eligibility Determination – Case Management</b>	
Subject:	Missing Item Letter / Request for Further Verification	
Approved:	Reeva Murphy, Deputy Commissioner	Effective: 09/04/2016

## PURPOSE

To inform families in writing when additional information or verification is necessary during the application process and if needed, during the eligibility period.

## POLICY

A request in writing must be sent to families when information to establish service need and/or income eligibility is needed to complete an application or determine eligibility.

## PROCEDURE

- Use the Missing Items Letter (MIL) in BFIS when an application is entered and additional information is needed to establish eligibility.
- When information requested in a Missing Items Letter is due, after eligibility is established, follow up with the client to ensure that the requested item is received.
- The MIL must be used for all requests for information. BFIS now allows additional MILs to be generated under a case therefore 1As should not be utilized.
- The family should be given 10 days to provide the information requested on a Missing Items Letter. If the client states that they are unable to get the documentation by the date specified, additional time may be granted. This information must be noted in BFIS.
- If the information requested is not received, a denial/closure notice should be sent.

### BFIS Procedure for Missing Items Letter:

1. On the Documentation Checklist Page of a subsidy application, select applicable item type from the drop down list under Add Documentation. Each item type listed will need to be added separately.
2. After the add button is selected for each item type, on the add checklist items page, select items necessary for that item type and then hit continue.
3. On Documentation Checklist Page, hit generate missing items letter.
4. On Missing Items Letter Page, make sure all items wanted in letter are selected. If a previous letter was created while you are in draft status, items from previous letter will also be selected so you may want to unselect some items. Do not bother writing additional comments at this time. Hit Finish/Generate Letter button.
5. If boxes appear with yes or no selections, hit yes.
6. Letter will appear and you will need to enter your community address, your phone number in the last sentence and your name in closing. Dates and wording in both the body of the letter and the missing item section can be changed.
7. When you are sure your letter is set, hit save. Once the save button is hit the letter is saved to the documents on the bottom of the application summary page.
8. After hitting save, hit the view letter button.
9. Print a copy of the letter to mail to the family. You may also want to print a hard copy of the letter for the file.
10. To send a new Missing Items Letter, click on the current application and go to Documentation Checklist. Repeat the process above.