

**481—72.3(10A) Investigation procedures.** Procedures for investigations may include, but are not limited to, the following steps:

**72.3(1)** The department investigators shall inform the client of their involvement in the client's case by sending an introductory letter.

**72.3(2)** Client information may be verified by using:

- a. Property verification to identify possible property ownership.
- b. Postmaster statement to verify current address.
- c. Motor vehicle information to identify possible vehicle ownership.

**72.3(3)** If a face-to-face interview is necessary, an appointment letter is sent to the client.

a. Prior to the interview, the client will be informed of the purpose of the investigation, the types of information being investigated, what their responsibilities are in terms of cooperating in the investigation, and the consequences of refusal to cooperate in the investigation.

b. During the interview with the department investigator, the client may be asked to sign a form authorizing the department to contact collateral sources to verify pertinent public assistance case factors. At least one of the following forms will be attached to the authorization:

- (1) Landlord questionnaire,
- (2) Mortgage questionnaire,
- (3) Earned income questionnaire,
- (4) Financial institution questionnaire,
- (5) General questionnaire.

c. The client shall be provided a copy of the signed authorization form and any other forms identified as necessary at the time of the interview. The authorization form and attached form(s) will be explained during the interview and are offered as a courtesy to the client. The client-signed authorization is not required for a department investigator to secure collateral information related to pertinent public assistance case factors.

d. The director of the department or the director's designee may issue subpoenas in order to secure data that is deemed pertinent public assistance case factor information.

**72.3(4)** The DHS client file may be reviewed by the department investigator.

**72.3(5)** Collateral contacts will be used to collect information by the department investigator. The information supplied by the client may be subject to further verification by the department investigator.

**72.3(6)** The director of the department or the director's designee shall determine that all investigations conducted by the department investigator are related to pertinent public assistance case factors.

**72.3(7)** If the client has previously received public assistance benefits and a discrepancy(s) is present, the investigation may continue to determine whether an overissuance of benefits has been made. However, clients who have never received benefits and withdraw their application or are denied benefits will not be subject to continued investigation.