

From: Kris Knab [mailto:kris@lsnf.org]
Sent: Thursday, April 19, 2012 6:24 PM
To: John Meyer; Jim Sandman
Subject: RE: Request for Comments on Draft Program Letter

Thank you for the opportunity to respond to draft program letter 12-1. I personally feel that a “reasonable inquiry” should not require “direct” inquiry because it appears to make an assumption that poor people are ignorant and unable to fill out information about their income and assets or that they will provide inaccurate information. It will also take away the benefit sought by using on-line or mail intake—the ability to more quickly screen the applications with fewer staff resources in order to serve more people. This is especially problematic with inadequate (and fewer) resources and greater demand. If the instructions and directions provided to applicants carefully describe how to fill the information out and give applicants the opportunity to request help if needed, that should be sufficient. Likewise, if it is apparent that an applicant did not follow the instructions, a direct inquiry should be made. But it shouldn’t be required in every case. Kris Knab

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