**Section 10.235 Case Records**

a) The case record is a business record and shall constitute an official record of the Department concerning clients.

b) A case record shall be established for each applicant and maintained for each recipient.

c) The case record shall indicate the basis for approval or denial of the application.

d) A case record shall be established and maintained for each applicant and participant in the food stamp program. A separate food stamp case record shall be maintained for each non-assistance household.

1) For assistance households, the food stamp record shall be maintained in an isolated section of the regular income maintenance case record.

2) The case record shall be documented to support eligibility, ineligibility and benefit level determination. When verification is needed to resolve questionable information, the case record shall indicate the reason the information was considered questionable and what documentation was used to resolve the questionable information. The case record shall also indicate the reason why an alternate source of verification was needed.

(Source: Added at 24 Ill. Reg. 7856, effective May 16, 2000)