

**DCY Guidance Letter 24-021**  
**DIVISION OF POLICY**

**TO:** County Directors, Publicly Funded Child Care (PFCC) Eligibility Staff and Public Children's Services Agencies' (PCSA) Staff

**FROM:** Gina Speaks-Eshler, Deputy Director of Policy  
Diane Fox, Deputy Director of Training and Technical Assistance

**DATE:** July 1, 2024

**SUBJECT:** Change to Income Verification for Publicly Funded Child Care and On-Going Support for Youth Credit Checks

**Background:**

**Verifying Income for the Publicly Funded Child Care Program**

As outlined in Family Assistance Letter #217, The Work Number/Earning Verification Service will no longer be available as a direct verification resource for the Publicly Funded Child Care (PFCC) program effective July 1, 2024.

**Obtaining Equifax Credit Report for Foster Youth**

The Department of Children and Youth is also confirming that the process to obtain an Equifax credit report for foster youth has not been altered. Equifax CRA provides access to credit report histories through the Equifax e-Port system. Each agency is required to have a password protected profile with a primary contact person to obtain youth credit reports through e-Port. To establish a profile, the agency director must send the name and e-mail address for the primary contact person (i.e., staff person who will be requesting youth credit reports) to the Transition Age Youth team at: [Transitional-Youth-Programs@childrenandyouth.ohio.gov](mailto:Transitional-Youth-Programs@childrenandyouth.ohio.gov)

**Guidance:**

As a result of Ohio Benefits being "person centered" county agencies should leverage the verified (within the last 12-months) income when available from SNAP in Ohio Benefits. When income is not available in Ohio Benefits or is no longer representative of the ongoing income, the county agencies should continue to verify income as outlined in rule 5101:2-16-03 which states:

(N) What are acceptable forms of income verification?

All income shall be verified by the best available information from the following list:



(1) Documentary evidence is written confirmation of the applicant's income. The county agency should include copies of all documents used for verification in the case file. If copies of documents cannot be obtained, a description of the documentary evidence shall be included in the case file. Documentary evidence includes, but is not limited to, the following:

- (a) Pay stubs.
- (b) Income tax returns.
- (c) The most recent W-2 form.
- (d) Self-employment bookkeeping records.
- (e) The most recent tax forms for self-employed individuals.
- (f) Data from providers of pension benefits.
- (g) Business records.
- (h) Correspondence or data from the social security administration.
- (i) Data from the Ohio bureau of worker's compensation.
- (j) A signed statement from the employer that includes gross income and/or hourly wage and work hours.

(2) A collateral contact is an oral confirmation by someone that is not a member of the applicant's household, including employers, human resources personnel, social service agencies or migrant service agencies.

- (a) A confirmation may be made in person or over the phone.
- (b) The collateral contact may be anyone who can provide an accurate third-party verification. The person who will act as the collateral contact may be provided by the applicant or selected by the county.
- (c) If income received is cash without a receipt, a contact with the employer is required.
- (d) The county agency is not required to use a collateral contact provided by the applicant if there is reason to believe the contact will not be able to provide accurate third-party verification. In these cases, the county agency may request another collateral contact from the applicant or may select an alternate contact themselves.
- (e) The county agency may contact individuals or agencies with receipt of a signed application as defined in rule [5101:2-16-02](#) of the Administrative Code, or other signed written consent by the caretaker, in order to obtain all pertinent information regarding family income.

(3) A statement from the applicant may be acceptable on a case-by-case basis when no other verification is available. When an applicant statement is used it shall be documented in the case record.

(O) Who is responsible for providing verifications of income?

The caretaker shall provide verification of the source and amount of any income received, unless such information is already available to the county agency.

- (1) The county agency shall assist the caretaker in obtaining verification provided the caretaker has not refused to cooperate in the development of documentation for any source of income received. If it would be difficult or impossible for the caretaker to obtain verification in a timely manner, or if the county agency can obtain the verification faster, the county agency shall offer assistance in obtaining the verification.
- (2) Failure to cooperate in the development of documentation for any source of income received is acceptable grounds for a delay in the processing of an application or a determination of eligibility.
- (3) If failure to cooperate continues beyond thirty days from the date of application, the application shall be denied.
- (4) Denial of an application does not prohibit the caretaker parent from reapplying for child care benefits.

**Contact**

For questions regarding:

- Income verification for the PFCC program, please contact the Child Care County Technical Assistance team at [child\\_care\\_county\\_technical\\_assistance@childrenandyouth.ohio.gov](mailto:child_care_county_technical_assistance@childrenandyouth.ohio.gov).
- Youth credit checks, please contact the Transition Age Youth team at [Transitional-Youth-Programs@childrenandyouth.ohio.gov](mailto:Transitional-Youth-Programs@childrenandyouth.ohio.gov).