RFC can only be used mid-certification when the county has received unclear information. Unclear information is defined as significantly conflicting information about the household’s circumstances from that used by the agency at the time of certification.

- A new dropdown value has been added to the Verification field dropdown list. The new value is **FA-Request for Contact**.
- This new value will be added to the Verification dropdown list field on multiple screens, including Individual Demographics and the Non-Citizen screen.

- Selecting this option in the dropdown list will prompt a **VCL**.
  - The VCL will have a **due date** of 10+1 for Non-ACP cases and 10+5 for ACP cases.
  - If the client does not contact the agency or provide verification by the due date, the case will be **discontinued** as of the end of the month in which the 10+1 or 10+5 falls.

If the client needs only to contact the office to clarify the information selected in the VCL, we recommend the user enters a statement in the VCL comments: ‘Please, contact us to talk about the information requested above.’