

## **Exhibit 3-4**

### **Up-front Verifications**

'Up-front verifications' are those obtained through an independent source that systematically and uniformly maintains information in computerized form for a large number of individuals. Staff shall use up-front verification tools whenever possible to verify income and other mandatory family circumstances.

#### **3-4.1 VERIFICATION OF ELIGIBLE NON-CITIZENS**

Housing Operations established two accounts in the online system to verify alien registration with the Immigration and Naturalization Service.

1. Anchorage FIC has a direct connection to the Systematic Alien Verification for Entitlements (SAVE) Program. It's used to process the verifications for Anchorage applicants.
2. All other offices should direct their requests to [inmail@ahfconline.com](mailto:inmail@ahfconline.com). Housing Support and Compliance will then process the email requests to this address. The email address can be found in the Outlook "To:" field under INS.MAIL.EMAIL.H.M.
3. Include the following information in your email:
  - a. First and Last Name of applicant
  - b. Date of birth
  - c. 'A' Number
  - d. Type of Document provided
  - e. Expiration date

There may still be instances when a mailed verification will be necessary.

#### **3-4.2 ALASKA PERMANENT FUND DIVIDEND**

It is AHFC policy to only verify PFD income when the client claims to have either not received or not applied for it. AHFC utilizes the on-line PFD status system for verification of non-receipt of a PFD. Go to: [www.pfd.state.ak.us](http://www.pfd.state.ak.us). Select the year, enter the client's social security number, name, and birth date. If the person being verified is a child, the *sponsor's* information is provided in the second section.

'Status' explanations are as follows:

- Not Available = the person's SS# is not in the PFD database so they did not/ have not applied.
- Approved = received (including garnishments)

- Incomplete = applied, but information missing
- Denied = applied, but were denied as not qualified

### **3-4.2.A File Documentation**

Print the 'status' screen for the file. If a client disagrees with the on-line information or the on-line system is unavailable, you may submit the manual "Request for Income Verification" form, provided by the Permanent Fund Division. This form can be printed from the Intranet Housing forms site under "HUD and Other Government" forms.

### **3-4.3 "THE WORK NUMBER FOR EVERYONE", EMPLOYMENT VERIFICATIONS PROCEDURE**

The "Work Number" is a national service to obtain employment information and wages for large companies such as Fred Meyer or Holiday Express.

- To register, complete a form called "Basic PA Public Assistance Service Agreement." You can also fax them a list of the AHFC fax number(s) and contact information on AHFC letterhead, to: 314-214-7226.
- Obtain a list of company codes by calling 800-660-3399. Provide your registered fax number, and the list will be faxed back.
- Verify employment information and wages. Call 1-800-660-3399 or contact the web site at [www.theworknumber.com/Social Services](http://www.theworknumber.com/Social%20Services). Enter your registered fax number, the client's Social Security number, and your contact number.

The "Work Number" will fax the employment verification information. The message states it will be faxed in 9 days but the normal return is 3 business days.

### **3-4.4 SOCIAL SECURITY**

AHFC utilizes the HUD Tenant Assessment Subsystem (TASS) as provided by Housing Support and Compliance. TASS is not available for applicants and applicant households.

The applicant and/or household member may call SSA at 1-800-772-1213 to request a benefit verification letter if they do not have one. The request for a benefit verification letter can also be made at the SSA internet website at [www.ssa.gov](http://www.ssa.gov).

### **3-4.5 EIS/DOL**

AHFC has an agreement with Department of Health and Social Services and the Department of Labor to access their data bases. Both provide information to verify income and income history. Designated AHFC staff in each field office have access to this information.

The databases provide income information for Alaska Temporary Assistance Program (ATAP), Adult Public Assistance, Interim Assistance, Elderly Assistance, Unemployment Insurance benefits, and work history. Information can be used as back-up for Social Security income as reported to DHSS.

EIS does not report on TANF benefits received through a Native Alaskan TANF program. Third party written verification is necessary in those instances.

### **3-4.5.A File Documentation**

A print out of the client's information screen is third-party verification. If a client disagrees with the information, third-party verification may be faxed or mailed to the agency in question. See the PW-VF Program Wide Verifications forms' list for the appropriate form.

### **3-4.6 MILITARY PAY**

Copy the client's military ID stating the client's rank. Access the amount earned by rank through the following web site:

- Web site for military pay is [www.dod.mil/dfas](http://www.dod.mil/dfas)
- Scroll down and click on Military Pay Information (under Military Pay).
- Scroll down and click on Current Rates (under Pay Rates).

### **3-4.7 SEX OFFENDER DATABASE**

The website to access the Alaska Sex Offender Registry is [www.dps.state.ak.us/nSorcr/asp/](http://www.dps.state.ak.us/nSorcr/asp/).

### **3-4.8 ALASKA COMMUNITY DATABASE**

Many areas in Alaska are not incorporated and do have a tax base to use when assessing property values as possible assets. The following website contains information about less accessible communities:

[www.commerce.state.ak.us/dca/commdb/CF\\_CUSTM.htm](http://www.commerce.state.ak.us/dca/commdb/CF_CUSTM.htm)

### **3-4.9 CHILD CARE DEDUCTIONS**

AHFC will use the Division of Public Assistance list of median child care costs, which accounts for geographic area, type of facility, and age of child. That list may be accessed in their Web page at: <http://www.hss.state.ak.us/dpa/programs/ccare/>

### **3-4.10 INGENS INSTRUCTIONS**

Ingens is a state sponsored web site that AHFC accesses to research client criminal background. The web site is: [www.ingens.com](http://www.ingens.com).

#### **3-4.10.A Power Search**

This search will look at all available databases for a match.

1. Input as much of the first and last names in the appropriate boxes and click the Search button.
2. The screen will read "Please Wait" while it searches the databases if entered correctly.
3. A listing will appear with each category shown and all the name matches appearing in blue, underlined text.
4. Click the name to bring up the submenu with each case shown.
5. Click on the blue, underlined text to read details.
6. Use the Back button to return and look at the list.
7. Click on the Go button that appears at the top, right corner of the window to begin a new Power Search. It is next to a pull-down menu that says New Search.
8. Pull down the New Search menu in the top right corner, choose "AK Menu", and click the Go button to return to the main menu and search another database.

#### **3-4.10.B Individual Database Search**

1. This search will look at all the specific database for a match.
2. Click on the database to search.
3. Input the first and last name.
4. Click the Search button.
5. A list of names in blue, underlined text will appear.
6. Click on the name to view.
7. Depending on the database, another submenu of choices may appear.
8. Click on each choice desired.
9. Use the Back button to return and look at the list.
10. Click on the Go button that appears at the top, right corner of the window to begin a new name Search in the same database. It is next to a pull-down menu that says New Search.
11. Pull down the New Search menu in the top right corner, choose "AK Menu", and click the Go button to return to the main menu and search another database.

#### **3-4.10.C Logging Off**

1. Log out may be completed from any menu.
2. Pull down the New Search menu that appears in the top right corner of the window.
3. Choose Disconnect and click the Go button.

4. The window will state that you have been disconnected from Ingens.
5. Close the browser window.

#### **3-4.10.D Name Search**

The data is extracted by whatever letters are completed in the First and Last Name fields. Please enter the minimal number of letters to catch misspellings and variations of a name.

- 1. To search for Dave and David, only enter "Dav" in the first name field. The database will return Dave, David, and Davis.**
- 2. When searching for "Mac" or "Mc" names, enter as:**
  - a. "Mcdougal"
  - b. "Mc dougal"
- 3. When searching for "O" names, enter the names as:**
  - a. "Obrien"
  - b. "O brien"
  - c. "O'brien"
- 4. When searching for hyphenated names, enter the names as:**
  - a. "Smith-Jones"
  - b. "Smithjones"
  - c. "Smith Jones"

#### **3-4.10.E Menus**

Alaska Court - Criminal and civil records appear under the heading Alaska Court. The case numbers are coded to reflect either criminal or civil cases.

- 1. Criminal cases end with "CR"**
- 2. Civil cases include:**
  - a. Civil cases end with "CI"
  - b. Domestic violence ends with "DV"
  - c. Small claims end with "SC"

#### **3-4.10.F Alaska Permanent Fund Dividend (PFD) Applicants**

This function is used to research family history and composition. The address information is split from the name information. Information may be searched name or by address, not both.

1. Enter the house number and street name or the post office box number in the appropriate box.
2. Click on the Search button to access a list of names.
3. Select one of the names by clicking on it.
4. That individual with the filing year will appear.

5. Click on the filing year.
6. The following window will appear.

Permanent Fund Applicant Data	
Name	SMITH MARY J 
Address	123 MAIN STREET EAGLE RIVER, AK 99577 
Year	2002
Phone Search	Look-up on <a href="#">Lycos</a> or <a href="#">Yahoo</a>

7. Click the LS button that appears below the address to see a listing of everyone who filed at the address and the years they filed.
8. Click the Back button to return to the listing.

### 3-4.10.G Ingens Alaska Maps

This is a set of maps than can be searched geographically by entering an area.

1. Click on the map to access information.
2. A screen with a map on the right side will appear.
3. Use the mouse pointer to draw a box on the area to zoom in on.
4. Keep drawing the box until the desired zoom level is reached.
5. Click on the red buttons that appear on the left side of the map to zoom out.
6. Click on the browser hand that appears on the bottom of the map to move around on the map.
7. Return to the map, drag the map in the direction desired and the map will redraw.
8. Pull down the New Search menu in the top right corner, choose "AK Menu", and click the Go button to return to the main menu and search another database.