



**CUSTOMER INSTRUCTIONS**  
**VERIFICATION OF CUSTOMER ELIGIBILITY FOR CSBG SERVICES FORM**  
 United Planning Organization, Community Services Block Grant Program

**STEPS TO FOLLOW**

1. Provide your name, address, social security number, date of birth and phone numbers.
2. Place a check against the type of income verification supporting documentation you will be providing.
3. Truthfully initial one of the following three options:
  - A. I have provided supporting documents to certify that I am eligible to receive CSBG services.
  - B. I have not provided supporting documents, but by initialing and signing this document , I certify that my family income meets the criteria to qualify for CSBG services.
  - C. I have not provided supporting documents because my family income is zero.

NOTE: Prior to selecting option 'C', ensure that every option provided under the zero income certification is true about your situation.

4. Sign and date the form.
5. Submit the form along with supporting documentation to staff for verification.
6. Do not write below the dotted line at the bottom of the form.

**NOTES:**

**A.** All UPO CSBG funded programs are required to verify the income eligibility and DC residency of all customers served. Staff must document that persons served have a family income that is below 200% of the applicable federal poverty level for the current fiscal year and also that the customer is a resident of Washington, DC. Returning customers are required to fill out this form and to provide supporting documentation to the extent possible. In the absence of supporting documentation, customers may initial the applicable line on the form. Customers should note that the information provided on this form is solely for the purpose of determining whether your family is eligible for this program and will be kept confidential by UPO and/or its service providers.

**B.** Family: A family may be a single individual. For families of more than one individual, the definition of “family” means all persons living in the same household who are: (1) supported by the income of the spouse, parent(s) or guardian(s), and (2) related to the spouse, parent(s) or guardian(s) by blood, marriage, or adoption.