

Guidance for Verifying Identity

For SNAP, verify the identity of the head of household/primary person in all cases. When an authorized representative makes the application, verify the identity of both the authorized representative and the head of household.

When the applicant is **in the office** use Multiple Program Worker Guide 2, Section 5. This worker guide advises the use of readily available documents including, but not limited to:

- A. Driver's license.
- B. Work or school identification card.
- C. Identification for health benefits or another social service program.
- D. Voter registration card.
- E. Wage stubs.
- F. Birth certificate.

Picture I.D. is not required. When no other documents are available, use a collateral contact. Obtain the collateral contact from as reliable a source as possible. For example, attempt to get collateral contacts from other social service or corrections agencies, a religious leader, etc.

When none of the above items are available use an alternative means that assures the worker of the correct identity of the individual. Such as asking the client to identify some case-specific information that he or she should know, or comparing signatures from the case record. This method will be used quite often when the applicant is not in the office and being interviewed over the phone.

When there is no previous case record, the worker may use on-line computer sources to identify the person. Ask the applicant questions to confirm information on the screen to assure you have the correct person. The screens include:

- Department of Motor Vehicle records
- Oregon Birth Records (BBCN)
- Department of Corrections Records (if available)
- Social Security Records (BEIN, etc)
- Oregon Employment Department Records (WAGE and ECLM and New Hire lists)
- The Work Number
- SMUX