OVERVIEW OF INTRODUCTION MODULE

Manual Reference: Economic Support Services Policy Manual, Chapter 3000

Trainer Resources: Economic Support Services Policy Manual
Orientation Guides
Interpretation of Scores
Referrals to Other Programs Key

Material in Training Manual: Outline of Food Stamp New Worker Training Course

Outline of Introduction
Objectives for Introduction
Determining Your Learning Style
Scoring Sheet
Training Information
FLSA Non-Exempt Employees Attending Required Training
Open-Book Exams, How to Prepare and How to Complete
Progress Report
Final Evaluation
Topics New Workers Will Need Additional Training
Overview of Topics Trained in Detail in Food Stamp Training
Classroom Standards, Expectations, and Attendance Policy
DHR Vision and DFCS Statement of Purpose and Goals
Beliefs for Right Work Right Way Service Model
Expectations of DFCS Staff
Your Responsibility in Reporting Child Abuse or Neglect
Collaboration Models
7 Concepts/Areas of Concern
Child Protective Services (CPS) Referral Situations
Adult Protective Services
Assistance Programs Available in Georgia
Temporary Assistance to Needy Families Explanation
Transitional Food Stamps Fact Sheet
Medical Assistance Program
Medicaid Generally Covers the Following:
Referrals to Other Programs
Food Stamp Abbreviations

Exercises: Confidentiality

Reference: None

Forms: Form 5459, Authorization for Release of Information

Form 5460, HIPAA Notice of Privacy Practices

Handouts: None

Extra Exercises: None

Time Required: 4 ½ hours

OUTLINE OF INTRODUCTION

I.   INTRODUCTIONS

II.   REGISTRATION FORMS

III.   INFORMATION ABOUT FACILITY

IV.   FORMAT AND SEQUENCE OF TRAINING

V.   DETERMINING LEARNING STYLE

VI.   TRAINING INFORMATION

VII.   STANDARDS, EXPECTATIONS, AND ATTENDANCE POLICY

VIII.   DHR VISION AND MISSION AND DFCS GOALS,

IX.   RIGHT WORK RIGHT WAY SERVICE MODEL AND EXPECTATION
        OF DFCS STAFF

X.   MANDATED REPORTING OF CHILD ABUSE OR NEGLECT

XI.   MANDATORY REPORTING OF ADULT ABUSE OR NEGLECT

XII.   DFCS AND OTHER PROGRAMS

XIII.   ECONOMIC SUPPORT SERVICES MANUAL

XIV.   CONFIDENTIALITY AND HIPAA (ESS 3005 and 3040)

OBJECTIVES OF INTRODUCTION

✔   Participants will be fully registered and will have completed all necessary paperwork for the administration of the class.

✔   Participants will be familiar with the training facility.

✔   Participants will be clear about what they will be taught in this class and how this training will be conducted.

✔   Participants will understand the standards, expectations, and attendance policy for this course.

✔   Participants will identify individual learning styles.

✔   Participants will become familiar with the philosophy of the agency and where we are in terms of welfare reform.

✔   Participants will become familiar with the DHR Vision and Mission, DFCS goals, the Right Work Right Way Service Model, and Expectations of DFCS staff

✔   Participants will understand their responsibility as mandated reporters for Child Protective Services and Adult Protective Services.

✔   Participants will be introduced to several initiatives that promote collaboration between the OFI and Social Services sections.

✔   Participants will become familiar with seven concepts/areas of concern that may serve as red flag warnings of possible child abuse and/or neglect.

✔   Participants will have a basic overview of the different programs offered by DFCS (TANF, Medicaid, and FS programs).

✔   Participants will become familiar with various non-DFCS programs to assist customers.

✔   Participants will become familiar with the common abbreviations used in the FS program.

I.   INTRODUCTIONS

A.   Introduce Trainers and Participants. Use any type of activity, method, or game desired.

II.   REGISTRATION FORMS

A.   Collect Supervisor Sign-off Sheet from Orientation Guide

B.   Have participants to complete and submit the following forms: Registration Form, Authorization for Release of Information, Identifying Data Sheet, and Inclement Weather Emergency Phone Contact.

**TRAINER'S   Blank copies of these forms are included in your Site Folder. Please
NOTE: hand out the forms and have participants to complete them. Then
               collect the forms.**

III.   INFORMATION ABOUT FACILITY

A.   Give general site information (contact name and phone number, what is available at and around the site, etc.)

IV.   FORMAT AND TRAINING SEQUENCE

A.   Give a basic introduction to the format of the training (lecture, readings, class activities, and exercises)

B.   Explain that not all aspects of their jobs will be covered while in training. Mention that everything cannot be taught in such a short time; therefore, we will focus on the basic policy. At times, they may have questions which will be answered upon their return to the county office.

C.   Explain that Phase I of this training, which is 13 days, will focus on FS policy only. Phase II of this training, which is 9 days, will cover FS SUCCESS. Prior to the first day of SUCCESS training, participants must have their email addresses, and their supervisors' names, phone numbers, and email addresses.

D.   Upon completion of Phase I and II FS training, participants will return to their counties to complete a mandatory two-week on-the-job (OJT) training component. Completion of the OJT is required in order to receive a certificate for Food Stamp New Worker Training and to attend Phase I and

II Family Medicaid training. The OJT will be discussed in detail at the end of Phase II Food Stamp Training.

E.   Following completion of the OJT, participants who are in the Food Stamp and Family Medicaid Training Sequence will attend Family Medicaid Phase I, an 8-day course which focuses on Family Medicaid policy. Family Medicaid Phase II is a 4-day course which focuses on Family Medicaid SUCCESS procedures

F.   Participants will attend Phase III Food Stamp training after being on the job for at least 3 months following the completion of Phase II Food Stamp training. Phase III Food Stamp training provides an opportunity to explore some policy in greater detail and enhance interviewing skills.

G.   If the participant will be responsible for TANF (Employment Services or Cash Assistance) or Aged, Blind and Disabled (ABD) Medicaid, they will need to complete these designated training programs.

V.   DETERMINING LEARNING STYLES

A.   Have participants complete "Determining Your Learning Style" in Training Manual.

B.   Discuss results of assessment. (Refer to "Interpretation of Scores" in Trainer Resources).

C.   Remind participants that training is a process. This phase is a short time to learn all of the policy. It will take many months to become proficient. Policies are continually changing and the participants will always be learning new information in order to be effective FICMs.

VI.   TRAINING INFORMATION

A.   Introduce the Training Manual and discuss the organization.

B.   Have participants read Outline and Objectives for the Introduction Module in TM. Have participants read "Training Information," "FLSA Non-Exempt Employees Attending Required Training" and "Open-Book Exams, How to Prepare and How to Complete" in the TM. Give out the exam dates for this session and have participants review copies of the Progress Report, Final Evaluation and FS SUCCESS Skill Demonstration in the TM. Explain that participants scoring less than 85 on any exam are expected to meet with the trainers to review the exam. Participants are responsible for scheduling a time to meet with the trainers.

C.   Refer to "Overview of Topics Trained" in TM. Also refer to the "List of Topics New Workers Will Need Additional Training". Explain that

participants will have an opportunity to learn about many of these topics during their two-week OJT in the county.

VII.   STANDARDS, EXPECTATIONS, and ATTENDANCE POLICY

A.   Talk with participants about their expectations. What do they hope to know at the end of this session? What can the trainer(s) do to facilitate learning? List their ideas on two flip charts titled "Expectations of Training" and "Expectations of Trainers." Discuss how you will meet these expectations. If they have expectations which will not be met in this class (such as "to learn everything about FS"), explain the parameters of the course and where they can get further information.

B.   Discuss trainer's expectations of participants. Refer to "Standards, Expectations, and Attendance Policy in TM and have participants to read it.

VIII.   DHR VISION/MISSION AND DFCS STATEMENT OF PURPOSE AND GOALS

A.   Ask participants their reasons for choosing DFCS for employment. Congratulate them on their new job. Discuss some of the rewards and benefits (intrinsic reward of helping others, making a difference in the lives of others, personal benefits of flex hours, leave, etc.) Encourage participants to learn about all the agency does.

B.   Refer participants to the "DHR Vision and DFCS Statement of Purpose and Goals" in the TM. Give participants the opportunity to read. Encourage participants to think about how they can help support the vision, mission, and goals of the agency. Ask participants for comments.

IX.   RIGHT WORK RIGHT WAY SERVICE MODEL AND EXPECTATIONS OF DFCS STAFF

A.   Beliefs that support doing the Right Work the Right Way

1.   Refer participants to the "Beliefs for Right Work Right Way Service Model" in the TM. This is the agency's new service model. The emphasis is doing the right work the right way. It is important that self-sufficiency for families is emphasized.

2.   The Right Work the Right Way Service Model affirms that self-sufficiency of applicant and recipient families through stable employment is the end goal. The agency believes that Welfare is not good enough for any family. A job is better than receiving welfare. DFCS Staff is responsible for acting as the change agents

who can help clients achieve goals established for all DFCS programs.

3.   The agency wants all able-bodied adults to become gainfully employed earning wages that will provide the necessary support for themselves and their families. DFCS believe children must be provided with opportunities to participate in high quality, safe, affordable childcare and educational programs.

4.   Review with participants the following underlying beliefs of the Right Work Right Way Service model which is part of the commissioner's vision for the agency.

    a.   **Welfare is not good enough for any family.**

    b.   **There is dignity in work whether with the head or hand.**

    c.   **Families are capable and responsible for making change happen.**

    d.   **Productive partnerships empower families to take charge of their lives.**

    e.   **If we want adults to take primary responsibility for the quality of their families' lives, we must encourage self-sufficiency.**

    f.   **With proper preparation, support, and supervision, we can help our customers create a more secure employment future for themselves.**

    g.   **We can best serve families by telling them, and ourselves, the whole truth as we see it about their strengths and challenges.**

B.   Expectations of DFCS Staff

1.   The OFI supports the mission and vision of the Georgia Department of Human Resources (DHR). DFCS' mission is to be the provider of choice for a continuum of services that promote the well-being of children and families through economic self-sufficiency for all Georgians.

2.   The vision is that all Georgia's families and communities will provide a safe, stable, and nurturing environment for their members. DFCS supports this mission and vision by being responsive to the needs of families and delivering service of the highest quality to families in a timely manner.

3.   Refer participants to the "Expectations of DFCS Staff" in TM. Give participants the opportunity to read. Discuss with participants how they can meet the expectations. The following are the expectations of DFCS Staff:

a.   **Accept responsibility as change agents.**

b.   **Be accountable to achieve meaningful and measurable outcomes regarding the quality and quantity of their work.**

c.   **Provide extraordinary service and responsiveness to customers and stakeholders.**

d.   **Support decision-making closest to point of service.**

e.   **Create an environment that supports involvement, innovation and creativity.**

f.   **Invest in staff development and recognition.**

g.   **Facilitate and maintain effective community partnerships and collaborations.**

X.   MANDATED REPORTING OF CHILD ABUSE OR NEGLECT

A.   Explain to participants that in addition to the Right Work Right Way Service Model, our commissioner, B.J. Walker, has also charged DFCS with focusing on building stronger families by looking beyond the OFI program we have been assigned to do.

B.   Best practice means we look at our families holistically and become aware of their needs beyond the program area in which we are assisting them. As we engage in establishing a relationship with our families we also need to be able and willing to refer them to other support or assistance within or outside of DFCS.

C.   Explain as a DFCS employee participants are required by law to report child maltreatment or suspected abuse to Social Services (SS). Social Services is a section of DFCS with whom they will be working closely with to help families learn how to become stronger and problem solve appropriately.

TRAINER'S NOTE:	Refer to "Your Responsibility in Reporting Child Abuse or Neglect" in the TM and review thoroughly. Ask participants if they know who are other mandated reporters? *Teachers, Child Care Professionals, Medical Professionals, Religious Leaders, Mental Health Professionals, etc.*

D.   Explain working collaboratively and sharing information with Social Services can best serve our families by giving us a more comprehensive view of their situation.

E.   There are many advantages to working together which include:

> ➤   OFI and SS are usually serving the same families

> ➤   The needs of our customers are interrelated

> ➤   OFI and SS do have the same goal – building stronger families so they can become self-sufficient and not have to rely on government assistance

> ➤   OFI and SS have resources that can be shared – some SS families are eligible for parent aid and counseling; OFI has Child Care and Medicaid

F.   Explain there are currently several initiatives being implemented in county offices that promote collaborative work between OFI and SS that target and intervene in situations that could potentially result in CPS involvement.

TRAINER'S NOTE:	Refer to "Collaboration Models" in the TM and review. This is for the participants' information only to introduce them to the initiatives they may see when they return to their counties..

G.   Explain as OFI Case Managers they are not responsible for learning Social Services policy. However, they should be aware of and be able to recognize not only those situations where neglect and abuse may have already happened, but be able to recognize those situations that put a family at risk for future SS issues.

H.   The essence of this approach is to prevent maltreatment that we have good cause to believe may happen if we do nothing. Our focus is prevention instead of intervention after an incident has occurred.

I.   Explain if there are indications of abuse or neglect or a circumstance that could escalate into a Child Protective Services (CPS) issue a report is not necessarily making an accusation. It is only a report of concern.

J.   Always err on the side of the child and let the CPS Investigator determine the validity of the report. You don't have to definitely know abuse or neglect is going on – just a suspicion.

K.   There are specific concerns the CPS Investigator considers when determining if abuse or neglect has taken place or may happen in the future. An abbreviated overview of these concerns is provided.

TRAINER'S NOTE: **Refer to the "7 Concepts/Areas of Concern" in the TM and review. Explain this list is not inclusive and is provided only as an overview of red flags of which they should be aware. Stress that CPS Investigators receive extensive training in these concepts in order to become proficient in making determinations of alleged abuse or neglect. This overview is not intended as training in assessing risk to a child.**

L.   CPS Investigators assess risk to a child through observations, facts and common sense. There is no formula that states if there are 2 or 3 concerns met then a report results in a CPS case. However, generally the more different areas of concern there are the higher the risk for abuse or neglect.

TRAINER'S NOTE: **Refer to "CPS Referral Situations" in the TM and review thoroughly.**

M.   Have participants read information on the Office of the Child Advocate in the ESS manual, pages 3020-2 and 3020-3.

N.   Remind participants any family can be at risk and as a mandated reporter it is their responsibility to address concerns when they see them arise.

O.   No matter what door a family enters our agency, either OFI or SS, our best practice model means that we look for ways to integrate services to insure all needs and concerns are addressed.

XI.   MANDATED REPORTING OF ADULT ABUSE OR NEGLECT

A.   Explain in addition to working with Social Services participants may also work with other DHR agencies to insure the safety and well-being of our families. One example is the Division of Aging.

B.   DFCS employees are required by law to report abuse, neglect or exploitation of disabled adults or elder persons who are not living in nursing or personal care homes to the Division of Aging.

C.   Reports of abuse, neglect or exploitation of disabled adults or elder persons living in nursing or personal care homes should be made to the Office of Regulatory Services or Long Term Care Ombudsman Program.

D.   When in doubt always make the referral.

TRAINER'S   **Refer to "Adult Protective Services" in the TM and review referral**
NOTE: **information. Refer Participants to the Division of Aging website**
                   referenced on the fact sheet for more information.

XII.   DFCS AND OTHER PROGRAMS

A.   It helps for workers to understand the other DFCS programs that are available while working with a FS applicant or recipient. Remind participants of the program fact sheets they read in their orientation guide. Also refer participants to "Assistance Programs Available in Georgia" in their TM. This is a good overview of the programs.

B.   Explanation of the TANF program

1.   The AFDC (Aid to Families with Dependent Children) program evolved into the TANF (Temporary Assistance to Needy Families) program in response to the Personal Responsibility Work Opportunity Reconciliation Act (PRWORA) of 1996. TANF was implemented in 1997.

TRAINER'S   **Refer participants to "Temporary Assistance to Needy Families" in TM**
NOTE: **for more details concerning TANF.**

---

2.   The TANF program is an employment program with a cash assistance component. The agency's goal is to use all of the resources available under the "TANF Umbrella" to encourage and promote self-sufficiency (persons meeting the needs of their

families with as little public assistance as possible), thereby helping Georgia achieve its vision.

3.   Mention the following information regarding the TANF cash assistance benefit:

   a.   Assistance is time-limited. In Georgia, this limit has been set at 48 months. The time limit may vary from state to state. A/Rs may have a different time limit if they moved to Georgia from another state and received TANF benefits while in another state.

   b.   Benefit levels are set by the state legislature so they vary from state to state.

C.   Explanation of the Food Stamp Program (FSP)

1.   The FSP provides electronic benefits to low-income families which they may use to purchase food items only.

2.   The FSP is a federally-administered program so the rules and benefits are the same throughout the country.

3.   FS benefits are not time-limited although some individuals (Able-Bodied Adults Without Dependents) may be limited in the number of months they can receive without meeting work requirements.

4.   FS benefits are issued in cycles throughout the first part of each month.

5.   Refer participants to the Transitional Food Stamps Fact Sheet and briefly review with them. Explain that they will receive additional training on the topic in their counties at a later date.

D.   Explanation of the Medicaid program - Medicaid is a medical insurance that is provided to individuals. It is a needs-based program with basic and financial eligibility requirements. There are many different categories of Medicaid that are available. Refer participants to Medicaid Information - "Medical Assistance Program" and "Medicaid Generally Covers the Following:" in the TM.

TRAINER'S NOTE:	**We will discuss the issuance of benefits in more detail in the Application Processing module.**

E.   Referrals to Other Programs

1.   Case managers must recognize that they can assist customers with their needs beyond the programs offered by DFCS.

2.   Referrals to other programs as well as other agencies should always be made when clients express a need or the case manager identifies additional needs.

3.   All counties should have a list of the other programs and agencies in their community. Advise participants to ask their supervisor for a copy of this list. Case managers should make copies of this list for their customers.

TRAINER'S NOTE:	**Have participants complete "Referral to Other Programs" in the TM. Trainer may opt to complete this exercise with participants or have participants to complete on their own. Review responses with participants. Key is available in the Trainer Resources section. Responses may vary.**

XIII.   ECONOMIC SUPPORT SERVICES MANUAL

A.   Explain to participants that the Economic Support Services policy manual for various programs, including the Food Stamp program, is available online at www.odis.dhr.state.ga.us. List this address on flip chart for the participants. Ask how many participants were able to access the online policy manual as a part of their pre-training orientation? Instructions for accessing the manual will be reviewed during Phase II Food Stamp SUCCESS training. Excerpts from the Food Stamp Policy Manual are included in the Phase I Food Stamp Training Manual Reference section for use with this training class only. Participants should always refer to the online policy manual for current policy.

B.   Discuss the following commonly used abbreviations and acronyms.

TRAINER'S NOTE:	**Refer to "Food Stamp Abbreviations" in the TM for participants to complete as the abbreviations are discussed. Also refer participants to the "Glossary" in the Reference Section for definitions and abbreviations.**

1.   AP - Absent Parent

2.   A/R - Applicant/Recipient

3.   AU - Assistance Unit

4.   CS - Child Support

5.   CSS - Child Support Services

6.   DOL - Department of Labor

7.   ES - Employment Services

8.   E&T - Employment and Training

9.   FNS - Food and Nutrition Services

10.   FS - Food Stamps

11.   GA - General Assistance

12.   HUD - Housing and Urban Development

13.   OFI - Office of Family Independence

14.   OP/UP - Overpayment/Underpayment

15.   POE - Period of Eligibility

16.   QC - Quality Control

17.   SRR - Simplified Reporting Requirement

18.   SUCCESS - System for the Uniform Calculation and Consolidation of Economic Support Services

19.   TANF - Temporary Assistance for Needy Families

XIV.   CONFIDENTIALITY AND HIPAA (ESS 3005 and 3040)

A.   Have participants read ESS Manual section 3005, and discuss Form 5459 in the TM Forms Section

---

TRAINER'S NOTE:	**Point out to participants that Form 5459 must be signed by the A/R. An A/R should never be asked to sign a blank Form 5459.**

TRAINER'S NOTE:	**Have participants complete the "Confidentiality Exercise" in TM. Review correct responses.**

B.   DFCS is required to comply with the Health Information Portability and Accountability Act (HIPAA) of 1996. The Privacy Rule ensures privacy protection by limiting ways that Protected Health Information (PHI) can be used and released. Every A/R and Personal Representative (PR) must be provided with a Notice of Privacy Practices at each application and annually thereafter.

   1.   Mail a Form 5460 to each A/R age 18 or older who does not have a face-to-face interview.

   2.   Document on SUCCESS the individual's name and the date the form was mailed. It is preferred, but not required, that the A/R sign and return the form.

TRAINER'S NOTE:	**Refer participants to Form 5460, "Notice of Privacy Practices" in the Forms Section. Tell participants they will receive or have received additional training on HIPAA in their county.**

OVERVIEW OF APPLICATION PROCESSING

Manual Reference:	Economic Support Services Policy Manual, Chapters 3100, 3105, 3030, 3035, 3705, 3720, 3800 , Appendix B and Appendix H
Trainer Resources:	Economic Support Services Policy Manual Overview of the Application Process Exercise Keys
Material in Training Manual:	Outline for Application Processing Objectives for Application Processing Overview of Application Processing The Food Stamp Application Process Food Stamp Authorized Representative Forms for FS Initial Applications SOP to Approve Initial Non-Expedited Applications SOP to Deny Initial Applications: Failure to Keep Appointments SOP to Deny Initial Applications: Failure to Provide Verification FS Periods of Eligibility (POEs) Notification EBT Material EBT Fact Sheet EBT and FS Issuance
Exercises:	Who May Apply/Interview SOP Practice for Applications Food Stamp Periods of Eligibility
Reference:	Generic Weekly Calendar
Forms:	OSAH Form-1, Food Stamp Hearing Request Form 118, Hearing Request Form 173, Verification Checklist Form 173-A, Appointment Letter Form 249, Notification Form Form 297, Application for TANF, Food Stamp, or Medical Assistance Form 297-A, Rights and Responsibilities Form 353, Work Log
Extra Exercises:	SOP Exercise Determine Standard Maximum Period of Eligibility
Transparencies:	Overview of the Application Process
Time Required:	2 ½ hours

OUTLINE OF APPLICATION PROCESSING

I.   INTRODUCTION

II.   FILING THE APPLICATION (ESS 3105)

III.   INTERVIEWING REQUIREMENTS (ESS 3105)

IV.   MANDATORY FORMS (ESS 3105)

V.   STANDARD OF PROMPTNESS (SOP) (ESS 3105)

VI.   PRORATION OF BENEFITS (ESS 3105)

VII.   PERIODS OF ELIGIBILITY (POE) (ESS 3105 and 3720)

VIII.   NOTIFICATION (ESS 3705)

IX.   ISSUANCE (ESS 3805, 3810)

X.   FAIR HEARINGS (ESS APPENDIX B)

XI.   TITLE VI/SECTION 504 CIVIL RIGHTS (ESS 3030)

OBJECTIVES

✔ Participants will be able to determine who must be interviewed in the Food Stamp Application Process.

✔ Participants will be able to apply the appropriate standards of promptness for applications.

✔ Participants will be able to determine appropriate periods of eligibility.

✔ Participants will be able to determine when to prorate FS benefits.

✔ Participants will be able to identify the types of notice.

✔ Participants will be able to explain Electronics Benefits Transfer (EBT) to applicants/recipients.

✔ Participants will be able to identify the issuance cycle for an eligible Food Stamp Assistance Unit.

✔ Participants will be able to determine what forms must be completed/provided to the AU when processing an initial application.

I.   INTRODUCTION

   A.   Refer participants to Outline and Objectives in TM.

**TRAINER'S   Refer to "Overview of the Application Process" in the TM.
NOTE:**

   B.   The application process includes filing and completing an application form,
           being interviewed, and having certain information verified and processing
           of the information in SUCCESS within the required standards of
           promptness.

   C.   In order to assure prompt and fair handling of all applications, certain
           procedures have been established for the processing of FS applications.

   D.   All applications must be screened for expedited processing.

**TRAINER'S   Refer participants to "The Food Stamp Application Process" in TM to
NOTE: assist with taking notes during this discussion. The key is in the
                 Trainer Resource section.**

**TRAINER'S   Refer participants to Form 47 "The Food Stamp Program in Georgia"
NOTE: (located in the Forms Section of TM) as an overview of the
                 application process.**

II.   FILING THE APPLICATION

   A.   Anyone may apply for FS benefits including the following individuals:

           1.   Head of the AU

           2.   Other responsible adult AU member

           3.   Authorized representative. Refer to section 3120.

**TRAINER'S   Refer participants to "Food Stamp Authorized Representatives" in
NOTE: the TM and discuss who can and cannot be an Authorized
                 Representative.**

---

4.   Authorized representatives for residents of drug addict or alcohol rehabilitation centers

5.   Residents of a group home

6.   Intentional Program Violation (IPV) disqualified individual, if that individual is the only adult member of the AU.

B.   An initial application occurs when an application is filed following any period when the AU has not been certified for benefits.

**TRAINER'S   Provide examples of what would and would not be an initial
NOTE: application. Do not use the term "review".**

C.   An AU may file an application by submitting forms to the DFCS office in one of the following ways:

1.   in person

2.   through an authorized representative (the head of the AU or an adult member of the AU must also sign the application form)

3.   by fax or other electronic transmission

4.   by mail

5.   by completing an on-line application

6.   via the Social Security Administration (when filing a joint application for SSI and FS)

7.   during a home visit with DFCS staff

D.   An application is considered **filed** when it contains an applicant's name, address (or a way to contact the AU), signature, and is received in the Food Stamp or SSA office. Homeless AUs must provide sufficient information to establish residency in the county in which the application is made.

E.   Discuss the Right to Same Day filing. (ESS 3105-3)

1.   An individual has the right to file an application on the day of the initial request for benefits. The agency cannot refuse anyone the right to same day filing and must inform the individual of the right to file an application form on the same day s/he or his/her

representative contacts the agency, in person or by phone, expressing interest in obtaining assistance.

2.   If an individual requests an application by mail, the right to same day filing is met if the application is mailed on the day s/he makes the request to the agency. The date of application is the date the signed application form is returned to the county office.

3.   Right to Same Day filing affects the following:

   a.   date to begin the processing standards

   b.   date to begin proration of initial benefits.

TRAINER'S NOTE:	**Exercise: "Who May Apply/Interview?"**

III.   INTERVIEWING REQUIREMENTS

A.   The FICM should conduct a face-to-face interview with the applicant prior to approval. The interview may be held at the Food Stamp office, at the home of the AU, if prearranged, or other mutually accepted locations.

B.   A face-to-face interview may be waived when the applicant's circumstances do not permit either an office visit or a home visit. The following applies when a face-to-face interview is waived:

   1.   Obtain supervisory approval

   2.   Conduct a telephone interview

   3.   Document the reason that an alternate interview method is needed

   4.   Apply normal processing standards.

C.   Applicants should be interviewed on the same day the application is filed, when possible.

   1.   To assure the AU is provided service timely, the agency must schedule a specific date and time for an interview for every applicant AU including applicants interviewed on the application date. Form 173-A, the Appointment Letter, is available for use when scheduling appointments.

   2.   Documentation of the interview appointment is filed in the applicant's case file or on the SUCCESS screen (MISC).

3.   A Form 173-A (Appointment Letter) must be sent to a FS AU when an initial appointment has been missed. The Form 173-A will inform AUs that the appointment has been missed and that the AU must contact the agency within 30 days from the date of the application or the case will be denied. A copy of the Form 173-A Appointment Letter must be filed in the case record in order to have a valid denial.

TRAINER'S NOTE:	**Review Form 173- A Appointment Letter with class. The FICM may also issue a Notice of Missed Appointment via SUCCESS.**

D.   Discuss all points of eligibility with the applicant during an interview.

E.   Verify information required to determine eligibility for Food Stamp benefits

1.   Determine if verification is available from agency sources prior to requesting the information from the AU.

2.   Make requests for verification verbally and in writing.

TRAINER'S NOTE:	**Review Form 173 Verification Checklist with class. Clearance received from Sharon Mitchell that the due date of the Verification should be used in both blanks on the form.**

3.   Require the applicant to provide the name of sources from which verification will be obtained.

4.   Inform the applicant of any contacts that will be made with the sources.

5.   Give the applicant ten calendar days to obtain the verification.

6.   Give additional time within the SOP to provide information if the applicant requests.

7.   Consider verification received for one program to be received for all programs.

8.   Accept the applicant's statement as verification for some eligibility criteria, when appropriate.

9.   Assist the AU in obtaining verification.

10.   Do not require verification if the applicant's statement establishes ineligibility.

F.   Inform the applicant about the program verbally and by using appropriate information pamphlets and other printed materials

G.   Document SUCCESS with the results of the interview.

H.   The FICM must determine the appropriate AU during the interview.

IV.   MANDATORY FORMS (ESS 3105-8/9)

TRAINER'S NOTE: **Participants should complete the "Mandatory Forms at Initial Application" TM page during this discussion. Key is in Trainer Resource section.**

A.   Complete/provide the following forms when processing a Food Stamp application:

1.   Application for Assistance - Form 297 or SUCCESS

2.   Rights and Responsibilities - Form 297-A

3.   Eligibility Determination Document completed in SUCCESS (not required to print out nor have A/R sign) or Form 286 (if SUCCESS is not available).

4.   Voter Declaration Statement, Form DS96

5.   Expense Statement, Form 354

6.   Food Stamp E&T Program Facts, Form 830 - provide to each AU that has mandatory work registrants

7.   Change Report Form, Form 846 - provide to all Assistance Units (including those eligible for Simplified Reporting)

8.   Simplified Reporting Requirement Notice, Form 339 (if appropriate)

9.   Notice of Privacy Practices, Form 5460 - A HIPAA Form must be provided to each adult AU member and the authorized representative if appropriate.

V.   STANDARD OF PROMPTNESS (SOP) (ESS 3105-9)

TRAINER'S   **Refer participants to "SOP to Approve Initial Non-Expedited**

NOTE:	Applications" in TM.

A.   Explain that SOP is the amount of time which the worker has to approve or deny benefits. When approving benefits the SOP is considered to have been met when the benefits are available in the AU's EBT account by the SOP. This is not the same date as when the case is finalized in SUCCESS.

B.   Non-expedited Initial Applications (ESS 3105 – 9/10)

   1.   Provide the AU the opportunity to participate within 30 calendar days of application date.

   2.   To meet the 30 day requirement, the EBT account must be set up by the 25th calendar day following the date of application and processed in the system by the 28th day in order to meet the SOP. If this is not done, the application is OSOP per clearance from Sharon Mitchell August 9, 2004.

C.   Discuss expedited SOP (7 calendar days), including who is eligible (ESS 3110), but not all the processing details (we have an Expedite module for the details) (ESS 3105-8).

D.   Calculating SOP (ESS 3105-9). Count begins the day after the application date.

TRAINER'S NOTE:	**SUCCESS will track the SOPs through Alerts, so limit the number of examples of SOPs you have the class calculate. Refer participants to "SOP to Approve For Initial Non-Expedited Applications", "SOP to Deny Initial Applications: Failure to Keep Appointment", and "SOP to Deny Initial Applications: Failure to Provide Required Verification" n TM. Refer participants to Generic Weekly Calendar in the Reference Section of TM. Alerts will be generated to notify FICMs that an application is pending; and that an application is registered, but no interview has started.**

E.   Discuss what action to take if the SOP falls on a weekend or holiday.

   1.   Complete denials the first workday following the weekend or holiday

   2.   Complete approvals by the last workday prior to the weekend or holiday

F.   If the AU fails to attend the initial interview to establish eligibility, the application must be denied on the 30th day following the date of application. A Form 173-A Appointment Letter or SUCCESS "Notice of Missed Appointment" must be in the case record in order to have a valid denial for failure to keep an initial appointment.

G.   If the AU fails to provide verification by the 10th day, the EW can deny the case the day following the date the verification is due.

H.   If the verification is received after the denial but prior to the 30th day from the initial request, the case is reopened and benefits are restored back to the original date of application.

I.   If verification for a deduction is not received by the 10th day (but all the eligibility requirements are met) the case can be approved on the 11th day without the deduction.

       Example: AU applies on January 5th. Verification of child care expenses is requested on January 5th. AU does not provide verification by January 15th. The FICM can approve the case on January 16th without the deduction, provided all the eligibility requirements have been established.

J.   If the application is denied on the 30th day for failure to provide requested verification and the AU is determined eligible any time after the 30th day but by the 60th day after application, benefits will be prorated beginning the date all verification is provided.

K.   OVER SOP due to Agency Delay and AU Delay (ESS 3105-10/12). Mention OSOP reporting requirements due to the result of Georgia's contempt of court citation. The worker reports overdue cases weekly to supervisor using a county form.

L.   Refer to Form 353 (rev. 7/97) in the TM Forms Section and discuss documentation of SOPs. Always document reason if over SOP. Again, mention that SUCCESS will help track SOPs through Alerts. Participants should check with their supervisors on how they are to report SOP cases.

TRAINER'S   **Exercise "SOP Practice for Applications" in TM.**
NOTE:

VI.   PRORATION OF BENEFITS (ESS 3105 - 19 and 3810 - 2/4)

A.   FS eligibility begins the date of application.

B.   An AU's initial month's benefits will be prorated from the date of application to the end of the month.

1.   If AU reapplies at any time after the 30th calendar day following the last day of the previous POE, prorate benefits for the first month of the new POE from the date of application.

TRAINER'S   **Cases closed due to failure to complete review requirements will be**
NOTE: **discussed with the Reviews Module.**

---

2.   Do not prorate the first month's benefits for migrant and seasonal farm worker AU's unless there is a break of more than one month between the end of their last POE and the date they reapply.

C.   SUCCESS will automatically prorate benefits. If the worker is manually completing a budget, the worker will need to refer to Proration Tables in Section 3810 of their FS Policy Manual.

TRAINER'S   **We do not have copies of the proration tables in the TM.**
NOTE:

VII.   PERIODS OF ELIGIBILITY (POE) (ESS 3105 and 3720).

A.   POE is based on AU circumstances (ESS p. 3105-19/20).

B.   Explain that the POE begins the first day of the month the A/R applies and ends the last day of the month in the POE.

C.   POE cannot be extended, but it may be shortened (except for an SRR AU). A good example of when to shorten a POE might be when the worker is sanctioning an individual for failing to comply with E&T; the worker could shorten the POE to expire when the sanction period ends (whether it was a 1 month sanction or 3 month sanction or 6 month sanction).

D.   Explain the guidelines for establishing POEs for FS AUs. These are maximum lengths of time.

TRAINER'S   **Have participants refer to "Food Stamp Periods of Eligibility" in TM.**
NOTE:

---

1.   AUs with ABAWD included- Up to 3 months.

2.   AUs in which all adults are elderly or disabled and there is no earned income- Up to 12 months. For FS purposes, an elderly individual is age 60 or older. Disability under FS regulations is an individual who receives SSI, RSDI disability, Railroad Disability, 100% Veterans Administration disability, or disability related medical assistance (ABD Medicaid). This list is not all inclusive, but provides the most common types of disabilities.

3.   Simplified Reporting AUs - 6 months (this is the only POE that can be assigned to these AUs. Do not shorten the SRR POE). Simplified Reporting AUs are all other AUs.

4.   Expedited AUs - Will be discussed later in training.

E.   SUCCESS will automatically assign the POE. FICM must shorten the POE based on Policy requirements if SUCCESS assigns too long a POE. Participants will have an opportunity to look at this information in the SUCCESS Training portion of class.

TRAINER'S   **Exercise "Food Stamp Periods of Eligibility" in TM.**
NOTE:

VIII.   **NOTIFICATION (ESS 3105 - 23 and 3705)**

TRAINER'S   **Refer participants to "Notification" in TM.**
NOTE:

A.   At the time the case is completed all applicants receive a Summary Notification form advising them of the disposition of their application.

B.   Go over when written notice is required (ESS p. 3705-1) and what the notice must include (ESS p. 3705-23).

C.   Briefly review the difference between Adequate Notice and Timely Notice (ESS p. 3705-1).

TRAINER'S   **Discussion of Timely Notice may be postponed until the "Changes"**
NOTE: **module.**

D.   Explain that FS applications, whether initial or review, receive Adequate Notice (ESS p. 3705-2). Written notice is generated by SUCCESS.

E.   Review Form 249 in Forms Section of TM.

IX.   ISSUANCE (ESS 3805, 3810, Appendix H)

A.   Issuance is the method by which benefits are distributed to eligible Assistance Units (AUs).

  1.   Benefits are issued at the time of approval and thereafter as required by policy.

  2.   Benefits are authorized via SUCCESS.

B.   Electronic Benefits Transfer (EBT) is an issuance system that relies on the electronic media rather than paper to issue public funds. In Georgia, cash assistance (TANF) and food benefits will be issued electronically. SSI and other federal benefits may also be issued via EBT in the future.

TRAINER'S NOTE: **Refer participants to "EBT" material in the TM and allow time for participants to review.**

C.   Recipients access EBT with a plastic magnetic striped card and a personal identification number (PIN). These cards can be used at ATMs or POS (Point of Sale) machines.

D.   EBT locations are identified by a Quest/Honor symbol. Also displayed in the lower left-hand corner of the sign will be a grocery bag (meaning food only), a $ sign (meaning cash availability), or both.

E.   Recipients will be able to access their benefits in any state other than Wyoming. In the other states, benefits should be available through large chain retailers. (E-mail 9/07/06)

F.   Information keyed into SUCCESS is transmitted to EBTAS (EBT Application System) at 5:00 pm the next day. This information is then transmitted to EBTSPS (EBT Service Provider System) later that same night.

G.   Initial benefits will be accessible on the EBT card approximately two days after approval.

  Example: Food Stamp application is taken on 4/10. The case is approved on 4/15. The information is sent from SUCCESS to EBTAS at 5:00 pm on 4/16. The information is sent from

EBTAS to EBTSPS the night of 4/16. On 4/17 the benefits should be in the EBT account and the EBT card and PIN number mailed that day.

H.   Applicants that have received FS benefits before may use their old EBT card if they still have it and have not moved. If the applicant does not have it or they have moved, issue a duplicate card. Instructions for this are included in the EBT Handbook (Appendix H on ODIS).

I.   Ongoing food benefits are available at 9:00 a.m. beginning on the fifth day of the month and continuing through the fourteenth of the month. The cycle date is determined by the last number of the recipient's food stamp case number. Ongoing cash (TANF) benefits are available at 9:00 a.m. on the first day of the month.

TRAINER'S NOTE: Refer participants to "EBT and FS Issuance" in TM.

TRAINER'S NOTE: Have participants conduct a role play for informing an applicant about the EBT process. Allow participants approximately 10 minutes to prepare a script. The situation is a new applicant who has never received food stamps. Participants are to role play their script in teams of two. Trainer should process role plays afterwards emphasizing that this is one of the most important pieces of information they will need to share with each applicant.

TRAINER'S NOTE: After the Role Play, inform participants that the EBT Handbook can be accessed online in Appendix H of the FS Policy Manual.

X.   FAIR HEARINGS (ESS Appendix B)

A.   A/Rs have a right to request a Fair Hearing to dispute any case action.

B.   A request for a hearing is a clear expression by the A/R or authorized representative of the desire to present the case to a higher authority.

C.   A request for a hearing may be made orally or in writing. If an oral request is made, FICM should ask the A/R to follow up the request in writing.

D.   Review the following forms:

1.   Notification Form (Form 249) – Reverse side

2.   Request for Hearing (Form 118)

3.   OSAH Form-1 – Food Stamps

E.   Explain that if a hearing request is received, the FICM should consult his/her supervisor immediately to receive instructions about correct forms to complete and preparation for the hearing.

XI.   TITLE VI/SECTION 504 CIVIL RIGHTS

A.   The Division of Family and Children Services requires that no applicant/recipient for services of this agency shall: On the grounds of race, color, sex, age, religion, national origin, political affiliation or handicap be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity conducted or supported by the Division.

B.   The requirement applies to individuals, childcare facilities, and other agencies/organizations to which the Division makes referrals or purchases services.

C.   The Division requires that applicants/recipients of services, who feel that they have been discriminated against, have the right to a fair and prompt investigation of their complaint.

D.   Counties should access language services and program materials translated in other languages, based on the proportion of Limited English Proficiency (LEP) persons from a particular language group served or encountered in the eligible service population.

TRAINER'S NOTE:	**Inform participants that they will receive more training once they return to their counties if they have not already received it.**

OVERVIEW OF ASSISTANCE UNITS

Manual Reference: Economic Support Services Policy Manual, Chapters 3105,
                             3200 and 3600

Trainer Resources: Economic Support Services Policy Manual
                             AU Examples
                             Exercise Keys

Material in   Outline of Assistance Units
Training Manual: Objectives for Assistance Units
                             Food Stamp Assistance Units
                             AU Examples
                             Designating the Head of AU for Application Processing
                             Examples of Designating the Head of AU

Exercises: Assistance Units
                             Who Could Be the Head of the AU

Reference: Income Limits

Forms: Form 173, Verification Checklist

Handouts: None

Transparencies: Form 173

Extra Exercises: Assistance Units
                             Who is the Head of the AU

Time Required: 2 ½ hours

OUTLINE OF ASSISTANCE UNITS

I.   BASIC CONSIDERATIONS (ESS 3200 AND 3205)

II.   DETERMINING AN AU (ESS 3205)

III.   SPECIAL TYPES OF AUs (ESS 3215 – 3245 AND 3600)

IV.   DETERMINING THE HEAD OF AU (ESS 3105)

V.   VERIFICATION

OBJECTIVES

✔   Participants will be able to define an Assistance Unit.

✔   Participants will be able to determine who can be a separate FS
      Assistance Unit.

✔   Participants will be able to determine who cannot be a separate FS
      Assistance Unit.

✔   Participants will be able to determine who can be the head of the FS
      Assistance Unit.

✔   Participants will be able to determine when to verify assistance unit
      composition.

✔   Participants will be able to determine what verification is needed for
      assistance unit composition.

I.   **BASIC CONSIDERATIONS (ESS 3200, 3205, 3210)**

   A.   Refer participants to Outline and Objectives for AU in TM.

   B.   An Assistance Unit includes the individuals who will receive benefits upon approval of the application for assistance. A Food Stamp AU includes eligible individual(s) who live together and customarily purchase food and prepare meals in common.

   1.   The AU size determines the income limit. The income and resources of all individuals in the AU are used to determine eligibility.

   2.   Because of financial responsibility, certain individuals who are not included in the AU may have their income and resources considered when determining the AU's eligibility for assistance.

   C.   Review basic definitions

   1.   Elderly - 60 years of age or over

   2.   Minor - child under 18 years of age

   3.   Spouse - husband or wife

   4.   Parent - mother or father of a child; includes biological, adoptive, and step

   5.   Child

II.   **DETERMINING AN AU (ESS 3205)**

   A.   Criteria to consider when determining a Food Stamp AU include:

   1.   the individuals who live at the residence

   2.   the individuals who purchase food and prepare meals together.

   3.   Individuals who intend to purchase food and prepare meals together upon receipt of FS benefits

   4.   the type of residence (house, shelter, room, institution)

   5.   the age and disability of the individuals

   6.   the relationship of the individuals

B.   People who live together and purchase food and prepare meals together are generally one AU.

C.   People who live together and purchase food and prepare meals separately may be considered for separate AU status - review the criteria in determining separate AU status (ESS p. 3205-1).

TRAINER'S NOTE:	**Discuss why applicants/recipients would want to be separate AUs (maximum for 1 = $155, maximum for 2 = $284)**

D.   Steps to determine AU composition (ESS p. 3205-2/3)

TRAINER'S NOTE:	**There are optional examples available for trainer to use as policy is covered. These examples are also available in the TM for participants to follow.**

TRAINER'S NOTE:	**Refer to "Food Stamp Assistance Units" Chart in TM.**

1.   The following are to be one AU even if they state they purchase and prepare meals separately:

a.   Spouses

TRAINER'S NOTE:	**The common law marriage bill has an effective date of 7/1/97. Common law marriages established prior to 7/1/97 will be valid marriages in the state. Effective 7/1/97, no new common law marriages will be recognized as valid marriages.**

b.   Children under 18 who live under the parental control of an AU member other than a parent cannot be separate from the person exercising parental control.

TRAINER'S NOTE:	**Inform participants that SUCCESS generates an alert that a client in a Food Stamp AU is turning 19 so that the worker can review separate household status.**

        c.   Children under age 22 cannot be separate AUs from their parent(s), even if the child has a spouse or a child living in the home. Parents and children age 22 or above can be separate if they purchase and prepare meals separately.

    2.   Individuals who must be excluded from the AU due to sanction or ineligible status (ESS p. 3205-3, 3620, 3635, 3645).

        a.   Ineligible student - do not count resources or income

        b.   Ineligible ABAWD - count resources and prorate income

        c.   Enumeration sanctioned - count resources and prorate income

        d.   Ineligible alien - count resources and prorate income

        e.   IPV disqualified - count resources and income in full

        f.   E & T sanctioned individual - count resources and income in full

        g.   Fleeing felons and probation/parole violators - count resources and income in full

        h.   Individual convicted of a felony related to controlled substances (illegal drugs) - count resources and income in full

---

TRAINER'S NOTE: **Complete "Assistance Unit Examples" in TM and Exercise "Assistance Units" in WB.**

III.   SPECIAL TYPES OF AUs (ESS 3205-4/8)

    A.   Determining the composition of Food Stamps AUs which contain special AU members is addressed in Chart 3205.1, ESS pages 3205 - 4/8. DO NOT TRAIN THIS INFORMATION.

TRAINER'S NOTE: **The special category where Elderly and Disabled individuals purchase and prepare food together but meet separate AU status based on 165% of FPL is in this section. DO NOT TRAIN. This special category is listed on the "FS Assistance Units" Chart in TM only as reference to remind participants that there is a special category that exists.**

B.   Other types of AU situations are discussed in ESS 3215-3245. DO NOT TRAIN THIS INFORMATION.

IV.   DETERMINING THE HEAD OF THE FS ASSISTANCE UNIT (ESS 3105 – 1/2)

TRAINER'S NOTE:	**Refer participants to "Designating the Head of AU for Application Processing" in TM.**

A.   A food stamp AU which consists of no more than one adult will have that adult designated as the head of the AU.

B.   A food stamp AU which consists of two or more adults and at least one adult is an adult parent of children (of any age) who reside with the parent, is allowed to select an adult parent or an adult serving in a parental role to the children under 18 years of age in the household, as the head of the AU provided the adults agree.

  1.   An adult is defined as:

    a.   age 18 or over

    b.   head of AU if under 18

  2.   An parent is defined as:

    a.   a natural

    b.   adoptive

    c.   stepparent, or

    d.   a person serving in a parental role

C.   A food stamp AU which consists of no adult parents of children is allowed to select any adult as the head of the AU.

D.   A food stamp AU which consists of no adults, is allowed to select any AU member as the head of the AU. The person selected should be (one of) the person with responsibility for the AU's business affairs.

E.   If the AU does not make a decision as to who is the head of the AU, the county will make that determination.

F.   The agency must explain to all AUs at the time of application and changes in AU composition which could affect the head of the AU designation the AU's right to select its head of the AU. The explanation shall include a discussion of the household's option to select the head of the AU, the circumstances under which an AU may change its designation, and how that change should be reported.

TRAINER'S   **Review "Examples of Designating the Head of AU" with participants.**
NOTE: **Then have participants complete "Exercise: Who Could be the Head of the AU". Discuss correct responses.**

V.   VERIFICATION (ESS 3205)

A.   Accept the AU statement to determine the AU composition, unless the information provided conflicts with other information available to the agency.

B.   Use one of the following sources if verification is required:

   1.   statement from the landlord

   2.   statement from a person outside the AU who has knowledge of the AU situation

   3.   any other source which verifies the AU's statement

C.   Introduce Form 173 (Verification Checklist) as method of requesting verification

   1.   A/Rs must be given 10 calendar days to provide verification

   2.   Any verification requested must be clearly indicated on Form 173.

   3.   FICM may complete a manual Form 173 or use the one generated by SUCCESS.

OVERVIEW OF BASIC ELIGIBILITY

Manual Reference:	Economic Support Services Manual, Chapter 3300
Trainer Resources:	Economic Support Services Policy Manual Exercise Keys
Material in *Training Manual:*	Outline of Basic Eligibility Objectives for Basic Eligibility FS Basic Eligibility Chart Identity and Residency Enumeration Enumeration Process Enumeration Chart Basic Eligibility Criteria: Citizenship and Alien Status
Exercises:	Identity, Residency, and Enumeration Citizenship
Reference:	None
Forms:	Form 189, Referral for SSN Application Form 820, Third Party Verification of Citizenship Form G-845, SAVE
Handouts:	None
Transparencies:	None
Time Required:	3 ½ hours
Extra Exercises:	Enumeration and Citizenship

OUTLINE OF BASIC ELIGIBILITY

I.   GENERAL OVERVIEW (ESS 3301)

II.   IDENTITY (ESS 3335)

III.   RESIDENCY (ESS 3340)

IV.   ENUMERATION (ESS 3325, 3530)

V.   CITIZENSHIP / ALIENAGE (ESS 3320)

VI.   LAWBREAKERS (ESS 3310)

OBJECTIVES

✔   Participants will be able to apply the eligibility and verification requirements for identity.

✔   Participant will be able to apply the eligibility and verification requirements for residency.

✔   Participants will be able to apply the eligibility and verification requirements for enumeration.

✔   Participants will be able to identify the case manager's role in the enumeration process.

✔   Participants will be able to apply the eligibility and verification requirements for citizenship.

✔   Participants will be able to identify the eligibility and verification requirements for alienage.

✔   Participants will be able to define who lawbreakers are and how they are treated in the FS program.

I.   GENERAL OVERVIEW (ESS 3300-1)

   A.   Briefly review material from Assistance Units.

   B.   Refer participants to Outline and Objectives for Basic Eligibility in TM.

   C.   Explain that we will be discussing criteria other than income and resources to determine eligibility. Each AU member must meet certain Basic Eligibility Requirements. In this module we will discuss the following non-financial criteria: Identity, Residency, Enumeration and Citizenship/Alienage. Work Requirements, which is also a non-financial criterion, will be discussed later in a separate module.

TRAINER'S NOTE: **Refer to "FS Basic Eligibility Chart" in the TM.**

II.   IDENTITY (ESS 3335)

TRAINER'S NOTE: **Refer participants to "Basic Eligibility Criteria" in TM for guided note-taking. Key is available in Trainer Resource section.**

   A.   The identity of a person applying for food stamps must be verified.

   B.   When an individual who is not a member of the AU applies on behalf of the AU, that person's identity must be verified as well as the applicant's identity.

   C.   Verify identity at initial application.

   D.   Verify identity through any one document which reasonably establishes identity. Suggested sources include:

         a.   birth certificate

         b.   driver's license

         c.   state Identification card

         d.   wage stubs

         e.   any document which reasonably establishes identity must be accepted

E.   If an A/R cannot provide verification, verify identity through readily available documentary evidence or through a collateral contact.

III.   RESIDENCY (ESS 3340)

A.   AU members who receive benefits must live or intend to live in Georgia.

B.   There is no specific durational requirement for residence to participate in the FS program.

C.   The place of residence need not be a fixed dwelling.

D.   AU members should be certified in the county of residence.

E.   Accept and document the A/Rs statement of residency unless the information known to the agency conflicts with the A/R's statement.

F.   When the AU statement of residency is questionable, any of the following may be used to verify residency:

1.   lease

2.   rent or utility company receipts

3.   school records

4.   written statement of responsible reference

5.   any other document proving residency.

G.   Remind participants that if an AU is not a resident of the county in which the application is filed or if the AU mails the application to the wrong county, the county of receipt must accept and date the application with the date the application is first received in any office in the state. The application should be faxed or mailed to the correct office no later than the next workday following the date the application was received in the wrong county. (ESS 3105-13)

IV.   ENUMERATION (ESS 3325)

A.   Enumeration is the process by which a SSN is obtained and validated.

B.   An individual must be enumerated in order to be included in the assistance unit. Each AU member must provide or apply for a Social Security Number (SSN) in order to receive benefits.

C.   SSNs are used to secure information from other data bases to achieve the following:

1.   complete reviews necessitated by federal benefit changes

2.   discover unreported income or resources

3.   prevent duplicate benefits

4.   verify reported information

TRAINER'S NOTE: **Refer participants to "Enumeration Process" in TM.**

D.   Discuss the procedures for obtaining and recording an SSN in the case record.

TRAINER'S NOTE: **Refer participants to "Chart 3235.1 Enumeration" in TM.**

E.   Review the verification procedures for Enumeration when A/R must apply for a SSN (ESS pp. 3325-4).

1.   Compliance with the enumeration process for newborns is not required until the next review or within 6 months following the month the baby is born, whichever is later. If the SSN has not been received, request the SSN at each review thereafter.

2.   Refer AU members to SSA to apply for SSN.

a.   Review Form 189 and discuss the verification A/R should take to apply for a SSN. SUCCESS will generate Form 189.

b.   Allow the AU 10 calendar days to verify application for SSN. If verification is provided, document verification of application for SSN with SSA

c.   If verification of application for SSN is not provided - determine if good cause exists. If so, monitor monthly. If good cause does not exist, do not include the non-enumerated individual.

d.   If A/R applies for SSN at SSA, determine at next review whether SSN has been received. If SSN has not been received, request the SSN at each subsequent review. SUCCESS will generate alerts to remind FICM to obtain SSN.

F.   Good Cause may be established for failure to meet the enumeration requirement.

1.   A/R has made every effort to obtain a SSN but has been unsuccessful. DFCS has made every effort to assist AU in obtaining documents needed to apply for a SSN.

2.   Good Cause includes (but is not limited to) the following:

a.   Documentary evidence/collateral information that AU member has applied for a SSN and has not yet been issued a number

b.   Inability of the AU to obtain documents required by SSA.

TRAINER'S NOTE:	**Refer participants to Chart on "Good Cause in Enumeration" (ESS p. 3325 - 5 & 6). DO NOT TRAIN.**

G.   An individual who does not meet the enumeration requirement and does not have good cause is sanctioned and ineligible to be included in the AU.

TRAINER'S NOTE:	**Inform participants that SUCCESS generates alerts to the worker if validation discrepancies occur regarding SSN, Sex, DOB, and Name information. Also an alert is generated if this information changed and subsequently does not match SSA.**

TRAINER'S NOTE:	**Have participants complete exercise "Identity, Residency, and Enumeration" in the WB.**

V.   CITIZENSHIP/ ALIENAGE (ESS 3320)

A.   A recipient of FS must be a U.S. citizen or establish United States Citizenship and Immigration Services (USCIS) status as a lawfully admitted qualified alien.

B.   A U.S. citizen is an individual who meets one of the following conditions:

1.   born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, U.S. Virgin Islands, (St. Thomas, St. John and St. Croix),

Northern Mariana Islands (Saipan, Rota, and Tinian), American Samoa, or Swains Island

2.   a child adopted by a U.S. citizen or naturalized citizen. Foreign born children adopted by U.S. citizens do not make the children U.S. citizens. Citizenship must be determined with USCIS documents.

3.   naturalized or born in another country to a non-U.S. citizen residing in the US for the required period and becoming a U.S. citizen

4.   born in another country to a U.S. citizen. Children born in another country to a U.S. Citizen are U.S. citizens until age 18, when they must declare U.S. Citizenship or birth country citizenship.

C.   For FS program purposes, the following aliens are to be treated as U.S. citizens:

1.   American Indians born in Canada living in the U.S. under Section 289 of the Immigration and Naturalization Act (INA) or non-citizen members of a federally-recognized Indian tribe under Section 4(e) of the Indian Self-determination and Education Assistance Act. This provision is intended to cover Native Americans who are entitled to cross the United States border into Canada or Mexico. Included under the provisions are the Regis Band of the Mohawk in New York, the Micmac in Maine, and the Kickapoos in Texas.

2.   An individual lawfully residing in the United States who was a member of a Hmong or Highland Laotian tribe that rendered assistance to the United States personnel by taking part in a military or rescue operation during the Vietnam Era (August 5, 1964-May7, 1975). This category includes the spouse or un-remarried surviving spouse or unmarried dependent children of these individuals.

D.   U.S. Citizenship must be verified by a third party source.

E.   Any A/R who has received or is currently receiving disability benefits through the Social Security Administration, Medicare, or SSI are deemed to have met the citizenship requirement. These groups of individuals have already had their citizenship verified by those Federal agencies. This criteria does **NOT include children who receive benefits from a parent's account, a spouse who receives benefits from a spouse's account, or anyone who retires early and receives retirement through the Social Security Administration.**

F.   Acceptable primary forms of verification for citizenship include:

1.   Birth certificate. **Note: A child's birth certificate cannot be used to verify the mother's citizenship**

2.   Certificate of Citizenship (N-560, N-561, or N-600)

3.   Naturalization certificate (N-550) (N-570). Note: This document is not supposed to be copied; A/Rs may ask workers not to copy it.

4.   Report of Birth Abroad of U.S. Citizen (Form FS-240, FS 545, DS 1350)

5.   U.S. Citizen I.D. card (I-197)

6.   U.S. Passport

7.   Consular report of birth

8.   American Indian Card (I-872), first issued by INS, now known as the USCIS, in 1983 verifying if Indian is from Regis Band of the Mohawk in New York, the Micmacs in Maine, or the Kickapoos in Texas –applies even if born in Canada. All other Indians born in Canada are not considered American Indians and must provide proof of citizenship status.

9.   Northern Mariana Primary I.D. Card (I-873) issued prior to 1986 and to applicants born prior to 11/3/86 by INS.

10.   Social Security Number (SSN) issued prior to 6/30/48 (date of birth does not matter). Participants can refer to procedures in the Medicaid Manual (Section 2215) to use this method of verifying U.S. citizenship.

G.   Secondary forms of verification for U.S. Citizenship include:

- Court records of parentage, juvenile proceedings, or child support indicating place of birth

- Property records verifying U.S. citizenship status

- Religious record of birth recorded in the U.S or its territories within three months of birth. The document must show either the date of birth or the individual's age at the time the record was made. **Family Bibles are not acceptable verification.**

- Any document that establishes place of birth or U.S citizenship such as records from SSA, VA, local government agencies, hospitals, or clinic's record of birth or parentage

Examples include: Copy of TPQY or SDX (page1) if "alien code" field is coded A, C, M, N, or Q., printout of SSN request from Social Security Administration showing place of birth in U.S., copy of Newborn report from Division of Community Health (DCH) or hospital, and Vital Records Index. If Vital Records Index is used, document the date viewed, name, DOB, and county of birth in Georgia.

TRAINER'S NOTE:	**Only the 5 codes listed above for the TPQY or SDX (page 1) verify U.S. citizenship. Following is an explanation of each code:** (A)- Proven born in U.S., U.S. citizen (C)- U.S citizen born outside of the U.S., this includes naturalized citizens (N)- Identity and citizenship of the individual verified by the Numident interface, which is SSA's system for verifying citizenship (Q)- Alleged born in the U.S.-allegation corroborated by a U.S. place of birth shown on the on-line Numident, which is SSA's system for verifying citizenship (M)- Resident of the Northern Mariana Islands. The Northern Mariana Islands are one of the U.S. territories and individuals born on these islands are considered U.S. citizens. **Refer participants to "Sample Citizenship Verification" in TM and point out the citizen/alien codes.**

- Evidence of civil service employment by the U.S. government before 6/1/76

- Early school records showing the date of admission to the school, the child's date and place of birth, and the name(s) and place(s) of birth for the parents(s)

- Census record showing the name, U.S. citizenship or a U.S. place of birth, and date of birth or age of the individual

- Adoption Finalization Papers showing the child's name and place of birth in one of the 50 states, the District of Columbia, Puerto Rico, Guam, U.S. Virgin Islands (St. Thomas, St. John, St. Croix), Northern Mariana Islands(Saipan, Rota, Tinian), American Samoa, or Swains Island

- A Third Party Collateral Statement of a person who has knowledge of an individual's place of birth (**used only when no other method of verification is available)**

> **TRAINER'S NOTE:** Review Form 820, Third Party Verification of Citizenship in the Forms Section.

H.   A newborn's citizenship must be verified in order for the newborn to be included in the assistance unit.

   1.   Compliance with citizenship requirements is not required until the next review or within six months following the month of the newborn's birth, whichever is later.

   2.   Newborns approved for "Newborn Medicaid" or listed on the "Newborn Report of Birth" have met the citizenship verification requirements for food stamps.

   3.   Case documentation should indicate that citizenship was established by Medicaid or another government entity, whichever is appropriate.

I.   Proof of citizenship must be documented in the case record for all applications, reviews, or additions of new household members effective January 1, 2006. If third party verification is already in the case record no other verification is required except to make sure SUCCESS correctly reflects the appropriate verification coding.

J.   Verification of citizenship/alien status is not required for persons not applying (non-applicants) or receiving benefits. The Assistance Unit may choose the status of ineligible AU member in lieu of providing citizenship/alienage information.

K.   Citizenship verification is not required in the first month of Food Stamp Program participation for applications subject to expedited processing standards.

L.   Good cause may be established when it is determined that the AU has made every effort to obtain citizenship verification.

   1.   The county department must make every effort to assist the AU in obtaining documents needed to verify citizenship.

   2.   Good cause is granted until the next review period.

M.   If good cause is established at initial application OR is established when an individual is added to the AU,

   1.   Document the following information:

a.   The AU's reason for not verifying citizenship;

b.   The reason and period for granting good cause;

c.   The assistance provided to the AU in obtaining verification.

2.   Include the individual in the AU.

N.   If the individual meets the citizenship requirement during the good cause period, then document the following information:

1.   That the citizenship requirement has been met;

2.   The date and source of verification provided by the AU.

O.   If the good cause period has expired and the AU has not provided verification, then the individual is ineligible to participate in the Food Stamp Program. Remove the individual from the AU effective the month following the month timely notice expires.

P.   An alien is an individual who resides in the U.S. but who is not a U.S. citizen.

Q.   Discuss the United States Citizenship and Immigration Services (USCIS), three categories:

TRAINER'S NOTE: **The Department of Homeland Security was formerly the Immigration and Naturalization Services (INS).**

---

1.   Immigrants - individuals who are lawfully admitted to the U.S. for permanent residence. Only certain immigrants are eligible for FS benefits as qualified Aliens.

2.   Non-Immigrants - individuals admitted to U.S. for lawful temporary residence. This includes those admitted under employment authorization, tourists, visitors, foreign students or diplomats. Non-immigrants are not eligible to receive Food Stamp benefits.

3.   Undocumented Aliens - individuals who are not in the U.S. lawfully and those in U.S. without USCIS documentation or who are in violation of the terms of a non-immigrant visa after entering the U.S. legally. Undocumented aliens are not eligible to receive Food Stamp benefits.

R.   If an alien indicates inability or unwillingness to provide verification of alien status for any alien AU member, that alien is classified as an ineligible alien and the agency must not continue efforts to obtain verification.

S.   Verification of Alien Status is required for AU members.

1.   To be eligible for FS benefits (indefinitely or for a limited time), an alien must be both a qualified alien as specified in Chart 3320.1 column 1 and must also meet at least one of the Food Stamp criteria in column 2.

2.   Obtain USCIS documents and compare to Chart 3320.1.

TRAINER'S   **Participants should use the "Determining Alien Status" chart in the**
NOTE: **Policy Manual (pg. 3320-15) to determine alien status. Do not teach**
                  use of the chart. Participants basically just need to know where to
                  go to find this information.

---

3.   Complete WEB-1 procedures as outlined in FS Policy Manual Section 3320, pages 16-19.

4.   If Internet access is not available, the FICM should complete the INS Form G-845 and send to USCIS.

TRAINER'S   **Inform participants that SUCCESS generates alerts when quarters of**
NOTE: **coverage wage information has been entered and returned from SSA**
                  or when there is a discrepancy between the quarters of coverage
                  information on SUCCESS and SSA.

T.   The WEB-1 Access Method is designed to assist government agencies with eligibility determinations for federal, state, and/or local public benefits. WEB -1 establishes the legitimacy of alien documentation and provides verification of the status under which an alien has been admitted to the U.S.

U.   Ineligible Aliens cannot receive FS - their resources are counted in full and their income is prorated (ESS 3635).

TRAINER'S   **Have participants complete exercise "Citizenship" in the WB.**
NOTE:

VI.   LAWBREAKERS (ESS 3310)

A.   Refer participants to Basic Eligibility Chart (TM-3). Cover only the information in the chart.

OVERVIEW OF WORK REQUIREMENTS

Manual Reference: Economic Support Services Manual, Chapter 3345, 3350, 3355, 3360, 3370, 3380, and 3385

Trainer Resources: Economic Support Services Policy Manual
                          Exercise Keys

*Material in
Training Manual:*   Outline of Work Requirements
                          Objectives for Work Requirements
                          Food Stamp Work Program Exemptions
                          Food Stamp E&T County Designations (FFY 2006)
                          ABAWDs
                          ABAWD Work Requirements
                          Eligibility Worker Responsibilities
                          E&T Case Manager Responsibilities
                          An Overview of Handling ABAWD Cases
                          Other Information About ABAWDs Unless You Are In An
                               Exempt County
                          Criteria to Regain Eligibility
                          FS Sanctions for Work Non-Compliance
                          Voluntary Quit/Voluntary Reduction of Hours to Less Than
                               30 Hours/Week
                          Failure to Perform a Required Action

Exercises: Referrals vs. Exemptions
                          Practice: Identification of ABAWDs On My Caseload

Reference: None

Forms: Form 492, E&T Communication Form
                          Form 806, Medical Statement
                          Form 830, Food Stamp Employment and Training (E&T)
                               Program Facts

Handouts: Margaret Simmons: A Case Study

Transparencies: None

Extra Exercises: E&T/ABAWD Status

Time Required: 2 hours

OUTLINE OF WORK REQUIREMENTS

I.   GENERAL OVERVIEW (ESS 3345)

II.   E & T WORK REGISTRATION EXEMPTIONS (ESS 3350)

III.   MANDATORY REGISTRANTS (ESS 3350)

IV.   IDENTIFYING AN ABAWD (ESS 3355)

V.   ABAWD PARTICIPATION REQUIREMENTS AND PROCEDURES
       (ESS 3360 and 3370)

VI.   FAILURE TO COMPLY WITH E&T (ESS 3355, 3380)

VII.   FAILURE TO PERFORM A REQUIRED ACTION (ESS 3385)

OBJECTIVES

✓   Participants will be able to explain the FS Employment and Training (E&T) program to the A/R.

✓   Participants will be able to determine E&T work registration status for each AU member.

✓   Participants will be able to apply E&T work registration exemption criteria.

✓   Participants will be able to identify mandatory registrants who meet the ABAWD criteria.

✓   Participants will be able to determine who is an ABAWD.

✓   Participants will be able to identify the activities an ABAWD can participate in to meet the work requirements.

✓   Participants will be able to identify the consequences if an individual fails to comply with E&T.

✓   Participants will be able to explain generally to the A/Rs the consequences regarding voluntary quit.

✓   Participants will be able to identify "Failure to Comply" with TANF policy situations.

✓   Participants will be able to identify the consequence in Food Stamps for "Failure to comply" with the TANF program.

LESSON PLAN

I.   OVERVIEW (ESS 3345, 3350, 3355, 3365, 3370)

A.   Explain that one of the most important basic eligibility requirements is EMPLOYMENT. Remind participants that one of the agency's goals is to promote self-sufficiency through employment. This is one reason Georgia has placed so much emphasis on employment.

B.   To be eligible for FS benefits, the work status of each AU member must be determined prior to the AU's receiving benefits. An AU member is either exempt or a mandatory registrant.

C.   AU members who do not meet an exemption are mandatory and must comply with FS work requirements.

D.   The work requirement has three parts: registration, participation, and sanction. The FICM is responsible for registration and imposing sanctions for non-compliance. The Food Stamp E&T Case Manager is responsible for participation.

E.   Currently, Able-Bodied Adults Without Dependents (ABAWDs) are the only mandatory registrants required to participate in the E&T work program. E&T mandatory registrants who are ABAWDs will have specific policy applicable only to them. ABAWDs can receive FS benefits for only 3 months out of a 36-month time limit if not meeting work requirements.

F.   All counties that are not covered by the ABAWD Waiver or the 15% exemption are required to operate an E&T program. These counties are designated as "non-exempt" for program participation. Counties/cities that are covered by the ABAWD Waiver are designated as "exempt" for program participation.

G.   Persons exempt from registering for the program as well as exempt ABAWDs may volunteer to participate in the FS work program. However, this policy is new and implementation of this policy has not taken place all over the state.

II.   E&T WORK REGISTRATION EXEMPTION (ESS 3350)

A.   Discuss the Employment (Work Registration Status) Exemptions available in Georgia (ESS 3350-2). Refer to "Food Stamp Work Program Exemptions" chart in TM. Cover only the exemptions at this point.

        1.   A child under age 16 is exempt. If a child turns 16 during the POE, register at the next review, unless otherwise exempt.

2.   An AU member age 16 or 17 and not head of AU is exempt. Only a
     16 or 17 year-old who IS head of the AU, and does not meet an
     exemption, is a mandatory registrant.

**TRAINER'S
NOTE:**   **Inform participants that SUCCESS generates an alert when a non-
            student client turns 16 years old, and when a client turns age 60.**

---

3.   Unfitness for employment may be a temporary incapacity or
     permanent disability. Obtain verification from a medical source or
     certified mental health provider. A medical statement must verify
     high risk pregnancy.

4.   AU members who have filed joint applications for FS/SSI at SSA
     are exempt from work registration while the **initial** SSI decision is
     pending (The AU member's work status is coded SS/NI). The
     exemption does not apply to SSI decisions that are in appeal.
     Verification of incapacity is not required if information is forwarded
     from SSA.

**TRAINER'S
NOTE:**   **Inform participants that the FS applications are received from SSA.**

If AU member states that s/he has applied for SSI but did not file a
joint FS/SSI application at SSA office, s/he must provide verification
of incapacity to be exempt from work registration. AU members
who can provide verification will be exempt (TI/NI). If verification is
not obtained and worker observes that AU member is unfit for
employment (based on ABAWD policy), code as Mandatory
Registrant (MR) and document.

5.   To be exempt from work requirements, an A/R must be employed
     at least 30 hours a week.

**TRAINER'S
NOTE:**   **Clarification received from Batisa Edwards that the policy on page
            3350-7 is correct, the A/R must be employed at least 30 hours a
            week. The policy statement on 3350-4 "working an average of 30
            hours a week" will be changed.**

---

6.   The federal minimum wage is $5.15/hour. If the A/R is not working
     at least 30 hours per week, the FICM should determine if the

weekly wages are at least equal to 30 hours multiplied by $5.15 per hour ($154.50/wk). If A/R is paid monthly, remember to ask for the number of hours worked per week. If hours per week is not available then divide the monthly figure by 4 to determine if A/R meets the weekly employed criteria (example: $680.00/month ÷ 4 = $170.00/week = meets the employed criteria). Examples of temporary break in employment not expected to last longer than 10 work days would include (but are not limited to) Christmas break or a plant closes for a month during the summer months

7. Accept the AU's statement of application for UCB unless the statement conflicts with information known to the agency. Register as mandatory registrant if verification of UCB cannot be obtained, application for UCB is denied or UCB benefits expired or suspended.

B. If an AU member meets one of the exemption criteria, the FICM will code the work screen on SUCCESS with the appropriate exemption code.

TRAINER'S NOTE:	**Refer participants to the SUCCESS Work Registration Exemption codes on the Food Stamp Work Program Exemption Chart in TM and briefly review.**

TRAINER'S NOTE:	**Have participants complete only the first part of the exercise "Referrals vs. Exemptions" where they determine the exemption status.**

C. Persons exempt from registering from the E&T Work Program as well as exempt ABAWDs (which will be discussed later) may volunteer to participate in the program. However this policy is new and implementation of this policy has not taken place all over the state.

III. MANDATORY REGISTRANTS (ESS 3350)

A. Any AU member between the age of 16 through 59 who does not meet one of the Food Stamp work registration exemptions is a mandatory registrant.

B. Mandatory Registrants are required to register for work.

C. Mandatory Registrants must comply with the following work requirements:

1.   Register for work at initial application and every 12 months thereafter.

2.   Accept an offer of employment paying at least minimum wage at a site not subject to lockout or strike at time of offer.

3.   Provide sufficient information for the agency to determine the employment status or job availability of the individual.

4.   Continue employment without voluntarily quitting or reducing hours to less than 30 hours per week.

D.   Mandatory Registrants who are ABAWDs must comply with the above Work Registration Requirement and meet E&T Participation Requirements.

IV.   IDENTIFYING AN ABAWD (ESS 3355)

A.   Discuss the definition of an ABAWD (ESS 3355)

TRAINER'S   Refer to the Food Stamp Employment and Training Program County
NOTE: Designation in TM when covering the division of Georgia's 159
**   counties. Discuss which type of county each participant represents.**

B.   Review E&T Program County Designation

TRAINER'S   Refer participants to "ABAWDs" and "An Overview of Handling
NOTE: ABAWD Cases" in TM.

---

1.   First the FICM must identify who is a mandatory registrant. A mandatory registrant for the FS work program is any AU member between the ages of 16 through 59 who does not meet one of the exemption criteria. If the AU member does not meet any exemption, s/he is mandatory.

2.   If the AU member is a mandatory registrant, determine if s/he meets the four criteria for an ABAWD:

a.   Must be age 18 (beginning with the month following the month s/he turns 18) through 49 (until month in which the 50th birthday falls).

b.   Not included in AU with a child under age 18.

       i.   Child can be an eligible, ineligible, disqualified, or sanctioned AU member

      ii.   Child may be related or unrelated to the adult(s)

    iii.   Extends to all adults in the AU

Example: Ms. Robbins lives with her roommate Ms. Wiggins and Ms. Wiggins' son Sam, age 6. They receive FS in one AU as they purchase food and prepare their meals together. They are both mandatory for E&T. Neither Ms. Robbins nor Ms. Wiggins would be an ABAWD as their AU includes a child under age 18.

c.   Physically and mentally fit for employment. If obviously unfit, and medical verification is not available, register the A/R as a mandatory registrant (MR). Documentation of the unfitness is sufficient to determine the ABAWD status but does not exempt the A/R from work registration. Document the observed behaviors or physical conditions that deem the A/R unfit for employment at the current time.

d.   Not pregnant

3.   FICM codes SUCCESS appropriately to identify ABAWDs.

TRAINER'S NOTE:	**Additional information is covered later in this module regarding referral procedures.**

TRAINER'S NOTE:	**Refer class to exercise on "Referrals vs. Exemptions." Complete the second part of the exercise where you determine if the individual is considered an ABAWD. After reviewing this exercise, have participants complete exercise "Practice Identification of ABAWDs on my Caseload" in WB.**

---

4.   The Food Stamp worker will assign the appropriate period of eligibility. AUs containing ABAWDs will be assigned very short POEs. These are usually between one and three months, depending on how many countable months the ABAWD has already received Food Stamps without meeting the ABAWD Work

requirement and whether we anticipate s/he will meet the work
requirement in the future.

5. The ABAWD may meet the Individual 15% Participation Exemption
    (ESS 3350-8 and 3360-1). This is not a registration exemption;
    these individuals are still considered as ABAWDs. The case record
    must be documented to reflect that this individual is granted the
    "ABAWD 15% exemption" in order to avoid QC errors. The
    exemption is applicable in the following situations:

    a. ABAWD meets E&T homeless criteria

    b. ABAWD is unable to be placed in an activity

    c. ABAWD has had a historical countable month(s) due to a
        change in an SRR case which changed an AU member to
        ABAWD status during the POE and the change was not
        required to be reported

    d. At the discretion of the Food and Nutrition policy unit

TRAINER'S   **Stress again the 15% Participation Exemption that is not an**
NOTE: **exemption from registration. ABAWDS meeting the individual 15%**
                   participation exemption must still be identified. They are still
                   mandatory E&T. FICM or E&T worker can make a determination
                   regarding homelessness.

**V. ABAWD PARTICIPATION REQUIREMENTS AND PROCEDURES (ESS 3360
    and 3370)**

A. An ABAWD must comply with ABAWD Work requirements. Failure to do
    so without good cause could result in a sanction in E&T and one of the
    three ABAWD countable months being used. (ESS 3355)

B. The eligibility worker must accurately account for and document each
    month of ABAWD eligibility to ensure the ABAWD does not receive more
    than the 3 countable months and the second three months. Document the
    eligibility status for each month on the ABAWD ADT calendar behind the
    WORK screen in SUCCESS, or the ABAWD calendar sheet in the case

record's permanent verification section. This will be demonstrated in Phase II training.

TRAINER'S   **Refer participants to "Eligibility Worker Responsibilities for ABAWDS**
NOTE: **Employed 20-29 hours". Discuss and review chart with participants.**

    C.   The ABAWD's hours of employment are monitored at review. Monitoring of employment is a certification (FS worker's) responsibility. Participation of the ABAWD in work experience/training/education activity must be monitored by the E&T worker. (ESS 3355-4)

TRAINER'S   **Refer participants to "E&T Case Manger responsibilities" in the TM.**
NOTE: **Do not discuss in detail.**

    D.   The E&T worker will determine ABAWD work activity for ABAWDs who are not employed 20-29 hours per week. (ESS 3370)

        1.   Perform work experience for required number of hours per month (allotment divided by minimum wage)

        2.   Participate in Education/Training 20 hours per week (not averaged)

    E.   The E&T worker will arrange for ABAWD to participate in the activity.

    F.   Support Services must be provided to all ABAWDs required to participate in E&T activities by the E&T worker. (ESS 3375)

    G.   ABAWD participation, exemptions, and sanctions must be reported by FICM and E&T Case Manager.

TRAINER'S   **Refer to "Other Information About ABAWDs Unless You Are in An**
NOTE: **Exempt County" in the TM.**

TRAINER'S   **Refer to "An Overview of Handling ABAWD Cases" in the TM to**
NOTE: **summarize the discussion.**

    H.   An ABAWD cannot be certified to receive benefits for more than 3 countable months in a 36 month period. These three months do not have to be consecutive months. The current 36-month period began December

1, 2005 and will end November 30, 2008. Check county listing, your county may be exempt from the 3-out-of-36 time limit.

1.   A countable month is a month in which the ABAWD receives FS benefits without meeting the ABAWD work requirement. Prior to determining if a month is a countable month, determine that the ABAWD does not meet a work registration exemption or does not have good cause.

2.   An initial application month in which benefits are prorated is not counted as a countable month.

3.   Once an ABAWD has accumulated 3 countable months, eligibility must be regained in order to receive FS benefits.

TRAINER'S NOTE:	**Not all counties are subject to the 3-out-of 36 month time limit. Refer participants to "Criteria to Regain Eligibility" in the TM. DO NOT COVER THIS INFORMATION IN TRAINING.**

4.   The ABAWD is allowed a second three-month period within the 36-month period in which they may receive benefits without meeting the work requirement.

5.   An ABAWD is only allowed one second-three-month period during the 36-month period.

6.   Specific steps must be met for the second three-month period to be allowed.

I.   Discuss the procedures and forms used to refer an AU member to Employment & Training services.

1.   Once individuals are coded correctly on SUCCESS the referral will be automatically sent to the E&T case manager.

a.   FS requires a new referral every 12 months. SUCCESS will automatically generate a new referral every 12 months.

b.   In Georgia, currently only ABAWDS are mandatory referrals for E&T participation.

c.   E&T registration will be completed for the following times:

i.   initial applications

ii.   at review

iii.   at interim change when an AU member goes from exempt to mandatory, or from mandatory to exempt, moves (in or out of the AU), or a sanction is applied or removed

AND

iv.   every 12 months after initial referral

2.   Cover the information sheet Food Stamp Employment and Training (E&T) Program Facts (Form 830) in TM. This Fact Sheet should be provided to each AU that has mandatory work registrants to explain the AU's Rights and Responsibilities in the E&T program.

3.   Form 492, ES Communication Form (see TM Forms section)

VI.   FAILURE TO COMPLY WITH E&T WORK REQUIREMENTS (ESS 3380)

TRAINER'S NOTE:	The charts, "Food Stamp Sanctions for Work Non-Compliance" and "Voluntary Quit/Voluntary Reduction of Hours to Less Than 30 Hours/Week," in the TM are reference material only.

A.   Any mandatory work registrant, including an ABAWD, who fails to comply with a work requirement without good cause has committed a violation which may result in a sanction against the AU and/or the AU member.

B.   A determination of failure to comply with work requirements results in the application of a Failure to Perform Required Action and/or an E&T Sanction.

C.   Some examples of failure to comply include refusal to register for E&T, refusal to accept an offer of employment, voluntarily quitting a job without good cause, and voluntarily reducing hours to less than 30 hours a week without good cause.

D.   Prior to applying a work sanction, the FICM will determine if the AU member:

1.   is exempt from work registration

2.   had good cause for failure to comply

3.   complies by the effective month of sanction

4.   has requested a hearing and continuation of benefits during the timely notice period.

E.   The length of the sanction will depend on the number of violations.

TRAINER'S NOTE:	**Refer to "Food Stamp Sanctions for Work Non-Compliance". Remind participants this is a reference tool and will not be trained. Point out the sanction periods that will be imposed for failure to comply and the information regarding compliance found at the bottom of the chart. Explain to participants that under the Mini-Simplified Food Stamp Program which allows Georgia to replace a set of work rules in our FS program with rules from our TANF program, TANF clients with children under age 6 who are currently exempt from FS program work requirements will be subject to a food stamp sanction if they are sanctioned under the TANF Employment Services Program.**

TRAINER'S NOTE:	**Refer participants to "Voluntary Quit/Voluntary Reduction of Hours to Less Than 30 Hours/Week" chart in TM. Review the steps of the chart so that participants will understand how to use the chart upon return to the county. Point out the sanction periods that will be imposed. Remind participants this is a reference tool and will not be trained.**

F.   FICM will review ESS 3380 when an AU member fails to comply with work requirements. Their supervisor will provide assistance in processing appropriate sanctions.

G.   Form 333, Food Stamp Program Sanction/Penalty Notice may be used in lieu of SUCCESS forms to notify the AU of a sanction due to a failure to comply with E&T requirements and/or a failure to perform a required action.

VII.   FAILURE TO PERFORM A REQUIRED ACTION (FTC) - ESS 3385

A.   Food Stamp benefits may not increase if the AU's income decreases or terminates due to failure to perform a required action under a Federal, State or local means-tested public assistance program (TANF, SSI, or General Assistance).

B.   Refer to **"Failure to Perform a Required Action"** in TM for a list of TANF requirements that is all-inclusive for applying this rule. The SSI program will be responsible for defining "failure to perform a required action" under SSI rules.

C.   The TANF AU must have been receiving benefits that have been reduced or terminated or decreased due to one of the reasons mentioned above in order for this rule to apply.

D.   AUs that fall under the Family Cap provision do not have TANF benefits reduced.

E.   The regaining of eligibility is determined by the other program. For example, the sanction remains in place until the AU complies with TANF program requirements or becomes exempt from the requirement. The sanction could be indefinite. The "failure to perform a required action" sanction is lifted when the TANF sanction is lifted.

F.   To determine the amount of sanctioned TANF to be budgeted in the FSP:

1.   Calculate the amount of TANF benefit before the sanction and then after the sanction.

2.   The amount of the new TANF benefit, after applying the sanction, is then deducted from the amount the AU would have received had no sanction been applied.

3.   The difference in the two amounts is then added to the FS budget as Unearned Income

EXAMPLE: The October TANF benefit amount is $235. The A/R is penalized for prenatal care and the TANF benefit goes down to $155. The difference of $80 is added to the FS budget as unearned income.

4.   No subsequent change or adjustment to the sanctioned amount will be calculated (even if the TANF benefit later changes - leave the $80 in the budget) no matter what other changes may occur until compliance has occurred.

5.   If you should become aware of a reduction in another Federal, State, or local means-tested program for failure to perform a required action, subtract the reduced benefit amount from the previous benefit amount and enter the difference as unearned income in the FS budget.

G.   Failure to perform a required action due to TANF non-compliance does not last more than one year.

TRAINER'S NOTE:	The FICM will code SUCCESS to apply the Failure to Perform a Required Action policy.

TRAINER'S NOTE:	**Participants should complete the "Non-Financial Criteria" section of the Margaret Simmons Case Study. Review and discuss correct responses.**

OVERVIEW OF RESOURCES

Manual Reference:	Economic Support Services Policy Manual, Chapters 3210, 3400, Sections 3405 and 3415
County Letters:	None
Trainer Resources:	Key to Total Countable Resources in TM Keys to Exercises in WB
Material in *Training Manual:*	Outline of Resources Objectives for Resources Whose Resources to Count Chart Resource Limits Determining the Value of Resources Types of Resources Total Countable Resources Jointly Owned Resources Q's and A's: The Earned Income Tax Credit Verification of Resources for FS Mable Jones Example: Completing the FSP Budget Sheet
Exercises:	Resource Limits Resources More Resources
Reference:	None
Forms:	957, Resource Clearance
Handouts:	None
Transparencies:	None
Extra Exercises:	Resources
Time Required:	3 hours

OUTLINE OF RESOURCES

I.   INTRODUCTION

II.   DEFINITION OF RESOURCES (ESS 3405-1)

III.   WHOSE RESOURCES TO COUNT (ESS 3405-2, 3210)

IV.   RESOURCE LIMITS (ESS 3400-1, 3210)

V.   OWNERSHIP OF RESOURCES (ESS 3405-2/3)

VI.   DETERMINING THE VALUE OF RESOURCES (ESS 3405-8/9)

VII.   TREATMENT OF COMMON RESOURCES BY TYPE (ESS 3405 – 11-20, 3415 – 1-5)

VIII.   DETERMINING TOTAL COUNTABLE RESOURCES

IX   CONVERSION AND TRANSFER OF RESOURCES (ESS 3405-5/6)

X.   VERIFICATION (ESS 3405-9)

OBJECTIVES

✔ Participants will be able to determine whose resources will be counted in FS.

✔ Participants will be able to apply appropriate resource limits.

✔ Participants will be able to determine countable resource values for the more common liquid resources.

✔ Participants will be able to determine countable resource values for the more common non-liquid resources.

✔ Participants will be able to request verification when appropriate.

✔ Participants will be able to determine resource eligibility.

I.   INTRODUCTION

A.   Explain that information up to this point has dealt with non-financial eligibility requirements. In this module we will begin to discuss financial eligibility criteria.

B.   Financial eligibility consists of determining an AU's resources and income, and then allowing certain deductions to determine the benefit level.

C.   Refer participants to the Outline and Objectives in TM.

II.   DEFINITION OF RESOURCES (ESS 3405-1)

A.   Explain that resources are assets available to the AU which can be converted to cash to meet daily living expenses.

B.   Resources are considered liquid or non-liquid.

1.   Liquid resources are those such as cash, bank accounts, stocks, and bonds which can be converted easily to cash and are available for daily living expenses.

2.   Non-liquid resources are those such as property which cannot be converted easily to cash.

C.   An asset cannot be counted as a resource and income for the same month.

III.   WHOSE RESOURCES TO COUNT (ESS 3405-2)

A.   Refer participants to "Whose Resources to Count" in TM. Discuss the information from the chart and provide examples.

B.   Food Stamp AUs that contain only members who receive TANF and/or SSI are categorically eligible for FS benefits. Resources belonging to categorically eligible AUs are not considered. An AU which receives the TANF Transitional Support Services (TSS) is considered categorically eligible for Food Stamps.

TRAINER'S NOTE: **Do not go into detail about the TSS Payment, as participants will have very few of these situations.**

C.   Stress that resources belonging to an SSI and/or TANF person are exempt regardless of whether or not the entire AU is categorically eligible.

All excluded resources of TANF/SSI recipient **must** be documented and excluded in FS (ESS 3210-1/2).

TRAINER'S NOTE: **Receipt of Medicaid does not make an AU Categorically Eligible for FS and resources that are owned by a Medicaid recipient are not excluded in the FS case (ESS 3210-2).**

IV.   RESOURCE LIMITS (ESS 3400-1)

A.   Resource limits are set by Federal law.

B.   Refer participants to "Resource Limits" in TM. Explain the limits as follows:

1. $3,000 for AUs with at least one member who is age 60 or older or is FS disabled. Review definition of FS disabled. If the only AU member age 60 or older or FS disabled is ineligible or sanctioned for any reason, the resource limit would be $2,000.

2. $2,000 for all other AUs

3.   The resources of a TANF or SSI recipient or categorically eligible AUs are not counted toward the resource limit.

C.   If countable resources are less than or equal to the limit, the AU is eligible based on resources.

D.   If countable resources exceed the limit, the AU is ineligible based on resources.

TRAINER'S NOTE: **Have participants complete the Exercise "Resource Limits". Review and discuss correct responses.**

V.   OWNERSHIP OF RESOURCES (ESS 3405-2/4)

A.   Emphasize that ownership is only verified if questionable.

B.   Jointly owned resources will need special consideration and attention by the worker. It will be very important for the worker to consider accessibility when making a decision concerning accountability. This often involves a case-by-case decision to be made by the worker along with their supervisor.

TRAINER'S NOTE:	**DO NOT GIVE ANY FURTHER INFORMATION CONCERNING JOINTLY OWNED RESOURCES. This is an area of policy that the new worker should discuss with their supervisor when the issue arises. There is a "Jointly Owned Resource" Chart that participants may use when they return to their county to help guide them. But stress the need to discuss unique resource situations with their supervisors. DO NOT GO OVER THIS CHART IN CLASS!!!**

C.   A resource is considered accessible when the AU has the legal ability to liquidate the resource and use the proceeds.

D.   Resources which are inaccessible to the AU are excluded.

VI.   DETERMINING THE VALUE OF RESOURCES (ESS 3405-7/8)

A.   Refer participants to "Determining the Value of Resources" in TM. Explain that the value of a resource is determined by its cash value (CV), fair market value (FMV), or equity value (EV).

B.   The cash value is the amount available to the AU if the resource could be converted to U.S. Funds.

C.   Fair market value is the amount the item can sell for on the open market in the geographic area involved.

D.   Equity value is the FMV less legal debts or encumbrances.

VII.   TREATMENT OF COMMON RESOURCES BY TYPE (ESS 3405-10/20)

A.   Train the following resources from the chart in the Training Manual unless otherwise noted.

1.   Bonds

2.   Cash

3.   Certificate of Deposit

4.   Checking Accounts

5.   Credit Union Accounts

6.   EITC - Lump Sum Earned Income Tax Credits are excluded as resources for 12 months from receipt if the individual receiving the EITC was participating in the FS program when it was received and participates continuously during the 12-month period. Include any

remainder as a resource in the 13th month after receipt. If the AU did not receive FS benefits at the time of receipt, exclude the money in the month of receipt and the following month for the individual and the individual's spouse.

TRAINER'S NOTE: **Refer participants to "Q's and A's: The Earned Income Tax Credit" in TM. Emphasize to participants the importance of explaining the benefits of EITC and encouraging potentially eligible clients to apply for EITC benefits. DFCS staff should inform clients of EITC at application and each review. Share with participants that for Tax Year 2004, a total of $1,667,624,333 was returned to 817,132 recipients in Georgia. The Division would like to see these numbers continue to grow.**

---

7. Energy Assistance Program - this includes Emergency Energy Assistance Programs, Low Income Home Energy Assistance and Georgia Residential Financial Authority payments.

TRAINER'S NOTE: **Energy Assistance is addressed in the manual under Resources and Income. Monies which are retained are considered a resource. Payments are considered excluded unearned income and there is more information about EAP in the Income module.**

---

8. Grandparents Raising Grandchildren Emergency/Crisis Intervention Services (CRISP)

9. Household and Personal Goods

10. Income Tax Refund

11. TANF IDAs must be documented as an excluded resource along with any other resource of TANF recipient.

12. Life Insurance/Pension Funds

13. Lump Sums: discuss A/R updating resource statement and determining amount to count. An RSDI lump sum back payment may include a payment for the current month. Do not count the current month's amount (which is income) as part of the lump sum (resource). Give examples to illustrate.

14.   PASS accounts must be documented as an excluded resource along with any other resource of an SSI recipient.

15.   Resources of an SSI Recipient

16.   Savings Accounts

17.   Resources of a TANF recipient

B.   REAL PROPERTY (ESS 3415-1/5)

1.   Real property in the form of land and buildings is considered in determining the amount of resources to apply toward the resource limit. Property is generally categorized as either homeplace, non-income producing, or income producing.

2.   The homeplace is the home, surrounding property, and outbuildings attached to the home. Only one homeplace is exempt.

3.   Non-income producing property is real property other than a home place which includes land; lots; trees on land; all buildings which would pass to a buyer if the land were sold; and mobile homes, whether occupied or unoccupied. Exempt from consideration as a resource any real property the AU is making a good faith effort to sell.

4.   Good faith effort to sell is defined as: an actual sale attempt at a price not more than the current market value and listing with a realtor or other appropriate advertising, and acceptance of any bonafide offer.

5.   Income producing property is property which annually produces income consistent with its fair market value. The property may be: used on a seasonal basis, essential to the employment or self-employment of a household member, or rental vacation homes which produce income consistent with the FMV. Income producing property is not counted as a resource.

VIII.   DETERMINING TOTAL COUNTABLE RESOURCES

A.   Refer participants to "Determining Total Countable Resources" in TM and explain.

B.   All countable resources that are available to the AU are applied to the resource limit.

1.   Only those resources that are available to the AU at the time that eligibility is being determined are counted

2.   Do not count as a resource, income which has been included in the FS budget for that month.

C.   Refer participants to the "Total Countable Resources" in TM. Complete examples with participants.

TRAINER'S NOTE: **Have participants complete exercise "Resources" in WB and review. Discuss correct responses.**

IX.   CONVERSION AND TRANSFER OF RESOURCES (ESS 3405-5/6)

A.   If an excluded resource is converted to a countable resource, the value of the resource is applied to the resource limit in the month of conversion.

B.   A transfer of resources includes selling, swapping, trading, or giving away a countable resource for less than the FMV.

C.   A transfer of resources for the purpose of becoming/remaining eligible can result in the disqualification of the entire AU.

D.   The disqualification applies to all AU members and others whose resources are considered in determining eligibility.

TRAINER'S NOTE: **Participants should consult with their supervisors for additional information on transfer of resources.**

X.   VERIFICATION (ESS 3405-9)

A.   Discuss when to verify resources (ESS p. 3405-10). Refer participants to chart "Verification of Resources for FS" in TM.

1.   At initial application, standard review, or when a change occurs:

   a.   Verify real property and jointly owned.

   b.   If the total countable resources (liquid and non-liquid) exceed 75% of the resource limit, verify the value of all resources.

     c.   Verify any resource in which interest paid from the resource totals $10 or more per month.

     d.   Accept AU's statement of legal debt or encumbrance against the resources, unless questionable. In its statement, the AU must identify the property and current payoff amount of the loan.

2.   For all other countable resources, accept the AU's statement of type and value unless the information provided conflicts with other information available to the agency.

B.   Verification of a resource should not be older than 30 days.

C.   Give examples and discuss the different types of verification that can be used to verify resources (ESS p. 3405-8 and 3410-2). In addition to the list in the manual, other sources could include: award letters, court documents, or use of Form 957 (Resource Clearance Form).

TRAINER'S NOTE: **Have participants complete the exercise "More Resources" in WB. Review correct responses.**

TRAINER'S NOTE: **Trainer is to introduce the FSP Budget Sheet (F. 74) at this point. Refer participants to "Mable Jones Example: Completing the FSP Budget Sheet" in the TM and pass out one budget sheet per participant. Demonstrate completion of Sections I and II. The key is available in Trainer Resources.**

OVERVIEW OF INCOME

Manual Reference:	Economic Support Services Policy Manual, Chapters 3400 and 3420
Trainer Resources:	Economic Support Services Policy Manual Exercise Keys
Material in *Training Manual:*	Outline of Income Objectives for Income Whose Income to Count Types of Income RSDI vs. SSI Social Security Claims Suffixes Wages of a Child Verification of Income Policy Order for Required Verification Clearinghouse Screens
Exercises:	Income Self-study Income Verification of Income
Reference:	Eligibility Payment Table
Forms:	Form 809
Handouts:	None
Extra Exercises:	Resources & Income
Transparencies:	None
Time Required:	3 hours

OUTLINE OF INCOME

I.   INTRODUCTION

II.   BASIC CONSIDERATIONS (ESS 3420)

III.   INCOME LIMITS (ESS 3400)

IV.   WHOSE INCOME IS CONSIDERED (ESS 3420)

V.   TREATMENT OF COMMON INCOME TYPES (ESS 3420-5/22)

VI.   VERIFICATION (ESS 3420-2/4)

VII.   CLEARINGHOUSE REQUIREMENTS (ESS 3515)

OBJECTIVES FOR INCOME

✔ Participants will be able to identify earned and unearned income.

✔ Participant will be able to identify whose income is considered in determining eligibility for FS program.

✔ Participants will be able to identify appropriate income limits.

✔ Participants will be able to determine various common types of income.

✔ Participants will be able to determine how the various types of income will affect the case.

✔ Participants will be able to verify income.

✔ Participants will review Clearinghouse requirements.

I. INTRODUCTION

A. Transition from resources to income by reviewing Resources Module and how this will relate to Income, i.e. whose resources do we count. Just as there are resource limits there are also income limits.

B. Refer participants to the Outline and Objectives for Income in TM.

II. BASIC CONSIDERATIONS (ESS 3420)

A. Explain that income is defined as money received from any source by the AU. Income is considered in determining eligibility and benefit level.

B. Money received is considered to be one of the following types.

1. Earned income is money received from wages, salaries, commissions, or in exchange for services rendered.

2. Unearned income is money received from any source other than those listed above.

C. Income is included if it is accessible to the AU for daily use because the AU has the legal ability to use it.

D. Jointly Received Income should be discussed with the supervisor when this type of situation occurs.

TRAINER'S NOTE: **DO NOT TRAIN Jointly Received Income. Let participants know that, as with Jointly Received Resources, they will need to discuss this with their supervisor if they come across this situation.**

E. Garnishment is a condition wherein a debtor has wages/monies withheld by an employer/entity to pay a debt owed to a third party. Garnished wages are included in the gross income in the FS budget, unless otherwise exempt.

III. INCOME LIMITS (ESS 3400-1)

TRAINER'S NOTE: **Display the FS Income Limit Chart.**

A.   Explain that Income limits for the FS program are based on the federal poverty level (FPL) which is set by the U.S. Department of Labor. An AU that meets the income limits is eligible to receive FS based on the countable net income and the AU size.

TRAINER'S NOTE: Refer participants to "Income Limit Tests" in the TM.

B.   The gross income ceiling (GIC) is 130% of the federal poverty level.

   1.   AUs which contain at least one member who is elderly or FS disabled are not subject to the GIC test.

   2.   The Gross Income Ceiling Test is completed before any allowable deductions are given to the AU's gross monthly income.

   3.   If income is less than or equal to the GIC, continue budgeting.

   4.   If income exceeds the GIC, the AU is ineligible.

C.   The net income limit is 100% of the Federal Poverty Level.

   1.   The net income test is completed after all allowable deductions are given.

   2.   If the net income is less than or equal to the Net Income Limit, the case is eligible.

   3.   If the net income exceeds the Net Income Limit, the AU is ineligible.

D.   Categorically Eligible - AUs that contain only recipients of TANF, SSI, OR TANF Transitional Support Services (TSS) do not have to meet either the Gross Income Ceiling or the Net Income Test.

IV.   WHOSE INCOME IS CONSIDERED (ESS 3420-1)

Discuss whose income is counted by explaining the chart "Whose Income to Count" in the TM.

V. TREATMENT OF COMMON INCOME TYPES (ESS 3420)

TRAINER'S NOTE: Have participants complete the "Income Self-Study" in the WB section of their TM. The information for the exercise is found in the Training Manual "Types of Income" Chart. Then discuss the exercise providing additional information as listed below:

TRAINER'S NOTE: One incentive for EMPLOYERS to hire TANF recipients is Subsidized Employment where the TANF check is diverted to the employer to help supplement wages paid by employers. There are some special computer procedures involved. This TANF income is still counted in the FS budget as unearned income.

A. Child Support - whether received from the probation office, directly from parent, or through CSS is counted and is considered the income of the parent/adult receiving the money for the child. SUCCESS generates an alert when CS income is included in budget.

B. Commissions

C. Contributions - stress the importance of determining the difference between Vendor Payments, Loans, Charitable Donations, and Contributions.

D. Energy Assistance - this includes Emergency Energy Assistance, Low Income Home Energy Assistance, and Georgia Residential Financial Authority payments.

E. General Assistance

F. Grandparent Raising Grandchildren Monthly Subsidy Payment

TRAINER'S NOTE: Refer participants to Form 713G, Interagency/Interoffice Referral and Follow up Grandparent's Raising Grandchildren. Explain that the 713G is used by agency staff to make referrals and share information needed by workers responsible for related case records.

G. Housing and Urban Development (HUD) Rental Subsidy

H. Interest

I. Loans

J.   Lottery Winnings

K.   Managed Income (TANF/SSI)

L.   Pension/Retirement

M.   Repayment of Overpayment

    1.   For non-means-tested programs such as RSDI and UCB, count the gross benefit amount minus the repayment amount (net income).

    2.   For SSI, treat as a non-means-tested program. Count the gross benefit amount minus the repayment amount (net income).

    3.   For repayments of overpayments of TANF, a means-tested program, count the income as follows:

        a   If fraud/IPV, count the gross income

        b   If AU error, count the gross income

        c   If agency error, count the net income

        d   If the reason for overpayment is unknown, count the net income.

N.   Social Security Income (RSDI)

TRAINER'S NOTE: **Refer participants to material in TM (RSDI vs. SSI, and SSA Claim Numbers).**

---

    1.   The total RSDI amount is put in the budget. We do not round up or down to the whole dollar. Do not subtract the Medicare Part B premium.

    2.   RSDI is based on work history reported to SSA.

    3.   Remind workers that spouses (common law and legal) and children are entitled to receive disability or survivors' benefits if a spouse/parent becomes permanently disabled or dies.

        a.   SSA is very strict when determining which children can receive benefits. It, therefore, becomes very important for absent fathers to establish paternity.

        b.   Paternity can be established by CSS, the courts, etc. CSS can also aid in collection of child support.

c.   All natural children would be eligible if paternity can be established.

TRAINER'S NOTE: **Inform participants that SUCCESS generates alerts to notify the worker when a client is receiving Social Security income, and when SUCCESS has been updated with a new RSDI amount.**

O.   SSI

TRAINER'S NOTE: **Inform participants that SUCCESS generates alerts to notify the worker when a client is receiving SSI benefits which SUCCESS does not currently show, and that SSI income has been updated with a new amount.**

P.   TANF

Q.   Tips

R.   Training Allowance

S.   Unemployment Compensation Benefits

T.   Vendor Payment

U.   Veterans Benefit (VA)

V.   Wages/Salaries

W.   Wages of a Child

TRAINER'S NOTE: **Refer participants to "Wages of a Child" Chart in TM.**

X.   Worker's Compensation (WC)

TRAINER'S NOTE: **Exercise "Income" in TM. Review and discuss correct responses.**

VI.   VERIFICATION (ESS 3420-2/4)

TRAINER'S   **Refer participants to the "Verification of Income" chart in the TM.**
NOTE: **When requesting verification of income, the worker must verify 4**
                   consecutive weeks of income for fluctuating income or at least one full
                   month for stable income.

A.   Discuss when to verify income (ESS p. 3420-2/3, 3035, and 3605)

    1.   At the FS Initial Application:

        a.   Verify by TPS all countable unearned and earned income types including wages of a child under 18 years of age (verify school attendance also).

        b.   Accept A/R's statement for verification of interest of $10/per month or less

        c.   Excluded income, verify by TPS . Examples include loans, vendor payments and educational income.

        d.   For terminated earned or unearned income within 30 days of application or thereafter:

            1.   Verify by TPS the last day of employment, last pay received, and the reason for separation.

            2.   Verify actual wages if they will be budgeted.

            3.   When the actual amount of the final income cannot be verified within SOP, use a representative amount.

    2.   At the FS review:

        a   Verify by TPS all earned income including new earnings being reported, a change in the earned income amount, change in the earned income source, and new earnings that were previously reported and budgeted during the POE but were not verified.

        b.   Verify by TPS the wages of a child less than 18 years of age if a new source, change in employment, or amount has changed by more than $25. School attendance must also by verified for the employed child under 18 years of age.

        c.   Verify termination of earned or unearned income if reported at review or not previously verified. Verify last day employed, last pay received, and reason for separation.

        d.   Verify by TPS unearned income if since the last review the currently budgeted amount has changed by more than $50 per month per source, or there is a new source of unearned income, or there is a change in the unearned income source **AND** these changes were not previously verified.

   3.   For changes in income reported in active ongoing cases:

        a   If the change results in increased Food Stamp benefits, verify by third party source prior to processing the change.

        b.   If the change results in decreased or terminated Food Stamp benefits, accept the AU statement and process the change.

        c.   If termination of earned income is reported - verify the last day of employment, last pay received, and the reason for separation.

        e.   If termination of unearned income is reported and will result in increased FS benefits - verify by TPS the date of final payment, and amount of last check if it will be budgeted.

  B.   Discuss the order for obtaining verification.

TRAINER'S NOTE: **Refer participants to the chart "Order for Required Verification" in TM.**

---

   1.   The AU should provide verification from the payment source.

   2.   If the AU cannot obtain the verification, the agency must request it directly from the payment source.

   3.   Verification can be obtained from a collateral source by a person who has knowledge of the income, if verification cannot be obtained from the source.

   4.   The AU statement may be accepted if all other attempts to verify income are unsuccessful and the AU has cooperated with previous attempts to obtain verification.

  C.   Discuss examples of verification (ESS p. 3420-2/4 and). Examples include:

1.   Letters from employers

2.   Pay stubs or pay stub envelopes

3.   Form 809, Earned Income Verification

4.   Separation Notice

5.   Award letters (RSDI, SSI, VA, WC, HUD)

6.   Actual benefit payment check (reminder: if RSDI, will need to add Medicare amount to the net figure to get the gross amount)

7.   Court papers, separation or divorce papers

8.   Written statement from the source

9.   Computer access to TANF and CSS

10.   Clearinghouse screens may be used as verification of SSI and UCB.

D.   Point out the special situations which might warrant special verification, such as: loans (a repayment agreement is not required; however, there must be an understanding between both parties that the money is a loan and there must be an accounting of the loan activity/balance) and vendor payments (require statement from source).

E.   Failure to provide required verification of income will result in denial or termination of the FS AU.

TRAINER'S NOTE: **Have participants complete the "Verification of Income" exercise in the WB section of the TM. Review correct responses.**

VII.   CLEARINGHOUSE REQUIREMENTS (ESS 3515)

TRAINER'S NOTE: **Cover ONLY the following information pertaining to Clearinghouse.**

A.   Clearinghouse is an automatic on-line computer system through which wage and benefit information on applicants and recipients is matched with files in other state and federal agencies.

B.   Clearinghouse matches are performed with the following agencies and contain the following information:

1.   Georgia Department of Labor files contain information on the most recent five quarters of employment history and employer's address. DOL files also include Unemployment Compensation Benefit (UCB) amounts and addresses of UCB recipients.

2.   BENDEX contains RSDI benefit information on recipients of public assistance.

3.   SDX contains SSI information.

4.   W-4 Employer New Hire Information Inquiry reports the name and address of employer upon hiring and the date of hire.

C.   Clearinghouse files are accessed on any individual, who has active or pending status, is age 16 or older and who may affect eligibility. SUCCESS automatically accesses Clearinghouse on AU members.

D.   Clearinghouse is automatically accessed on pending or active AUs at initial application, reopening of an AU, at review, if a primary SSN is changed, and when adding a person to the AU.

E.   SUCCESS also generates alerts when discrepancies are discovered through the New Hires information, SDX, BENDEX, Income and Eligibility Verification System (IVES), and SSA Beneficiary Earnings Exchange Record System (BEERS) interfaces.

TRAINER'S   **Samples of Clearinghouse screens are in the TM. DO NOT TRAIN.**
NOTE: **Advise participants that Clearinghouse screens will be covered in detail in the Phase 3 training.**

OVERVIEW OF BUDGETING

Manual Reference:	Economic Support Services Policy Manual, Sections 3400, 3600, 3605, and 3610
Trainer Resources:	Economic Support Services Policy Manual Keys to Sample Stories in TM Exercise Keys
Material in Training Manual:	Outline of Budgeting Objectives for Budgeting Budgeting Food Stamp Cases Trainer Examples Alex Lewis Example of Continuing and Terminated Income James Jackson Example of Terminated and New Income Max Taylor Example of Continuing Income Tammy Sanders Example of Continuing Income
Exercises:	Representative Income Converting Income Budgeting
Reference:	None
Forms:	None
Handouts:	None
Transparencies:	Keys
Extra Exercises:	Budgeting
Time Required:	3 hours

OUTLINE OF BUDGETING

I.   INTRODUCTION (ESS 3600-1 and 3605)

II.   DETERMINING REPRESENTATIVE AMOUNTS (ESS 3605)

III.   DETERMINING MONTHLY AMOUNTS (ESS 3605)

IV.   REVIEW FOR EXAM 1

OBJECTIVES

✔   Participants will be able to determine Representative Income.

✔   Participants will be able to determine Representative Expenses.

✔   Participants will be able to identify the prospective budgeting process.

✔   Participants will be able to calculate the monthly income and expenses using conversion factors.

✔   Participants will be able to identify situations in which incomes are not converted.

✔   Participants will be able to identify situations in which expenses are not converted.

I.   **INTRODUCTION (ESS 3600-1)**

   A.   Explain that budgeting is the method of determining an AU's financial eligibility and benefit level using the AU's countable income and allowable deductions.

   B.   This process includes:

      1.   Using the correct budget method to determine the AU's monthly income and expenses.

      2.   Allowing certain deductions based on the AU's income and expenses.

      3.   The procedure to use in calculating eligibility and benefit level using the AU's monthly income and expenses.

   C.   Inform participants that in this module we will focus on the budgeting method to determine the AU's monthly income and expenses. They will learn about deductions and then actually complete budgets in the Deductions module.

   D.   Refer participants to Outline and Objectives for this module in TM.

II.   **DETERMINING REPRESENTATIVE AMOUNTS (ESS 3605)**

TRAINER'S NOTE: **Trainer may want to mention that determining representative income and expenses is easier when you have the A/R to talk with. However, in the classroom setting this is difficult, so participants will need to use whatever information is provided to help them establish the representative income and expense figures.**

   A.   Cover the Basic Considerations information on manual pp. 3605-1 and 3605-2, Calculating Representative Income and Expenses.

   B.   Review Chart 3605.1 (ESS 3605-3) regarding minimum verification requirements.

      1.   When determining representative income and expenses the worker must verify 4 consecutive weeks for fluctuating income and/or expenses. Worker cannot use more than four weeks.

      2.   A full month or a 30-day-period of pay or expenses for stable income must be verified. The 30-day-period may include 4 or 5 weekly pay periods.

3.   Always document the income/expense for a 4-week period or a 30 day period and explain any dates you will not use.

4.   For income received monthly, request 2 months of income. This applies to fluctuating or non-fluctuating income received monthly.

C.   Rounding - Do not round fractions of a cent up or down.

D.   Discuss with participants that with all the proper information, SUCCESS will calculate the representative amount. SUCCESS will also compute the monthly amount to be budgeted based on the appropriate conversion factor. The case manager just needs to make sure that they enter the correct information into SUCCESS.

TRAINER'S   **Have participants complete "Representative Income" in the**
NOTE: **workbook and review.**

III.   DETERMINING MONTHLY AMOUNTS (ESS 3605)

A.   Explain that the representative income and expenses must be converted to a monthly amount if the income is continuing. This is normally done by multiplying representative amounts by the appropriate conversion factor as follows:

4.3333	=	received weekly
2.1666	=	received bi-weekly
2	=	received semi-monthly
1	=	received monthly

TRAINER'S   **The examples in the LP may be used to help illustrate budgeting.**
NOTE: **These examples are also available for participants in the TM.**

EXAMPLE 1: Mr. Samuels' income varies from week to week. He applies 10/28 and provides 4 pay stubs as verification of his income at the interview on 10/28. FICM completes case on 11/12.

10/3	=	$107.10
10/10	=	$110.27
10/17	=	$100.50
10/24	=	$ 97.86

$415.73 ÷ 4 = $103.932 = $103.93 (Calc. of Rep.)

$103.93 x 4.3333 = $450.359 = $450.35

EXAMPLE 2: Mr. Smith applies 3/12 and is paid bi-weekly on Fridays. His income varies and he provides the following verification of wages at his interview on 3/12.

2/20   = $286.27
3/6   = $273.81
          $560.08 ÷ 2 = $280.04 (Calc. of Rep.)

          $280.04 x 2.1666 =$606.734=$606.73

EXAMPLE 3: Mrs. Jones is paid semi-monthly and verifies her recent 2 pay stubs. She applies and is approved in May.

5/1   = $350.00
5/15   = $320.00
          $670.00 ÷ 2 = $335 x 2 = $670.00

TRAINER'S NOTE: **Have participants complete exercise "Practice: Converting Income" in WB.**

B.   Refer participants to ESS 3605-5 and define the following

1.   Full month's income - earned - is the receipt, or expected receipt, of full pay for all pay periods during a calendar month. (Per E-mail clearance 4/1/02 and 4/16/02)

2.   Full month's income - unearned

3.   Full month's expense

C.   At initial application if the income/expense is not expected to continue but a FULL month of income/expenses is received/incurred or expected to be received/incurred, then convert representative amount to a monthly amount.

EXAMPLE 1: A/R applies 10/8 and reports job is terminated. A/R will receive final check on 10/30. A/R has been paid $100/week on Fridays.

          For October budget $100 x 4.3333 = $433.33
          For November budget $0

EXAMPLE 2: A/R applies 10/26 and reports receiving contributions of $45 per week each Monday. However, s/he provides verification on 11/3 that this will be received only one more time, 11/9, and will not be received again.

For October budget $45 x 4.3333 = 194.99
For November budget $45 x 2 Mondays = $90
December and ongoing - Budget $0

D.   If new income/expenses are reported at application and a full month will be received/incurred in the application month, then convert the representative amount.

EXAMPLE 3: A/R applies on 7/20 and is approved on 8/5. She has a new job and received her first check on 7/3. A/R provides the following weekly check stubs:

7/3	=	$61.40
7/10	=	$64.20
7/17	=	$63.20

$188.80 ÷ 3 = $62.93 (calc. of Rep.)

For July, August, and ongoing: $62.93 x 4.3333 = $272.69

E.   Explain that there are some situations at initial application when income and expenses are not converted. Refer to chart in ESS Manual on page 3605-4/5 and E-mail 4/1/02 and 4/16/02.

1.   Terminated Income and Expenses (Less than a Full month) (ESS 3605-5)

a.   If it is known or reasonably anticipated that the AU will not receive an income or incur an expense for the full month because it is from a terminated source, DO NOT convert.

b.   Count only the amount of income/expense received or anticipated to be received.

c.   Determine the number of pay/expense dates that exist in the month(s) being budgeted.

d.   Calculate the representative income / expense.

e.   Use any amounts which have already occurred and representative amounts for future dates to occur in that month.

> **TRAINER'S NOTE:**   All examples include full paychecks.

EXAMPLE 4: A/R applies 10/15 and reports she has been receiving direct child support $20/week each Saturday until the child's father went to prison for the next 2 years as of 10/10. She received a child support payment on 10/3 and 10/10.

Budget $20 × 2 = $40 for October and $0 for ongoing

EXAMPLE 5: A/R applies 5/18 and reports her job has terminated. She received the last check on 5/15. A/R verifies the following bi-weekly pay:

5/15 = $294
5/1 = $273

For May budget = $273 + $294 (actual check amounts) = $567
For June and ongoing - Budget $0

2. New Income and Expenses (ESS 3605-5)

    a. New income/expenses should not be converted when it is known or reasonably anticipated that the A/R will not receive or incur a full month of income or expenses.

    b. Determine the number of pay/expense dates that exist in the month(s) being budgeted.

    c. Budget the amount the A/R expects to receive or incur for the partial month.

    d. Calculate the representative income and expense

    e. Use any actual amounts which have already occurred and representative amount for future dates in the month.

EXAMPLE 6: A/R applies 10/16 and reports starting new job on 10/9 from which s/he will receive $100 each Friday beginning 10/23.

FICM completes case on 10/28.

October - $100 x 2 = $200 (She will receive two pay checks in October (10/23 and 10/30).)
November - $100 x 4.3333 = $433.33

EXAMPLE 7: A/R applies on 5/28. She is starting a new job on 6/15. Her first check will be received 6/22. She will be earning $95.00 weekly. FICM takes action on 6/2.

Budget $0 for May; budget $95 x 2 = $190 for June (will receive a paycheck on 6/22 and 6/29); budget $95 x 4.3333 = $411.66 for July.

EXAMPLE 8: A/R applies on 5/25 and reports a new job beginning 6/1. She will earn $100 weekly. First check is to be received on 6/8.

FICM completes case on 6/5.

Budget $0 for May; budget $100 x 4 = $400 for June (will receive a paycheck on 6/8, 6/15, 6/22, and 6/29). $100 x 4.3333 = $433.33 for July and ongoing. July is a full month of income.

3. Child Support Income - use actual amounts/best estimate when budgeting child support paid through CSS. (ESS 3605-6)

    a. The automatic update will continue to occur based on actual income received by the AU 2 months prior.

    b. Override the update when A/R reports a change or makes you aware of a discrepancy.

4. TANF - use the actual amount/best estimate when budgeting the grant amount into the FS case. (ESS 3605-6)

    a. The automatic update will continue to occur based on actual income received by the AU 1 month prior.

    b. Override the update when the worker/agency is aware of a change.

TRAINER'S NOTE:	**There are sample stories and questions in TM; you may use these to help illustrate the different situations. Refer to TR-1 for answers to these sample stories.**

TRAINER'S NOTE:	**Exercise "Budgeting" in TM.**

TRAINER'S NOTE:	**Participants should complete the "Resources, Income and Budgeting" section of the Margaret Simmons Case Study. Review and discuss the correct responses.**

TRAINER'S NOTE:	**Demonstrate completion of Sections IV and V of the FS budget sheet using the Mabel Jones Example located in the Resource TM section. A completed Form 74 is in the Trainer Resources. Have participants complete these sections during the discussion.**

IV. REVIEW FOR EXAM 1

A. Spend some time reviewing the policy that will be covered on Exam 1: Assistance Units, Basic Eligibility, Resources, Income, and Budgeting.

B. Hand out "Review for Exam 1" from the extra exercises for participants to have some practice. This exercise may be completed in class or given as an extra exercise with the key attached.

OVERVIEW OF CASEWORK SKILLS

Manual Reference: None

Trainer Resources: None

Material in
Training Manual: Outline for Casework Skills
                          Objectives for Casework Skills
                          Components of a Good Helping Relationship
                          Stages of the Interview

Exercises: Attending Skills to Use During the Interview
                          Ask An Open Question

Reference: None

Documentation: None

Forms: Mandatory Forms

Handouts: Interview Packets:
                          HIPPA Form
                          Form 173 - Verification Checklist
                          Form 297-A - Rights and Responsibilities
                          Form 339 - Simplified Reporting Requirements
                          Form 354 - Expense Statement
                          Form 830 - E&T Fact Sheet
                          Form 846 - Change Report Form

Transparencies: Expectations of the Job
                          Stages of the Interview
                          Stage 1 - Preparing for the Interview
                          Stage 2 - Beginning the Interview
                          Stage 3 - The Work Stage
                          Stage 4 - Ending the Interview

Extra Exercises: None

Time Required: 3 hours

OUTLINE FOR CASEWORK SKILLS

I.   INTRODUCTION

II.   EXPECTATIONS OF THE JOB

III.   COMPONENTS OF A GOOD HELPING RELATIONSHIP

IV.   STAGES OF THE INTERVIEW

V.   PREPARING FOR THE INTERVIEW

VI.   BEGINNING THE INTERVIEW

VII.   THE WORK STAGE

VIII.   ENDING THE INTERVIEW

OBJECTIVES FOR CASEWORK SKILLS

✔   Participants will discuss their expectations of the job.

✔   Participants will discuss the components of a good helping relationship.

✔   Participants will be able to identify the four stages of an interview

✔   Participants will be able to prepare for the interview

✔   Participants will be able to discuss appropriate greetings to begin an interview.

✔   Participants will be able to develop open questions to get an overview of the situation.

✔   Participants will be examine the work stage of the interview.

✔   Participants will discuss attending skills used during the interview.

✔   Participants will discuss techniques used to gather and give information.

✔   Participants will be able to examine the need to summarize the interview.

✔   Participants will be able to discuss appropriate ways to end the interview.

I.   INTRODUCTION   *Transparency Available**

Your position as a family independence case manager is one of the most important roles in the agency. Your role is to do more than gather information to determine eligibility for Food Stamps. As a FICM, you are trying to establish a good helping relationship with the client. To achieve this goal a level of professionalism must be present.

In this casework skills module we will discuss your feelings about the position you have accepted, components of a good helping relationship, and the stages of the interview**.** Each topic is designed to assist you in becoming more comfortable with the interview process. You will assist clients both directly and indirectly; directly through the interview process and indirectly through the referral process. It is important that you make every effort to provide the client with the best service possible. Your interaction with the client will impact your client's ability to achieve self-sufficiency.

II.   EXPECTATIONS OF THE JOB   *Transparency Available**

At this point in the training, after exam 1, participants should be a little more familiar with the eligibility process. Participants have not however, had an opportunity to discuss their expectations of the job. Use this time to discuss their feelings about their new positions as Family Independence Case Managers.

<u>Group Activity</u>.

Discuss the following statements with participants:

- "As an eligibility case manager, I'm supposed to…"

- "On the first day in my office, I felt…"

- "I think the most difficult part of my job will be…"

- "I think the most rewarding part of my job will be…"

Divide participants into 4 groups. Each group is then assigned one of the above topics. Participants are provided with a flip chart piece of paper to list their responses. Allow 10 – 20 minutes for participants to discuss and record their responses on flip chart paper. Process each of the individual group responses with the large group.

Conclude this segment by linking their responses to the last topic listed above with casework skills and good helping relationships.

III.   **COMPONENTS OF A GOOD HELPING RELATIONSHIP**

Establishing a good helping relationship with the client is vital to your success as a FICM. There are several components that must be considered. Each component is an important part of the overall relationship between the client and the worker. Review and discuss the "Components of a Good Helping Relationship" handout found in the TM.

TRAINER'S NOTE:	**Refer participants to "Components of a Good Helping Relationship" in the Participant Manual to use to review this material.**

IV.   **STAGES OF THE INTERVIEW**   *Transparency Available**

No two interviews will ever be the same, just as no two clients are the same. Every interview will pass through four similar stages:

Stage 1 – Preparing for the interview

Stage 2 – Beginning the interview

Stage 3 – The Work Stage

Stage 4 – Ending the Interview

TRAINER'S NOTE:	**Refer participants to "Stages of the Interview" in the Participant Manual to use to review the stages.**

V.   **STAGE 1 - PREPARING FOR THE INTERVIEW**   *Transparency Available**

A.   **Getting Organized**

- Create interview packets with the mandatory forms discussed in Application Processing. Mandatory Forms are:

  HIPPA Form
  Voters Registration Form
  Form 173 - Verification Checklist (suggested)
  Form 297-A - Rights and Responsibilities
  Form 339 - Simplified Reporting Requirements
  Form 354 - Expense Statement
  Form 830 - E&T Fact Sheet
  Form 846 - Change Report Form
  *Include any additional forms required by the county.

Trainers should pass out each of the forms so that participants will have the opportunity to view the actual forms and put together an interview packet. Ask participants to put their interview packets in the back pocket of their Phase I notebooks. The interview packets can then be used in Phase 2 during the role-play interview segment.

TRAINER'S NOTE:	**All mandatory forms are in the forms box of the training materials. Trainer may want to pass out the forms already in interview packets or pass out the forms individually.**

- Have a clean organized office. Things to consider:

    Office Set-Up - Is your office set up inviting? Are the desk chairs, and computer monitor arranged so that you will have good eye contact with the client?

    Avoid Lots of Clutter - Clear the desk surface before the client enters the office to minimize distractions. Avoid too many family pictures or personal items displayed throughout the office. This can also be a distraction.

    Minimize interruptions - Turn off answering machines, forward calls, or ask clerical support to hold calls. Also, ask co-workers to respect your interview time. This means do not interrupt your interviews unless it is absolutely necessary.

B.   Tuning in to Yourself

- Do you have a non-judgmental attitude?. Try to have a non-judgmental attitude. Understand that not all people in similar situations feel and behave the same way. Do not pre-judge how a client will behave or what a client may need. Allow yourself to be open to the unique ways in which clients may live.

- A worker's behavior in the interview can often be affected by feelings that are not directly associated with the client. Recognize how you are feeling at the moment. Are you irritated, angry, frustrated, overwhelmed? Deal with your feelings before starting the interview. Acknowledge your feelings and set them aside. Make a special effort to treat clients appropriately and professionally.

- Your feelings can interfere with the interview. The client will not receive the professional, non-judgmental interview they deserve. If not in tune with their own feelings, it could cost the client more than just benefits.

C. **Tuning in to the Client (Preparatory Empathy)**

- Develop empathy for the client before the appointment begins. Empathy is the core condition needed to develop rapport with the client.

- Discuss and define empathy vs. sympathy.

- Empathy is a process whereby one person attempts to experience another person's world and then communicate understanding of and compassion for the other's experience. Empathizing requires tuning in to another person's feelings and developing a sense of what the situation means to that individual. At the same time, workers must maintain their objectively in order to be helpful. Empathy conveys the message, "I know what your world is like from your perspective."

- Sympathy reflects your own feelings rather than those of the other person. Sympathy conveys sorrow or pity for the other person. When a worker says, "I feel just terrible about what has happened to you," or "You poor thing", the worker is describing his/her own reaction to the client's situation. Sympathy places you in a "one-up" and the other in a "one-down" position. Sympathy implies the person has an inability to cope with or handle the situation.

VI. **STAGE 2 - BEGINNING THE INTERVIEW *Transparency Available***

A. **Welcoming the Client**

- Greet the Client Appropriately. Ask participants to share greetings they have observed in their offices. Review the acceptable greeting standards.

- Using courtesy titles, i.e., Ms. Johnson or since this is a common name, you might say Ms. Mary Johnson, Mr. Waters, Mrs. Cone. Keep in mind to respond in like manner with your name. However you call their name is the same way you need to respond in introducing yourself.

• Introduce yourself. Shake hands with the client, if you comfortable. At a minimum have a pleasant, inviting facial expression.
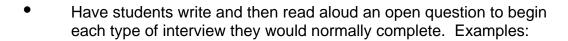
B.   Building Rapport

• Why is the greeting and the "walk down the hall" an important part of the interview? It is an opportunity to chit-chat with the client which can set the tone for the interview. Setting a positive tone at the beginning of the interview allows you to deal more effectively with any issues that might arise during the interview.

C.   Ask Open Questions

• Discuss the definition of a closed vs. open question:

• Closed - Usually will invoke a yes or no or one word response.

• Closed questions usually begin with Did, Is, Where, or When.

• Open - Usually will invoke a statement or an explanation. Open questions usually begin with What, How, Would.

• Inform participants that another form of an open question is called an indirect question. This question usually begins more as a statement than a question. These statements begin with "Tell me more about that...", "Describe...", "I'm wondering...".

• Ask participants why is it important to begin the interview with an open question? It is part of setting the tone, letting the person know that you want to hear the whole story. It is a part of the screening process, it may give you information that leads you to a different track than you thought the interview would take (maybe you need to process an application for FS as well as TANF, maybe the person has so much income that you need to switch immediately to FS/RSM, etc.). It allows you to begin to form a view of the "big picture" which you can use for comparison throughout the interview.

• **Closed Questions Group Activity:**

• Record names of famous persons or characters on individual sticky notes. Then go around and randomly place the sticky notes on the backs of each participant. Have the participants stand up and

mingle around the room asking other participants two closed questions to try and guess who their own character is. Allow about 20 minutes for this activity. If everyone has not guessed by the end of the time frame, allow others to start giving clues. The purpose will be to have people up and moving around in a fun way and also demonstrate that it is much more difficult to get information with a closed question than an open one.

- Have students write and then read aloud an open question to begin each type of interview they would normally complete. Examples:

  - "Tell me about what made you come in and apply for assistance today."

  - "What has changed since the last time we reviewed your case?"

- What might make it difficult to begin the interview with an open question? Many workers say that they don't have time to ask an open question, they are afraid the client will go "on and on" about unrelated topics.

  - Guide the class to come to the conclusion that this is an important part of the interview process. Our failure to see the "big picture" is the cause of many client-error cases. It also uses a lot of time to try to get information from the client in small unrelated pieces when one or two basic facts might explain the situation more clearly.

- It is realistic, though, that the interview is limited in time. We do sometimes need to interrupt or redirect the client.

- How can we interrupt or redirect the client in a way that is appropriate and respectful? One example might be to interrupt the person with "Let me make sure I'm understanding..." and then redirect to a topic related to the interview such as "Who lives with you?" or "Tell me some more about the job you lost". Have participants brainstorm and give ideas about appropriate ways to direct the interaction.

VII.   **STAGE 3 - THE WORK STAGE** *Transparency Available*

A.   **Use Good Attending Skills**

- Ask participants to share experiences they have had when they have been interviewed. Ask for both positive and negative examples and relate them to attending skills.

- **Attending Skills Group Activity:**

  Review with participants "The Work Stage - Attending Skills to Use During the Interview" handout in the TM. Discuss each of the attending skills. Have participants state if these are negative or positive skills when used in the interview. Try to engage participants more by demonstrating or asking the participants to demonstrate the negatives and the positives of each skill. This can be a fun way to discuss attending skills.

TRAINER'S NOTE:	**Refer participants to "The Work Stage - Attending Skills to Use During the interview" in the Participant Manual.**

- Demonstration: Ask for a volunteer. Have the person come to the front of the room where you will have two chairs set up. Ask them to have a seat. Greet them and have some introductory conversation. Then have a conversation with them about any topic. You (the trainer) will be exhibiting good attending skills. Be a little exaggerated in your movements, comments and expressions so that the observing participants will be able to identify later what techniques you used. Carry the conversation for about two minutes.

- Ask volunteer did s/he feel comfortable and free to share? Did s/he feel that the trainer was paying attention to him/her. Then ask what did the trainer do that invited you to share and to feel comfortable? What did she do to let you know that she was paying attention to you?

- Ask the rest of the class what they observed?

B.   Information Gathering and Giving

- The primary purpose of the interview is to gather information needed to determine eligibility for assistance. Another purpose of the interview is to ensure that the client is well informed of the policies and procedures for the program(s) for which they are applying. The interview itself has two goals, information gathering and information giving.

- **Information Gathering**. To effectively gather information, workers can use the flow of information on the SUCCESS screens to structure the interview. However, avoid relying to heavily on the SUCCESS screens alone. From time to time the worker may have to deviate from the screen information in order to correctly address and document the client's situation. Remain open to exploring some areas more in depth as the situation warrants. Listen carefully to the client and avoid overusing closed questions. Allow the client the opportunity to explain their situation, you may pick up on something the client has volunteered, making a question unnecessary.

- **Information Giving**. Workers are required to give information about policies, procedures, and other resources during the interview. Make sure the client understands their responsibilities as applicants or recipients of public assistance. If the worker fails to provide the client with information about the program(s), assistance could be denied/terminated or clients may commit fraud for failing to fulfill their responsibilities. The more information we provide the client the less likely errors will occur on both the part of the client and the worker.

- A very important part of information giving is making referrals to other agencies. Remind participants that we have a responsibility to make clients aware of other resources available in the community. If the worker identifies a need that cannot be met by DFCS, do not hesitate to make a referral. Each county office should have a list of available community resources. Encourage participants to familiarize themselves with the list as soon as they return to the county.

C.   Summarization

- Summarizations can be used to show understanding, get clarity, or focus the discussion. If the worker correctly summarizes what they heard, it shows the client that they were listening to them. If they summarize incorrectly, it gives the client the opportunity to clarify information.

- Example: For income, turn from the SUCCESS screen, make eye contact and ask, "Tell me about all the money you have from any source". Give the client a moment to answer, THEN turn to the SUCCESS screen and ask any follow up questions needed to complete the screen. Repeat this pattern for each person in the AU and at the end of the income screens. MAKE EYE CONTACT and summarize all the information you've gathered about income. End with one more opportunity for the client to clarify or add to the information by asking "Did I get everything? Is there anything else I need to know about your income?" and then DOCUMENT YOUR SUMMARY!

- **Open Questions Group Activity:**

  In small groups, have participants complete the Open Questions exercise in the participant manual. When everyone has finished, ask each group to read their questions. Lead the class in processing whether the questions are truly open and will elicit the information desired.

- Why is it important to continually summarize throughout the interview?

  It helps us to focus on the "big picture", to pick up on discrepancies in the story and follow up on those issues.

- At the end of the interview, summarize one more time the entire story as you understand it. This can be a brief overview, but be sure to focus specifically on any areas that seem unclear or that you don't understand.

VIII.   STAGE 4 - ENDING THE INTERVIEW   *Transparency Available*

A.   Questions and Answers

- At the end of the interview clients may have questions or concerns about the eligibility process. Allow the client the opportunity to ask questions. Avoid shutting-off communication. Clients may make a request for understanding to which workers can respond by simply listening for a few minutes, providing simple answers, or making referrals. Explanations should be brief, clear, and concise. Try to leave the client with a sense satisfaction.

B.   Identifying the Next Steps

- Close Interview with Explanation of "Next Steps" How should you close the interview? What "next steps" are important to explain to the client?

  - What verification is needed?

  - Does the client understand where and how to get the information?

  - When can the client expect to have access to FS benefits?

  - Do they understand the EBT process?

  - What should she do if there are changes in her situation?

- Why is this important? It saves on phone calls and confusion, gives a better chance that you'll get the right information back the first time and not have to make follow up contacts.

C.   Thank You and Goodbye!

- Saying goodbye is as simple as it sounds. Thank the client for coming to the interview. This is a way of showing respect for the client even at the very end of the interview. Simply say, "Thanks for coming in today."

- Walk the client back to the lobby and simply say, "Have a good day."

- Remember how you end the interview is just as important as how you begin the interview.

OVERVIEW OF DEDUCTIONS

Manual Reference: Economic Support Services Policy Manual, Chapters 3035, 3600,
                        3605, 3610, 3611, 3612, 3613, 3614, 3615, 3616, and 3617

Trainer Resources: Economic Support Services Policy Manual
                         Exercise Keys

Material in
Training Manual: Outline of Deductions
                       Objectives for Deductions
                       Overview of Food Stamp Deductions
                       Verification Requirements for Deductions
                       Medical Bill
                       Medical Expense Deductions - Step by Step Guide
                       Medical Budgeting Chart
                       Medical Budgeting Examples
                       Medical Expense Log
                       Tracking of Medical Deductions
                       Child Support Deduction Information
                       Excess Shelter Deduction
                       Utility Expenses
                       Utility Examples
                       Special Utility Situations
                       Excess Shelter Examples
                       Helpful Hints for Completing Form 74

Exercises: Medical Deductions
                 Dependent Care Deduction
                 Child Support Deduction
                 Deductions
                 Calculating FS Budgets

Reference: Basis of Issuance - FS Tables

Forms: Form 74 - FS Budget Sheet
             Form 821, Statement of Shelter Costs

Handouts: None

Transparencies: Form 74 - FS Budget Sheet
                      Exercise Keys

Extra Exercises: Shelter/SUA Deductions
                       Calculating Food Stamp Budgets
                       Total Shelter Costs
                       Utilities
                       Resources, Income, and Deductions

Time Required: 8 ½ hours

OUTLINE FOR DEDUCTIONS

I.   DEDUCTIONS / OVERVIEW (ESS 3611)

II.   EARNED INCOME DEDUCTION (ESS 3612)

III.   STANDARD DEDUCTION (ESS 3613)

IV.   EXCESS MEDICAL DEDUCTION (ESS 3614 and 3035)

V.   DEPENDENT CARE DEDUCTION (ESS 3615 and 3035)

VI.   CHILD SUPPORT DEDUCTION (ESS 3616 and 3035)

VII.   EXCESS SHELTER DEDUCTION (ESS 3617 and 3035)

VIII. COMPLETING FS BUDGETS (ESS 3610-2/5)

OBJECTIVES FOR DEDUCTIONS

✓   Participants will be able to identify appropriate income limits for the AU.

✓   Participants will be able to identify the six FS deductions.

✓   Participants will be able to apply the earned income deduction.

✓   Participants will be able to apply the standard deduction.

✓   Participants will be able to apply the eligibility and verification requirements for the allowing the dependent care deduction.

✓   Participants will be able to apply the eligibility and verification requirements for allowing the child support deduction.

✓   Participants will be able to determine who is eligible for the excess medical deduction.

✓   Participants will be able to determine which medical expenses are allowed.

✓   Participants will review a medical bill.

✓   Participants will be able to apply the eligibility and verification requirements for allowing the excess medical deduction.

✓   Participants will be able to identify allowable shelter expenses.

✓   Participants will be able to determine the eligibility requirements for the appropriate utility allowance.

✓   Participants will be able to determine total shelter costs.

✓   Participants will be able to apply the eligibility and verification requirements for allowing the excess shelter deduction.

✓   Participants will be able to complete manual budgets in FS cases.

I.   DEDUCTIONS/OVERVIEW (ESS 3611)

A.   Refer participants to "Outline" and "Objectives for deductions in TM.

TRAINER'S   Refer participants to "Overview of Food Stamp Deductions" in the TM.
NOTE:

B.   Provide a brief overview of the six allowable FS deductions. Explain that to allow a deduction in the FS program budget, the expense must be incurred or billed to the AU currently or on an ongoing basis. The AU's intent or ability to pay is not applicable (except for the child support deduction).

    1.   Deductions are not allowed for expenses paid through reimbursement or vendor payments.

    2.   Deductions are allowed if they are paid with money loaned to the AU.

    3.   Deductions are applied to the AU's total countable income and not to each individual AU member's income.

C.   Review with participants the policy concerning Gross Income Limits, Net Income Limits, and No Limits when Categorically Eligible.

TRAINER'S   This was covered earlier with the Income Module.
NOTE:

---

    1.   Gross Income Test

        a.   The Gross Income Test is completed before any allowable deductions are given to the AU's gross countable monthly income.

        b.   If the gross countable income is less than or equal to the Gross Income Limit, continue budgeting.

        c.   If the gross countable income exceeds the Gross Income Limit, the AU is ineligible. **EXCEPTION:** AUs containing at least one AU member who is age 60 or over or FS disabled do not have to pass the Gross Income Test.

2.   Net Income Test

    a.   The Net Income Test is completed after all allowable deductions are given.

    b.   If the net income is less than or equal to the Net Income Limit, the case is eligible. Determine the FS allotment.

    c.   If the net income exceeds the Net Income Limit, the AU is ineligible.

3.   Categorically Eligible AUs in which all members receive TANF, TSS, and/or SSI do not have to meet either the Gross Test or the Net Test.

D.   Discuss how the FS Benefit amount is based on FS Net Income for the AU size. Calculating a FS budget to determine the benefit amount is required no matter what type of above AU you have. Explain that the computer system will do this calculation for you, but there are times when the worker will need to complete a manual budget. Refer participants to Basis of Issuance (Allotment) Tables in Reference section of TM.

TRAINER'S NOTE: **Give participants a FS budget sheet so they can follow along as each deduction is discussed. Remind participants of the Mabel Jones example they have begun. Point out sections VI and VII of F. 74, and explain that the following discussion will provide specific information.**

II.   THE EARNED INCOME DEDUCTION (ESS 3612 and 3650)

A.   20% of total Countable Gross Monthly Earned Income is deducted to cover withholdings and work expenses.

B.   If an AU does not report the receipt of earned income timely, do not allow the 20% EI deduction when computing the amount of the overissuance (OI) for historical month(s).

C.   If an AU does not report an increase in earned income timely, do not allow the 20% EI deduction on the increased portion of the income when computing the amount of the OI for any historical month(s).

D.   Do not allow the earned income deduction for the portion of Subsidized Employment Income that is equal to the AU's previous TANF benefit. Allow the 20% earned income deduction for any additional wage amount paid by the employer.

III.   THE STANDARD DEDUCTION (ESS 3613)

A.   Apply the standard deduction to the AU's total countable income.

B.   The standard deductions, which may be adjusted annually, are:

AU Size	Standard Deduction Amount
1 - 3	$134
4	$139
5	$162
6 or more	$186

IV.   THE EXCESS MEDICAL DEDUCTION (ESS 3614)

A.   The AU may receive a deduction for the actual non-reimbursable portion of medical expenses that exceed $35 per month per AU for any elderly or disabled AU member.

B.   Discuss who is eligible.

TRAINER'S NOTE: **Review the definition of "FS Disabled" from the glossary. Point out that this is not the same as "unfit" for work requirements.**

---

1.   AU member who is elderly (age 60 and older); deduction allowable in the month the AU member reaches age 60

2.   SSI recipient or presumptive SSI recipient

3.   RSDI disability recipient (wage earner only and not the beneficiaries)

4.   Recipients of benefits for certain surviving <u>disabled</u> spouses or <u>disabled</u> children as outlined in Glossary per Disabled definition.

5.   A former HH member who was eligible for the deduction (i.e., elderly or FS disabled), if the AU is legally responsible for payment of the expenses and one of the following circumstances exists (ESS 3614-1):

a.   the former HH member is hospitalized

b.   the former HH member is institutionalized

c.   the former HH member is deceased

> **TRAINER'S NOTE:** Clearance was received that the former HH member did not have to be an AU member. S/he only had to reside with the AU, but not necessarily receive assistance with the AU.

C.   Discuss who is not eligible for the excess medical deduction.

    1.   Spouses or others receiving benefits as dependents of the above disabled/elderly persons.

    2.   A disabled/elderly person who is sanctioned or ineligible due to citizenship/alienage or enumeration. Since only a portion of their income is counted they are not entitled to a deduction.

        NOTE: IPV sanctioned individuals who meet the criteria to receive the excess medical deduction ARE entitled to medical deductions since all of their income and all of their expenses are allowed.

    3.   An elderly/disabled person who is a non-AU member such as a roomer, boarder, etc.

D.   Excess medical deduction - the total medical expenses for all AU members entitled to the deduction must exceed $35 per month in order to receive the deduction.,

    1.   The excess medical deduction itself is based on each eligible AU member's expenses.

    2.   The excess medical deduction combines each eligible member's expenses and allows one excess deduction per AU.

    3.   Verify the medical expenses for all AU members who are elderly (aged 60 or older) or FS disabled even if the total expenses do not exceed $35 monthly.

E.   When to allow the deduction - Refer to ESS 3614-1/2 and discuss conditions for allowing a medical expense. Emphasize that reimbursement must be verified before the expense can be used; therefore, some expenses may not actually be allowed until sometime later in the POE. Stress to not allow a Medicare premium for any month in which Medicaid will pay for the Medicare premium.

TRAINER'S NOTE:	Inform participants that SUCCESS generates an alert from the BENDEX interface to notify the worker of a discrepancy between the Medicare premium and the deductions currently recorded on SUCCESS.

TRAINER'S NOTE:	Refer participants to the "Verification Requirements for Deductions" chart in the *Training Manual* and discuss verification requirements for medical expenses.

F.   When to verify medical expenses and the Consequences of Failure to provide verification - refer to ESS 3614-3/4. AUs are not required to report changes in medical expenses during the POE. They must report these changes at their next review (ESS 3715-2). If changes in medical are reported by the A/R, then the worker must verify if the change will cause an increase in Food Stamp benefits. If a change in medical expenses is reported via third party that requires verification from the A/R, the FICM will not act on this change until the review (3715-1).

G.   The AU must provide verification of current, non-reimbursable medical expenses for all AU members who are elderly (60 or older) or disabled (according to the FSP definition) even if the total expenses do not exceed $35 monthly.

    1.   A current bill is one which is not more than 30 days old and shows a current balance. The bill **does not** have to have been incurred within the past 30 days.

    2.   Refer participants to the "Medical Bill" in the TM. Briefly review the medical bill with participants.

    3.   Explain that this is a sample medical bill designed to show the difference between total charges, reimbursed amounts (payments made by a third party), and current balance which is the A/R's responsibility.

    4.   Advise participants that Ms. Farmer is potentially eligible for $170.80 less $35 ($135.80) as a medical deduction in Food Stamps.

5.   All medical expenses are listed on the eligible (elderly or disabled) A/R's Food Stamp Medical Expense screen (FSME). Participants will learn how to enter medical expenses to FSME in the Phase 3 training.

H.   Review suggested sources of verification (ESS 3614-3).

I.   Discuss allowable expenses by reviewing the "Allowable Medical Costs" chart (ESS 3614-5/6).

TRAINER'S NOTE:	**The current Medicare Part B premium is $93.50 effective January 2007. Stress again to not allow a Medicare premium for any month in which Medicaid will pay/reimburse the Medicare premium.**

TRAINER'S NOTE:	**Have the participants to complete #1 - #8 in exercise "Medical Deductions" and review.**

J.   Budgeting (ESS 3614-2) Explain that in budgeting medical expenses it is important to consider the type of expense (recurring or non-recurring), and when the expense was incurred and reported.

TRAINER'S NOTE:	**Refer to "Medical Expense Deductions - Step by Step Guide" and "Medical Budgeting" in TM and review as follows.**

---

1.   Cover nonrecurring (ONE-TIME ONLY) medical expenses using the budgeting chart (ESS 3614-10) and "Medical Budgeting" Chart in TM. As you cover chart discuss the following:

a.   One-time only medical expenses:

i.   The non-reimbursable amount of a one-time only medical expense may be budgeted in one month only or averaged over the POE. If allowed in one month only at initial application, it should be budgeted in the FIRST, prorated, month of the POE. (Per clearance dated 12/20/01 from Sharon Mitchell)

ii.   Make sure the bill is current and has been received within the last 30 days.

iii.   It doesn't matter when the bill was incurred as long as the bill is current and the expense has not been allowed previously.

iv.   Explain that when awaiting verification of reimbursement, any payments made by the A/R after reporting the expense will not decrease the deduction.

v.   The FICM should complete a trial budget on SUCCESS to determine if it is more advantageous to budget the one-time only expense in one month or prorate it over the POE. Both options should be explained to the A/R; the A/R has the option to choose.

b.   Incurred prior to the month of initial application: allow the current non-reimbursable balance as a medical expense.

TRAINER'S NOTE: **Discuss examples #1-3. These examples are also available for participants in the training manual.**

Example 1:   Ms. Baker (61) applied 5/19/06 and has a hospital bill dated 5/3/06 with a current balance of $2000 from a 12/05 hospital stay. All reimbursements have been made. POE is 5/1/06 through 4/30/07.

What are the budgeting options? **Count $2000 all in one month (May/XX), or $2000 ÷ 12 = $166.66/month for May through April**

Example 2:   An RSDI Disability recipient applies for Food Stamps on March 28 and verifies that he currently owes $1500 on a hospital bill incurred in January. He recently filed a Medicare claim but does not know the amount of reimbursement. The case is approved in March (with a 12-month POE) without allowing the medical expense. In May, he verifies that Medicare reimbursed $1000 and he paid $100 on the hospital bill.
How much medical expense can the FICM allow? **A medical expense of $500 can be allowed, since that is the non-reimbursable balance existing at the time he reported the**

> **expense. FICM could allow one-time-only ($500 for June) or prorate over the remaining period of eligibility ($500 ÷ 9 months = $55.55).**

Example 3:   Ms. Green, a 65-year-old retired factory worker, applies for Food Stamps on May 11 and verifies she owes $3000 on a hospital bill. She has not filed the bill with her insurance company but plans to do so today. Her insurance usually covers 80% of hospital charges. Case is approved June 8. Verification of reimbursement has not been provided.

How much medical expense can the FICM allow? **None - The recipient is informed and the record documented that the bill cannot be allowed until reimbursement has been verified.**

c.   Incurred, reported, and verified in application month: allow the full non-reimbursable amount as a medical expense.

TRAINER'S NOTE: **Discuss examples #4 and #5. Examples can be found in the Training Manual.**

Example 4:   A/R applies on 9/1 for Food Stamp benefits. On 9/15 the A/R reports and verifies she incurred a hospital bill on 9/10 for $900. She has no insurance and does not expect any reimbursement. Case is approved on 9/20.

How much medical expense could the FICM allow? **$900**

Example 5:   A/R applies on 8/3 for Food Stamp benefits. On 8/6 the A/R reports and verifies she had a doctor's visit. She provides a bill dated 8/5. The cost of the office visit was $75. There is a zero balance. She will not be reimbursed for this expense.

How much medical expense could the FICM allow? **$75**

d.   Incurred, reported and verified within the current POE: allow the full non-reimbursable amount as a medical expense.

TRAINER'S NOTE:	**Discuss examples #6 and #7. These examples are available in the Training Manual.**

Example 6:   An AU approved for January through December reports and verifies on June 12 that a $700 non-reimbursable medical expense was incurred in June.

Two budgeting options are available; what are they?

The FICM could budget the entire $700 for July or the FICM could prorate (average) over the 6 months remaining (July – December) and an allowable expense of $116.66 would be calculated.

Example 7:   An RSDI disability recipient is approved for January through December. He purchases a new wheelchair in March for $1000. He reports this purchase to the FICM in October and verifies Medicare reimbursement of $600. He has already paid $100 of the $400 he owes to the wheelchair company.

How much medical expense can the FICM allow?
Since the expense was incurred and reported in the same POE, the entire non-reimbursed amount of $400 is allowed for November, or $400 ÷ 2 months = $200 for November and December.

e.   Incurred during the current POE and reported and/or verified on last month of current POE and AU reapplies in the last month of current POE or in the following month: allow the entire non-reimbursed amount. The non-reimbursed portion of the total expense can be allowed in the new POE, as long as there is not a month lapse between the 2 POEs (AU fails to complete a review that results in AU missing one month of benefits. Clarification received 1/17/01.)

TRAINER'S NOTE:	Discuss examples #8 - #10. These examples are available in Participant's Manual.

Example 8: A/R who receives RSDI disability is approved for FS benefits January through December. He purchases a new wheelchair in March for $1000. He reports this purchase to the FICM in December, the last month of the POE, and verifies Medicare reimbursement of $600. He has already paid $100 of the $400 he owes to the wheelchair company.

How much medical expense can the FICM allow?
The entire non-reimbursable amount of $400 is allowed in the next POE if the AU reapplies by the end of January. If the expense was reported in December but the AU does not reapply until February, only the outstanding balance existing at the time of the new application can be allowed.

Example 9: A 70-year-old woman is approved to receive Food Stamps from January 2006 through December 2006. She incurs a $2000 hospital bill in December 2006 and mails a copy to her FICM in December. She provides evidence that she was reimbursed by Medicare for $1600 and is responsible for the remaining $400. She has already made a $30 payment on the bill. She missed her review in December 2006 and reapplies for Food Stamps in January 2007.

How much medical expense can the FICM allow? **Entitled to count the full non-reimbursable amount ($400) toward her deduction in the new POE either all in one month or averaged over the new POE. There has not been a break in assistance; she has not missed a month of benefits.**

Example 10: A 65-year-old FS recipient has a POE of March 2005 to February 2006. Hospital bill of $1500 incurred February 2006. Review was

completed February 2006 without expense awaiting verification of reimbursement. Medicare reimbursement of $1200 verified in April 2006.

How much medical expense will be allowed and for what month(s)? **$300 expense allowed all in one month (for the benefit month of May 2006) or average the $300 over the remaining POE (May 2006 – February 2007 = 10 months = $30/month).**

f.   Incurred in a prior POE but reported and/or verified in the current POE: allow the unpaid current non-reimbursable balance.

TRAINER'S NOTE: Discuss example #11. Example can be found in the Participant's Manual.

Example 11: Mr. Alfred Thompson (age 70) received Food Stamps from 3/1/05 through 2/28/06. He was hospitalized in February 2006 and incurred a bill for $1200, but failed to complete his review. Mr. Thompson reapplied for FS in March 2006, but did not report that he owed anything on the February 2006 hospital bill. He is assigned a new POE of March 2006 through February 2007. In June 2006, Mr. Thompson provides a statement that he is responsible for $300 for the February 2006 hospital stay.

How much medical expense can the FICM allow**? He is entitled to a $300 expense toward his deduction. This can be allowed all in one month or averaged over the remaining months of the POE.**

g.   Medical expenses billed on an installment plan:

Mention installments must be arranged with provider. Allow actual installment amount each month even if payments extend beyond the period of eligibility (POE). Confirm both parties agree to installments. No formal contract required. Document in case record length of time to liquidate balance to prevent deduction when A/R presents future bills caused

by failure to make scheduled payments. Enter an alert to ensure payment is deleted when payment schedule should end. Does not include charge cards or loans.

TRAINER'S NOTE: **Discuss example #12. Example can be found in the Participant's Manual.**

Example 12: A 70-year-old woman is approved for January through December. In June she incurs and reports a $2000 hospital bill. She verifies that Medicare will reimburse $1400 and she is responsible for the remaining $600. She arranges with the hospital to bill her for monthly installments of $50 for the next twelve months beginning in July.

What are her options for budgeting her medical expenses**? Allow installment payments in months due, allowing $50 each month. Enter Alert in SUCCESS to remind worker to delete installment in June of next year.**

2.   Cover recurring medical expense budgeting (ESS 3614-11) and "Medical Budgeting" in TM. ONGOING MEDICAL EXPENSES - expected to continue.

   a.   Stable - same expense each month - such as: monthly insurance premium.

   b.   Fluctuating - If expense is incurred monthly, then average bills by verifying a minimum of the last 2 months of expenses. If less than 2 months are available because the expense just started, then make a reasonable anticipation and document. If expense is incurred less often than monthly, then average expense over period of time it covers.

TRAINER'S NOTE: **Cover examples #13 and #14. These examples are also found in the Training Manual.**

Example 13: POE is January 2006 - December 2006. A/R goes to the doctor every other month and pattern is expected to continue. In addition to

the doctor visits, A/R pays Medicare premium ($93.50) per month.

September	$40.00
October	$0
November	$60.00
December	$0

$100.00 ÷ 4 months = $25 per month for doctor visits + $93.50 per month for Medicare = $118.50 per month continuing medical expenses

Example 14: Ms. Mary Smith's POE is November 2005 - October 2006. Ms. Smith comes in for review and provides a printout from her pharmacy. She does not have a statement from her doctor concerning the Mylanta.

Date	Prescription/Item	Amount
8/3/06	#4506892	$24.50
8/17/06	#4510352	$46.54
8/22/06	Mylanta	$ 4.68
8/29/06	#4608734	$15.76
9/4/06	#4506892	$24.50
9/13/06	#4378659	$18.43
9/30/06	#4608734	$15.76
10/4/06	#4506892	$26.32
10/25/06	Mylanta	$ 4.77
10/29/06	#4487693	$ 60.88
		$242.14

$242.14 - $9.45 (Mylanta = over-the-counter medicine) = $232.69 ÷ 3 months = $77.56 per month

K.   Refer participants to sample tracking sheets which may be used to track medical expenses in TM.

TRAINER'S NOTE:	**Complete Exercise "Medical Deductions" #9 - #14 in TM and review.**

V.   THE DEPENDENT CARE DEDUCTION (ESS 3615)

> **TRAINER'S NOTE:**   Point out that dependent care is not counted as a deduction when paid to a member of the AU. Also if the customer is active in Employment Services, determine whether childcare funding is being provided. Do not allow a deduction that the AU is not responsible for paying.

A.   Allow a dependent care deduction when needed by AU member to:

1.   Accept or continue employment

2.   Attend training or school to prepare for employment

3.   Comply with Employment and Training (E&T) work requirements

B.   Explain the maximums allowed and give examples

> **TRAINER'S NOTE:**   Refer participants to the "Verification Requirements for Deductions" chart in the Training Manual and discuss verification requirements for dependent care expenses.

C.   Discuss when to request verification for dependent care expenses.

1.   Initial application

2.   Interim Changes

3.   Reviews

4.   Questionable expenses

D.   Discuss verification sources for dependent care expenses such as: statement from provider, receipts, canceled checks, Form 104, etc.

E.   Discuss the consequences of failure to provide verification.

> **TRAINER'S NOTE:**   Have participants complete Exercise "Dependent Care" in WB.

VI.   CHILD SUPPORT DEDUCTION (ESS 3616)

A.   Explain that this is a deduction allowed for AUs with an individual who is paying child support to another person outside the AU. This is to give an incentive and break for those who are paying Child Support.

B.   Use the chart "Child Support Deduction" in the TM to train this deduction. Emphasize that unlike the other deductions, the A/R must be paying Child Support in order to receive this deduction.

TRAINER'S NOTE: **Have participants complete exercise "Child Support Deductions" in WB.**

VII.   EXCESS SHELTER DEDUCTION (ESS 3617)

TRAINER'S NOTE: **Refer participants to "Excess Shelter Deduction" in TM.**

A.   AUs which incur monthly shelter costs in excess of 50% of the AU's net income are eligible for the excess shelter deduction.

B.   Do not allow more than $417 per month as an excess shelter deduction.

C.   If at least one AU member is elderly or FS disabled, allow the full amount of the excess shelter expense as a deduction.

D.   Discuss the types of allowable housing expenses. (ESS 3617-1)

1.   Include rent, mortgage, lot rental, homeowners' insurance, and property taxes.

2.   Refer to "Allowable Housing Cost" chart in ESS Manual to discuss other types of housing expenses.

3.   Inform participants that housing expenses must be verified by a third party source.

E.   An AU that incurs or expects to incur a separate, identifiable, out-of-pocket cost for utilities may receive one of the following utility allowances:

1.   Heating/Cooling Standard Utility Allowance (H/C SUA)

2.   Non-Heating/Cooling Standard Utility Allowance (Non-H/C SUA)

3.   Telephone Standard

4.   Actual costs for one non-heating/cooling expense, other than the basic service cost for one phone.

TRAINER'S NOTE:	**Refer participants to "Utility Expenses" in TM.**

F.   Discuss the criteria to receive the Heating/Cooling SUA. Review "Utility Examples" #1 - #7 in TM.

Example 1: AU incurs an electric bill and uses a window air conditioner to cool the home. AU heats with gas which is included in the cost of rent. **Eligible for H/C SUA - incurs a cooling expense.**

Example 2: AU lives in public housing and incurs an excess utility bill. The AU received a LIHEAP payment 6 months ago. **Eligible for H/C SUA - received LIHEAP within last 12 months at current address.**

Example 3: AU's heat is included in rent. The AU has an electric bill and uses a small window air conditioner only during the hottest months of July and August. **Eligible for H/C SUA - incurs cooling expense.**

Example 4: AU incurs an electric expense. AU heats with electric space heaters and cools with window and attic fans. **Eligible for H/C SUA - incurs heating expense.**

Example 5: AU heats and cooks with propane that is purchased quarterly. The AU does not have an air conditioner. **Eligible for H/C SUA - incurs heating expense.**

Example 6: Ms. Jones has moved to a new apartment that heats with gas, which will be billed separately from the rent. Since it is summer, she doesn't plan to have the gas turned on until it gets colder. **Eligible for H/C SUA – expects to be billed for a heating cost within the next 12 months.**

Example 7: The AU lives in public housing and incurs the following expenses: Monthly rent $60 which includes electricity and a gas bill for heating (every 3 months if the amount exceeds the limit). The AU cools with electric fans. **Eligible for H/C SUA - incurs an excess heating expense in public housing.**

G.   Discuss criteria to receive the non-H/C SUA. Review "Utility Examples" #8 - #10 in TM.

Example 8: AU's only shelter costs are rent, water, and garbage collection fee. The water and garbage collection fees are billed separately from the rent. **Eligible for Non-H/C SUA - incurs a cost for at least two utilities other than heating or cooling.**

Example 9: AU incurs a bill for gas that is used for cooking and basic phone service. The AU heats with electricity, which is included in the rent. **Eligible for Non-H/C SUA - incurs a cost for at least two utilities other than heating or cooling.**

Example 10: Mr. Teel lives alone. He incurs a monthly gas bill for cooking fuel and a garbage collection fee. He heats with electricity. His mother pays the electric bill directly to the provider each month to help him out. **Eligible for Non-H/C SUA - incurs a cost for two utilities other than for heating or cooling. Electric bill is being vendor paid.**

H.   Discuss the phone standard. Review "Utility Example" #11 in TM.

Example 11: AU's rent is $150 monthly and includes all utilities except for telephone services. The AU has a telephone expense separate from the rent. **Eligible for telephone standard of $30.00**

I.   Discuss actual utility expense and verification requirement. Review "Utility Example" #12 in TM.

Example 12: AU's rent is $350 monthly. All utilities (except for the electricity which is used for cooking) are included with the rent. **Eligible for actual utility cost for the electric bill.**

TRAINER'S NOTE: **Refer participants to "Special Utility Situations" in the *Training Manual*. This is a reference tool only. Explain to participants that special utility situations will be reviewed in Phase 3 training. An online shelter module is also available for their use.**

J.   The total shelter cost is determined by adding together the housing costs (rent, mortgage, taxes, insurance, etc.) with the utility option for which the AU is eligible. Provide examples of determining total shelter costs.

> **TRAINER'S NOTE:** **It may be helpful to complete a manual budget with the class to clarify shelter. Refer to Shelter Examples in the Training Manual to demonstrate how different shelter expenses affect the FS budget.**

> **TRAINER'S NOTE:** **Have participants complete "Deductions" in WB and then review.**

K.   Shelter Verification

> **TRAINER'S NOTE:** **Refer participants to the "Verification Requirements for Deductions" chart in the *Training Manual* and discuss verification requirements for shelter expenses (housing and utility).**

1.   Initial application

2.   Interim Changes

3.   Review

4.   Discuss any verification requirements for special situations such as shared expenses or expenses billed in another person's name.

5.   Discuss Form 821, Statement of Shelter Costs. This is an optional form that can be used to verify shelter expenses incurred by or billed to the assistance unit. Form 821 is given or mailed to the landlord or responsible person to complete. A completed copy of the form is returned and placed in the case record.

> **TRAINER'S NOTE:** **Refer participants to Form 821 in the Forms Section and review.**

6.   Discuss consequences for failure to provide verification.

VIII.   COMPLETE FS BUDGETS (ESS 3610-2/5)

A.   Refer participants to "Helpful Hints for Completing Form 74, FS Budget" in TM and remind them that in the field we very rarely do FS manual budgets since the system determines the benefit amount for you. The only reason we are having participants complete any FS budgets is to help them understand how the excess shelter works and so they can explain to the

recipient how their FS benefit amount was derived. Also, should SUCCESS be unavailable, a manual budget may be necessary to compute a manual issuance to meet the standards of promptness.

B.   Discuss the steps to follow to determine financial eligibility (ESS 3610-2)

TRAINER'S NOTE: **Demonstrate completion of F. 74 by referring to the Mabel Jones Example which participants began completing in the Resources Module. Key is available in the Trainer Resources. Participants should complete as trainer demonstrates.**

C.   Go over the steps to complete a budget (ESS 3610-2/5)

D.   Discuss how to determine an AU's benefit amount (ESS 3610/4/5). Refer to "Basis of Issuance Tables" in Reference Section of TM.

E.   Have participants complete the exercise "Calculating FS Budgets" in TM.

OVERVIEW OF MANAGEMENT

Manual Reference:	Economic Support Services Policy Manual, Chapters 3618
Trainer Resources:	Economic Support Services Policy Manual
	Exercise Keys
Material in Training Manual:	Outline of Management
	Objectives for Management
	Comparing Income to Expenses
	Management Comparison
	Management Interview Example 1 and 2
Exercises:	Financial Management
Reference:	None
Forms:	Form 354, Expense Statement
Handouts:	None
Transparencies:	None
Extra Exercises:	None
Time Required:	1 ½ Hours

OUTLINE OF MANAGEMENT
(ESS 3618)

I.   OVERVIEW OF FINANCIAL MANAGEMENT

II.   INTERVIEW DOCUMENT/FORM 354

III.   DETERMINING MANAGEMENT

IV.   VERIFICATION REQUIREMENTS

V.   REVIEW OF DETERMINING ELIGIBILITY

OBJECTIVES FOR MANAGEMENT

✔   Participants will be able to use form 354 to address AUs circumstances for management

✔   Participants will be able to calculate AU's net income (net earned and gross unearned income) and liquid resources for management purposes.

✔   Participants will be able to identify AU's reported paid expenses.

✔   Participants will be able to compare AU's net income and liquid resources to the reported paid expenses.

✔   Participants will be able to apply verification requirements for management.

I.   OVERVIEW OF FINANCIAL MANAGEMENT

TRAINER'S   **Explain to participants that management will be addressed in detail in**
NOTE: **Phase 3 training.**

A.   Financial Management, which is a concept used to describe how an AU is
        managing its income and expenses, is a serious issue that must be
        addressed when interviewing our customers. This is a highly error-prone
        area for our cases that can possibly be decreased by making sure we
        address and document all concerns in relation to management.

B.   Financial Management of an AU is determined by comparing the reported
        income and liquid resources of the AU to the reported expenses paid by
        the AU.

C.   A review of management is a function of determining eligibility no matter
        what type of action is taken - application, reviews, or interim change. The
        function requires the FICM to make a prudent casework decision
        regarding the AU's income, liquid resources, and expenses when it
        appears that the information provided by the AU is not reasonably
        accurate relative to other information supplied by the AU. The FICM must
        clearly document the AU's statement and the casework decision made
        concerning financial management.

D.   For management at applications, review circumstances for the application
        month and on-going. For reviews, review circumstances for the first month
        of the new POE. For interim changes, when reports of decreased income,
        terminated income or increased expenses are made, review the AU's
        circumstances for the ongoing month to determine if the AU has reported
        all known changes.

II.   INTERVIEWING DOCUMENT/FORM 354

A.   During the interview, the FICM asks eligibility related questions to gather
        information necessary to obtain an actual account of the AU's
        circumstances. Total reported paid household expenses are determined
        from the interview document and/or Form 354, Expense Statement.

TRAINER'S   **Refer participants to Form 354 and discuss.**
NOTE:

B.   The AU completes the Form 354 to provide information regarding the
        following expenses: shelter, utilities, medical, child care, child support paid
        out, health insurance, auto, and other.

C.   During the course of the interview, if the AU provides verbal information about the FS related expenses (shelter, medical, child care, child support paid, etc.) or non-FS related expenses (auto, furniture, etc.) that indicate the AU is not reporting all of its income, the FICM must address the income and reported expenses.

III.   DETERMINING MANGAGEMENT

TRAINER'S NOTE:	**Refer participants to "Comparing Income to Expenses" and Management Comparison in TM.**

A.   The FICM will assess the AU's financial management by calculating the total gross earned income minus 20% to the gross unearned income from FSFI and then add liquid resources to the income calculation.

   1.   If the AU's anticipated income and available liquid resources show no obvious discrepancy with the AU's reported paid expenses, management is not an issue for the AU.

   2.   Some AUs with earned income may not have the equivalent of 20% taken out of their earnings, even though it is allowed for FS budgeting. The FICM must allow for this when reviewing management.

B.   FICM reviews the total reported paid household expenses from the interview document and/or Form 354, Expense statement. The FICM must consider the following when reviewing management:

   1.   Does the AU intend to pay the bills listed?

   2.   If available income is not enough to pay monthly expenses, are there available liquid resources which could be used for this purpose?

   3.   Does the AU have past due bills? Are only partial payments being made by the AU?

C.   FICM will compare the income and liquid resources to the reported paid expenses. Only if there is an obvious discrepancy between reported paid expenses, calculated income, and liquid resources, should management be considered questionable and the AU may be required to provide additional information or verification.

IV.   VERIFICATOIN REQUIREMENTS

A.   No verification is required when there is not a discrepancy.

B.   Additional verification/information may be needed to resolve management discrepancies.

C.   Additional verification or information from the AU may include documents to support that the rent is in arrearage, partial payment of utilities, or other expenses listed on Form 354, etc.

1.   If the requested verification is provided and the verification/information resolves the discrepancy, incorporate additional information into the case record and certify the case.

2.   If the requested verification is provided and a discrepancy still exists, contact the AU to resolve the discrepancy. Additional verification may be required. After all attempts to resolve the discrepancy have been exhausted, deny/close the case for inability to establish eligibility.

3.   If the requested verification is not provided, deny/close the case for failure to provide information.

TRAINER'S NOTE: Have participants read "Management Examples 1 and 2" in TM. Discuss and process the two examples with class. Using the two examples in the TM, demonstrate how to calculate and compare income, liquid resources and paid expenses to determine management.

TRAINER'S NOTE: Have participants to complete "Financial Management" exercise in WB. Review correct responses.

TRAINER'S NOTE: Have participants to complete the "Management "and the "Disposition of Application" for Margaret Simmons case study. Review correct responses.

V.   REVIEW OF DETERMINING ELIGIBILITY

TRAINER'S NOTE:	**Recap the following major points that have been covered regarding Initial Applications. Use the review to make the transition from intake to ongoing eligibility which is covered in the remaining modules. Refer participants to "Summary Verification Chart" in Reference Section.**

A.   Application Processing

B.   Assistance Units

C.   Basic Eligibility

D.   Work Requirements

E.   Financial Criteria

F.   Deductions

G.   Management

H.   Notification

OVERVIEW OF CHANGES

Manual Reference: Economic Support Service Policy Manual, Chapter 3420, 3650, 3705, 3715, and 3720

Trainer Resources: Economic Support Service Policy Manual
E-Mail Clearance 7/2/02 re: MT2
E-Mail Clearance 7/3/02 re: SRR - adding a person
E-Mail` Clearance 7/3/02 re: SRR and students
Exercise Keys
E-Mail Clearance 9/23/03 re: SRR

Material in Training Manual: Outline for Changes
Objectives for Changes
Reporting Requirements
Examples: Non-Simplified Reporting Assistance Units
Examples: SRR Assistance Units
Steps in Processing a Change
Verification Requirements for Changes
Types of Notice
Examples: Processing Changes
Effective Month of Food Stamp Changes
Examples: Effective Month of Change
Examples: Untimely Report

Exercises: Exercise: Non-SRR Reporting Requirements
Exercise: SRR Changes
Exercise: Processing Changes
Exercise: Effective Month of Change
Exercise: Changes

Reference: Generic Weekly Calendar

Forms: Form 173, Verification Checklist
Form 846, Change Report Form
Form 339, Food Stamp Program Simplified Reporting Requirements For Households With Earned Income

Handouts: None

Extra Exercises: Budgeting Changes and Budgeting Initials

Transparencies: Form 173
Form 846

Time Required: 5½ hours

OUTLINE FOR CHANGES

I.   INTRODUCTION (ESS 3705, 3715)

II.   WAYS TO REPORT A CHANGE (ESS 3720-1)

III.   REPORTING REQUIREMENTS FOR NON-SIMPLIFIED REPORTING AUs (ESS 3720-3)

IV.   REPORTING REQUIREMENTS FOR AUs ELIGIBLE FOR SIMPLIFIED REPORTING (ESS 3715-1, 3720-1/2)

V.   PROCESSING CHANGES (ESS 3715-9)

VI.   EFFECTIVE MONTH (ESS 3715-2/3)

VII.   CHANGES REPORTED IN SUCCESS (ESS 3715-4)

VIII.   UNTIMELY REPORT (ESS 3715-4)

OBJECTIVES

✔ Participants will be able to identify the reporting requirements specific to the type of Assistance Unit.

✔ Participants will be able to identify what changes the A/Rs are required to report.

✔ Participants will be able to determine the verification requirements for the reported changes.

✔ Participants will be able to determine the time frames for taking action on reported changes.

✔ Participants will be able to process changes in income.

✔ Participants will be able to process changes in deductions.

✔ Participants will be able to identify if a change is reported timely or untimely.

✔ Participants will be able to identify what month a person is added to the FS AU.

✔ Participants will be able to identify what month a person is deleted from the FS AU.

✔ Participants will be able to identify when a supplemental is due.

✔ Participants will be able to correctly notify AUs of changes by providing adequate notice as appropriate.

✔   Participants will be able to correctly notify AUs of changes by providing timely notice as appropriate.

I.   INTRODUCTION (ESS 3705-1, 3715-1)

TRAINER'S NOTE:	**Refer participants to Objectives and Outline in TM.**

A.   An interim change occurs when there is a report of a change in the circumstances of the AU other than at a review. Give an example to illustrate.

B.   These changes may result in a redetermination of ongoing eligibility and action to adjust the benefit level for ongoing months.

TRAINER'S NOTE:	**Refer participants to "Reporting Requirements" in TM.**

C.   There are two separate reporting requirements. Which requirement applies is based on who makes up the AU.

        1.   Non-Simplified Reporting Requirements (Non-SRR) AUs are AUs:

                a.   with an ABAWD or,

                b.   certified for a 12-month period because all of the Adults are elderly or FS disabled and there is no earned income

        2.   Simplified Reporting Requirements (SRR) AUs are all other AUs.

        3.   Reporting requirements are not changed due to reported changes in AU circumstances. At initial application and each review, FICM will redetermine AU's reporting requirements.

D.   Interim changes are to be made effective no later than the second subsequent month following the month in which the change was reported to the agency.

E.   If the reported change will result in increased FS benefits, the AU has 10 calendar days from the date the change is reported to provide any required verification. If the reported change will result in decreased FS benefits or ineligibility, the AU statement is accepted.

F.   Written notice to the AU is required when benefits increase or decrease, an individual is added or deleted from the AU, or upon termination of all benefits to the AU.

II.   WAYS TO REPORT A CHANGE (ESS 3720-1)

A.   Changes may be reported in person, by telephone, by mail, by computer match or update, or by fax

B.   The AU may submit Form 846, Change Report Form, to report changes.

   1.   This form is provided at application, at review, if the AU requests or needs a form, and when the AU returns a completed form to report a change.

   2.   A postage paid return envelope should be given with the Change Report Form.

   3.   Form 846, Change Report Form, is required to be given to all Assistance Units - including those eligible for Simplified Reporting (Email 4-16-03).

TRAINER'S NOTE:	**Review Form 846 in the Forms Section of the TM.**

TRAINER'S NOTE:	**Mention the change centers that the state has to cover some of the counties. Ask participants if they have use of a change center. If they do, emphasize the importance of informing the A/R of the center, providing A/R with the telephone number, and being clear when they should call the change center vs. when they should call the case manager. Participants should check with their supervisors if they have any questions about the change center. Explain that since not all counties have access to a change center, participants will be trained on how to process changes.**

III.   REPORTING REQUIREMENTS FOR NON-SRR AUs (ESS 3720-3)

**TRAINER'S   Refer participants to "Reporting Requirements" in the TM.
NOTE:**

A.   Time Frames

1.   The AU has 10 calendar days to report changes from the date of knowledge of the change.

2.   The AU has 10 calendar days from the date a change is reported to provide any required verification

3.   The FICM has 10 days from the date of report to request verification and process the change (this is the same SOP as #2).

**TRAINER'S   Stress to participants that once a change is reported, the time frame
NOTE: for the AU to provide verification (if needed) and the FICM to take
                action is the same 10 day period. The FICM must act on the reported
                change within 10 days.**

B.   Non-SRR AUs are required to report the following:

1.   All changes in AU composition, such as the addition or loss of an AU member;

2.   Changes in residence and the resulting change in shelter costs;

3.   Liquid resources reach or exceed $2,000, or $3,000 if one AU member is age 60 or older or FS disabled;

4.   Changes in the legal obligation to pay child support;

5.   Changes in the source(s) of income;

6.   New unearned income

7.   Terminated unearned income

8.   Changes of more than $50 in the amount of gross monthly unearned income (does not include TANF, RSDI, and/or SSI as they are considered known to the agency)

9.   Earned income when the source changes, employment changes from full to part-time or part to full-time, or if the rate of pay changes.

10. New Earned Income

11. Terminated Earned Income

12. Employed ABAWDs must report all the changes listed above. In addition, ABAWDS must report changes in work hours when they fall below 20 hours per week or 80 hours per month.

TRAINER'S NOTE: **Remind participants of importance of stressing this requirement to ABAWDS.**

TRAINER'S NOTE: **Review the following examples. These examples are in the TM.**

Example 1   Mr. Grey, age 75, receives RSDI. His daughter, Renae Brown, age 50, moves into his home on 11/14. Ms. Brown receives SSI. They purchase and prepare meals together. Ms. Brown provides her social security number and birth certificate to verify U.S. citizenship.

Why is this a non-SRR AU? **All adult AU members are elderly or FS disabled and there is no earned income**

What type of change is this? **Addition of AU member**

Is the AU required to report this change? **Yes**

What is Mr. Grey's deadline to report? **11/24**

Example 2   Mr. Bobby Brown, 37, receives Food Stamps for himself and his brother Eric (32). Mr. Bobby Brown receives Worker's Compensation of $400 monthly. Eric Brown has no income and is currently looking for a job. Mr. Bobby Brown moves to a new apartment on 4/1; he is billed for rent and utilities (gas for heating and electric).

Why is this a non-SRR AU? **Eric Brown is an ABAWD**

What type of change is this? **Change in residence and resulting shelter changes.**

Is the AU required to report this change? **Yes**

What is Mr. Brown's deadline to report? **4/11**

Example 3 Ms. Jones (65) receives FS for herself and her two grandchildren. She begins receiving direct child support of $100 monthly on 3/16.

Why is this a non-SRR AU? **Only adult AU member is elderly and there is no earned income**

What type of change is this? **New unearned income**

Is the AU required to report this change? **Yes**

What is Ms. Jones' deadline to report? **3/26**

Example 4 Mr. and Mrs. Jones are receiving FS. Mr. Jones, age 37, works 40 hours per week earning $5.50/hr. at the local supermarket. Mrs. Jones, age 35, is not pregnant, and does not work. Mr. Jones is notified on 8/24 that he will begin working 30 hours per week beginning 9/1.

Why is this a non-SRR AU? **Mrs. Jones is an ABAWD**

What type of change is this? **Change in earned income - hours**

Is the AU required to report this change? **Yes**

What is Mr. Jones' deadline to report? **9/3**

Example 5 Alice Carey, age 27, receives FS with her sister Melodie, age 32. Ms. Carey works 30 hours each week. Melodie Carey is not pregnant and is looking for work. On 2/2, Alice Carey is given a raise in pay from $175 weekly to $200 weekly beginning 2/16.

Why is this a non-SRR AU? **Melodie is an ABAWD**

What type of change is this? **Change in earned income - rate of pay**

Is the AU required to report this change? **Yes**

What is Ms. Carey's deadline to report? **2/12**

Example 6 Ms. Simmons (an AU of 1), age 35, works at Wal-Mart 20 hours each week and is paid $7.50/hour. She is notified on 4/1 that effective 4/15, she will be working only 15 hours per week.

Why is this a non-SRR AU? **Ms. Simmons is an ABAWD**

What type of change is this? **Change in work hours for an employed ABAWD**

Is the AU required to report this change? **Yes**

What is Ms. Simmons' deadline to report? **4/11**

C.   If a non-simplified AU reports a change that would make it a simplified reporting AU and there are more than 6 months remaining in the POE, shorten the POE to end 6 months from the month the change is effective.

Example: Mr. Walker, age 78, receives Food Stamps. His POE is January through December. On March 5, his 50 year old unemployed son, Jason, moves in with him; they purchase and prepare meals together. Jason is not FS disabled. Jason is added to the FS AU effective April. Mr. Walker's POE will be shortened to end September.

D.   All other changes are not required to be reported until the next review. The FICM must act on all changes reported by the AU or considered known to the agency.

TRAINER'S NOTE:	**Have participants complete the exercise "Non-SRR Reporting Requirements" and review.**

IV.   REPORTING REQUIREMENTS FOR SRR AUs (ESS 3720-1/2)

<div style="border:1px solid">

TRAINER'S   **Refer Participants to "Reporting Requirements" in the TM.**
NOTE:

</div>

A.   Simplified Reporting Requirements (SRR) would apply to all remaining AUs.

B.   An AU may be determined eligible for SRR at initial application and review.

<div style="border:1px solid">

TRAINER'S   **Explain to participants that SRR AUs must have SRR requirements,**
NOTE: **the FPL limits, and Form 339 provided at initial application and review.**
                    Review Form 339 and demonstrate how to determine the 130% FPL for
                    the AU size.

</div>

C.   SRR AUs are assigned a 6-month Period of Eligibility (reporting period) at initial application and review. This POE cannot be shortened.

D.   SRR AUs are required to report only when the AU's gross monthly income (earned + unearned) exceeds 130% of the Federal Poverty Level (FPL) for the AU size.

E.   SRR AUs must report that the AU gross income exceeds the 130% FPL no later than the 10th calendar day following the end of the month when the increase occurred.

1.   When the AU reports gross monthly income exceeds 130% of the FPL document the date of the report and update SUCCESS based on the AU's statement.

2.   Before terminating the case, make sure the termination is due to an increase in ongoing income and not due to an additional payment of income, such as a 3rd/5th paycheck.

<div style="border:1px solid">

TRAINER'S   **Review the following examples. These examples are in the TM. They**
NOTE: **will follow through all the SRR information.**

</div>

Example 1   The Morris family applies for FS for themselves and their two children on March 4. Mr. Morris works full time at the local grocery store. The AU's total gross countable income is $1,300 per month.

Morris 130% FPL (4) = **$2,167month**

Morris POE = **March - August**

Mrs. Morris begins working part time on May 1st earning $900 per month.

When must this change be reported? **By June 10th**

How will this change affect the AU? **Benefits will terminate ($1300 + $900 = $2200 gross monthly income; the 130% FPL for this AU is $2,167)**

F.   Any other changes reported by these AUs must be completed when reported. A change reported for a related program is considered known to the agency, and must be acted on appropriately.

1.   If the SRR AU reports an additional AU member, SUCCESS will re-calculate eligibility based on the new member but the original SRR 130% FPL will remain as is until the next review (E-mail Clearance 7/3/02 re: SRR - adding a person)

Example 2   Ms. Jackson, who is pregnant, applies for FS for herself and her son on November 11. Ms. Jackson works full-time, earning $900 per month. She also receives child support of $100 per month.

Jackson 130% FPL (2) = **$1430/month**

Jackson POE = **November - April**

Ms. Jackson delivers her baby in March, and her child support increases to $200 per month on March 10. Ms. Jackson reports this on 3/20 and provides a live birth certificate.

Is Ms. Jackson required to report this change? **No, she will receive $1100 per month which does not exceed 130% of her FPL.**

What must the FICM do? **FICM should act on the reported change and add the child to the AU. Eligibility will be calculated based on the gross**

income limit for three ($1799) and benefits will be issued based on AU size of three.

Will this change affect the 130% FPL for Reporting Requirements? **This change does not affect the original FPL of $1430 for this AU.**

2.   If an SRR AU reports the loss of all countable earned or unearned income as an interim change, the FICM will act on this change (give AU 10 days to provide verification and process). The AU was not required to report this change. SRR requirements will remain in effect until the end of the POE. At the next review, the FICM should re-determine the reporting requirements for the AU.

Mr. Ben Owens receives Food Stamp for himself and two children. He was working full time until he was laid off from his job on 8/6. SRR remains in effect until his next review is due. Although he is not required to report this change, Mr. Owens reports the change on 8/7. FICM will request verification from Mr. Owens, giving him 10 days (until 8/17) to provide it. FICM must act on this reported change by 8/17.

TRAINER'S NOTE: **Have participants complete the exercise "SRR Changes" and review.**

V.   PROCESSING CHANGES (ESS 3715)

TRAINER'S NOTE: **Refer participants to "Steps in Processing a Change" in TM.**

A.   Document the contact and the reported change.

B.   Identify the type of change, and determine ongoing eligibility

1.   Explain that all cases must have ongoing eligibility determined.

2.   Base ongoing eligibility on representative income and expenses. Use conversion factors or actual circumstances as appropriate.

3.   SUCCESS will run trial eligibility for you when entering a change to see what the outcome will be.

C.   Determine if the change is reported timely or untimely.

D.   Determine if verification is required and, if it is, request it. Offer to assist the AU in obtaining verification. (ESS 3715-2/3)

1.   A/R has 10 calendar days from the date a change is reported to provide any required verification.

2.   Discuss verification requirements for increase in benefits and action to take if verification is not provided. (ESS 3715-2)

**TRAINER'S   Refer participants to "Verification Requirements for Changes" in TM
NOTE: and "Summary Verification Chart" in Reference Section.**

---

3.   Discuss verification requirements for decreases in benefits and ineligibility. (ESS 3715-3)

4.   Proof of citizenship must be obtained when adding an AU member, regardless of the effect on FS benefits. When the AU reports the birth of a newborn, citizenship can be verified at the next review, or within 6 months following the month of birth, whichever is later. Good cause may be established when it is determined that the AU has made every effort to obtain citizenship verification but has been unable to provide the documentation by the verification deadline. The county department must make every effort to assist the AU in obtaining documents needed to verify citizenship. Good cause is granted until the next review period. (ESS 3320)

5.   Discuss concurrent changes. (ESS 3715-3)

E.   Provide notice of the change. (ESS 3705-1/3)

**TRAINER'S   Refer participants to "Types of Notice" in the TM.
NOTE:**

---

1.   Adequate notice is a written communication to the AU no later than the date the action is taken.

a.   Adequate notice is appropriate upon approval of the FS application, at review, when a reported change causes benefits to increase.

b.   Other examples of when adequate notice is appropriate include mass changes, a clear written statement from the A/R requesting voluntary termination of benefits for the entire AU, or the entire AU moves out of the county or state.

c.   A complete listing of adequate notice circumstances is located in FS Policy Manual on page 3705-2.

2.   Timely notice is a written communication provided to the AU with at least a 10-day waiting period before the date the proposed action is effective.

a.   The proposed change is effective the month following the expiration of the 10 day timely notice period.

b.   Timely notice is appropriate when a reported change causes benefits to decrease or causes ineligibility.

F.   The A/R has the right to request a fair hearing on any action taken on their case. If they request the hearing during the 10 days timely notice period, they may choose to continue their benefits at the pre-change level but must be told that if they lose the hearing, they will have an overpayment to repay.

G.   If an A/R does not report timely or if the case manager does not act timely, it may be necessary to recover overissuances or pay underissuances as a result of processing changes.

TRAINER'S   **Go over the following examples which are also in the Participant**
NOTE: **Manual. Trainer may need to create additional examples to ensure**
participants understand processing requirements.

Example 1   Mr. Rogers (29) was receiving UCB. He calls on 9/4 to report he started a new job on 9/2. He will earn $5.00 per hour and work 30 hours per week. A/R receives FS with no other AU members. The new wages will cause a decrease in benefits.

What is the reporting requirement for this AU? **SRR**

Is the A/R required to report this change? **No**

Was the change reported timely? **N/A, was not required to report**

Is third party verification required? **No, we can accept A/R's statement until next review**

What is the case manager's deadline to take action? **9/14**

What type of notice is appropriate for this AU? **TIMELY**

If case manager takes action on 9/10, when will timely notice expire? **9/20**

Example 2   Ms. Morrison (30) began receiving child support of $110 per week on 6/20. She reports the change on 6/25. A/R receives FS for herself and two minor sons. AU has no other income. This change will cause a decrease in benefits.

What is the reporting requirement for this AU? **SRR**

Is A/R required to report this change? **No**

Was the change reported timely? **N/A, was not required to report**

Is third party verification required? **No**

What is the case manager's deadline to take action? **7/5**

What type of notice is appropriate for this AU? **TIMELY**

If case manager takes action on 6/30, when will timely notice expire? **7/10**

Example 3   Ms. Jamison has a baby on 2/4. She reports this on 2/6 and provides a live birth certificate. The baby has no income or resources.   A/R's only income is a monthly contribution received from her parents. Addition of the baby will cause an increase in benefits.

What is the reporting requirement for this AU? **SRR**

Is the A/R required to report this change? **No**

Is third party verification required? **No, we accept A/R statement for DOB. Enumeration and citizenship are waived for newborns until the next review or the child turns 6 months, whichever is later, and we accept A/R's statement for the AU Comp.**

What type of notice is appropriate for this AU? **Adequate**

Example 4   Mr. Thomas reports on 6/5 that he moved on 6/1 and his rent increased from $500 to $600. A/R works 30 hrs. per week and has no other AU members. This change will cause an increase in benefits.

What is the reporting requirement for this AU? **SRR**

Is A/R required to report this change? **No**

Is third party verification required? **Yes**

What type of notice is appropriate for this AU? **Adequate**

TRAINER'S   **Have participants complete "Exercise: Processing Changes" and**
NOTE: **review.**

VI.   EFFECTIVE MONTH (ESS 3715-2/3)

TRAINER'S   **Refer participants to "Effective Month of Food Stamp Changes" in TM.**
NOTE:

A.   Interim changes must be effective no later than the second subsequent month following the month the change was reported to the agency.

B.   An expedited change is a loss of income of $50 or more or the addition of an AU member resulting in increased benefits. These changes must be effective the month after report. SUCCESS issues supplemental benefits when the change is processed the month after report.

TRAINER'S   **Review the following examples which are in the TM:**
NOTE:

Example 1   Ms. Hyatt's 2-year-old daughter moved in with her on 11/10. She reports this on 11/12. She provides her daughter's DOB, SSN and birth certificate and states she has no income or resources. The A/R will now be receiving benefits for herself and 3 minor children. This addition will cause an increase in benefits.

Is verification from a third party source required? **No**

What is the case manager's deadline to take action? **11/22**

If the case manager takes action on 11/22, what month will the change be effective? **December, this is an expedited change which must be effective the month after report.**

Example 2   Ms. Wright (51) lost her full-time job on 3/30. She reports the change on 3/31. She was earning $750 per month. AU has no other members. This change will cause an increase in benefits.

Is verification from a third party source required? **Yes**

What is the case manager's deadline to take action? **4/10**

If the case manager takes action on 4/5, what month will the change be effective? **April, this is an expedited change which must be effective the month after report**

Are supplemental benefits appropriate in this situation? **Yes**

Example 3   Ms. Morgan (42) calls on 7/31 to report her 19-year-old daughter moved back home on 7/27. Her daughter has no resources and is not working. This change will cause her Food Stamps to increase.

What type of verification is needed? **TPS of citizenship. AU statement for all other points**

If the case manager acts on 8/6, what month will the change be effective? **August**

Are supplemental benefits appropriate in this situation? **Yes**

C.   If the change causes an **INCREASE or has NO EFFECT**, the change is effective no later than the second subsequent month following the month the change was reported. Adequate notice is required.

TRAINER'S   **Review the following examples which are in the TM.**
NOTE:

Example 1   Ms. Johnson, age 70, reports on 11/10 that she was hospitalized from 11/8 until 11/10. She provides verification on 11/10 that she will pay $100 each month on the hospital bill beginning in December. This new deduction will cause an increase in benefits.

What is the case manager's deadline to take action? **11/20**

If the case manager takes action on 11/20, what month will the change be effective? **December**

Example 2   Mr. Kessler calls on 6/25 to report that he moved on 6/15 and that his rent increased by $15. This change will cause an increase in his benefits.

Is verification from a third party source required? **Yes**

What is the case manager's deadline to take action? **7/5**

If the case manager takes action on 7/2, what month will the change be effective? **August**

What type of notice is appropriate? **Adequate**

D.   If the change causes a **DECREASE or TERMINATION**, the change is effective the month **after** timely notice expires, but no later than the second month following the month that the change occurred.

TRAINER'S NOTE: Review the following examples which are in the TM.

Example 1   Ms. Hampton (44) reports that her 20-year-old son moved in with her on 3/2. He is receiving Unemployment Compensation. A/R reports no change in her 25 hours per week, $6.00/hr. job. This change will cause her FS benefits to decrease. A/R reports the change on 3/12.

Is verification from a third party source required? **Yes, AU must verify citizenship. Accept AU statement of UCB until next review.**

What is the case manager's deadline to request verification and take action? **3/22**

If the case manager acts on 3/20, when will timely notice expire? **3/30**

What month will the change be effective? **April**

Example 2   Mr. Paulson (65) starts a new job on 4/28. He reports on 5/5 that he will earn $150 per week. This change will cause a decrease in benefits. AU consists of Mr. Paulson and his 60-year-old wife.

Did A/R report timely? **Yes**

Is verification from a third party source required? **No, verify at next review**

What is the case manager's deadline to take action? **5/15**

Will we need to allow timely notice? **Yes**

If the case manager acts on 5/15, when will timely notice expire? **5/25**

What month will the change be effective? **June**

TRAINER'S NOTE:	**Trainer may need to create additional examples to demonstrate when a change is effective to ensure participants understand.**

TRAINER'S NOTE:	**Have participants complete the exercise "Effective Month of Change" and review.**

VII.   CHANGES REPORTED IN SUCCESS (ESS 3715-5)

A.   SUCCESS automatically updates certain changes

1.   SUCCESS automatically updates the TANF amount from 1 month prior into the related FS cases.

2.   SUCCESS automatically updates the child support amount paid through CSS from 2 months prior into the FS case.

3.   SUCCESS generates alerts to notify the FICM of changes made due to automatic updates.

B.   Mass changes are generally automatically processed by SUCCESS

VIII.   UNTIMELY REPORT (ESS 3650-1 and 3715-4)

A.   If it is discovered that the AU failed to report a required change in a timely manner, determine if an overissuance exists.

1.   Determine the day the AU first knew of the change. The AU had 10 calendar days to report the change. Day one is the day following the day the AU first knew of the change for Non-SRR AUs. SRR AUs must report by the 10th of the month following the month the income exceeded 130% FPL.

2.   Count 10 calendar days from day one. The day following the 10th day is the first day the agency had to act on the reported change

3.   Count 10 calendar days from the 10th day. The day following the last day the agency had to act on the change is the first day of timely action.

**TRAINER'S   Review the following examples which are also in the TM.
NOTE:**

Example 1: Mr. Todd Willis (36), an AU of one, starts work on 9/2 earning $115 per week. A/R reports this change on 10/2. No overissuance exists if the change is made for November even though you had an untimely report.

What should have happened:

9/2	+ 10 days to report	=	9/12
9/12	+ 10 days for FICM to act	=	9/22
9/22	+ 10 days timely notice	=	10/2

Change effective for November

What will happen:

10/2	+ 10 days for FICM to act	=	10/12
10/22	+ 10 days timely notice	=	10/22

Change effective November

Example 2: Ms. Jean Gilmore (43), an AU of one, starts work on 9/2, earning $300 per week. A/R reports this change on 12/2. An overissuance will exist for November and December.

What should have happened:

9/2   + 10 days to report   =   9/12
9/12 + 10 days for FICM to act =   9/22
9/22 + 10 days timely notice   =   10/2
Change effective for November

What will happen:

12/2   + 10 days for FICM to act =   12/12
12/12 + 10 days timely notice   =   12/22
Change effective January

B.   If an AU does not report new or increased income timely, we do not allow the 20% earned income deduction when computing the amount of the overissuance for the historical months. (ESS 3650-1)

C.   Emphasize to participants that most of the time we will be completing a referral to the Office of Investigative Services (OIS) who will do the investigation and if appropriate, complete the overissuance budgets.

D.   Also emphasize to the participants that this was a brief overview of untimely reporting and that if the A/R reports untimely or if they act untimely they should consult with their supervisors before taking any action.

TRAINER'S NOTE:	**Have participants complete the exercise "Changes" and review. Trainer may assign all or part of this exercise depending on participants' understanding of the entire changes module. If the entire exercise is not assigned, the remaining items may be used as additional practice if needed.**

TRAINER'S NOTE:	**Have participants complete the "Changes" section of the Margaret Simmons Case Study. Review and discuss correct responses.**

OVERVIEW OF REVIEWS

Manual Reference: Economic Support Services Policy Manual, Chapter
                       3035, 3105, 3325, 3355, 3710 and 3720

Trainer Resources: ESS Manual
                       Exercise Keys

Material in
Training Manual: Outline for Reviews
                       Objectives for Reviews
                       Overview of the Review Process
                       Types of Reviews
                       Interviewing Requirements
                       Notice of Continuing Your Food Stamps
                       Food Stamp Forms at Review
                       Examples of Verification at Review
                       Budgeting Reviews
                       SOPs for Reviews
                       Processing Food Stamp Reviews
                       Examples of SOPs for Reviews
                       Food Stamp Periods of Eligibility for Reviews
                       Reviews Desk Guide

Exercises: SOPs for Reviews
                       POEs for Reviews
                       Review Practice

Reference: Weekly Planner Calendar
                       Summary Verification Chart

Forms: Form 173, Verification Checklist
                       Form 286, Food Stamp Interview Guide
                       Form 297-A, Rights and Responsibilities
                       Form 354, Expense Statement
                       Form 339, Simplified Reporting Requirement Notice
                       Form 846, Change Report Form
                       Form 5460, Notice of Privacy Practices

Handouts: None

Extra Exercises: Review Practice

Time Required: 4 hours

OUTLINE FOR REVIEWS (ESS 3710)

I.   OVERVIEW (ESS 3710-1)

II.   TYPES OF REVIEWS (ESS 3710-1)

III.   INTERVIEWING REQUIREMENTS (ESS 3710 - 2-4)

IV.   FORMS AT REVIEW (ESS 3710 - 5-6)

V.   NON-FINANCIAL CRITERIA (ESS 3710-3, 3355, 3325-5, 3720-2)

VI.   FINANCIAL CRITERIA (ESS 3710-3)

VII.   VERIFICATION FOR STANDARD REVIEWS (ESS 3035- 5-8)

VIII. PROCESSING REVIEWS (ESS 3710 - 7-9, 3105 - 21)

IX.   SUMMARY NOTIFICATION

OBJECTIVES FOR REVIEWS

✔ Participants will discuss the purpose of completing Food Stamp reviews.

✔ Participants will examine the interviewing requirements for reviews.

✔ Participants will identify forms used in the Food Stamp review process.

✔ Participants will be able to reassess non-financial criteria at review.

✔ Participants will be able to determine financial eligibility based on information gathered during the review interview.

✔ Participants will be able to identify types of verification necessary to complete reviews.

✔ Participants will be able to identify appropriate standards of promptness for reviews.

✔ Participants will be able to assign a new POE according to the AU's circumstances.

I.   **OVERVIEW (ESS 3710-1)**

A.   Refer participants to Outline, Objectives, and Overview of the Review Process in the TM and discuss.

B.   A review is a reapplication to continue benefits. Currently eligible FS AUs must have periodic reviews to re-determine eligibility.

C.   SUCCESS identifies AUs that are due for a review, schedules the review and notifies the AU and FICM.

D.   The FICM conducts an interview (face-to-face unless waived) with the appropriate individual and documents the information in SUCCESS

E.   The FICM re-evaluates all points of eligibility and requests verification as required.

F.   The recipient provides requested verification and the FICM updates the system to reflect changes and to indicate that the review is complete. The review is not considered complete until all information is entered into SUCCESS.

G.   If the AU is eligible, the FICM assigns a new period of eligibility. If ineligible, the FICM denies the case.

H.   SUCCESS mails an approval or denial notice to the AU regarding their reapplication to continue benefits.

I.   SUCCESS closes the FS AU if the AU fails to submit a review application by the last day of their current POE.

J.   Refer to Form 353, Family Independence Worker's Monthly Report, and demonstrate how reviews are tracked and reported on the form. Participants should also check with their supervisors regarding how they will be expected to track reviews.

II.   **TYPES OF REVIEWS (ESS 3710- 1)**

TRAINER'S NOTE:	**Refer participants to "Types of Reviews" in TM.**

A.   Reviews are identified and processed as timely or untimely.

B.   A **timely review** is a request for continued eligibility received from the AU between the 1st and 15th of the last month of the period of eligibility.

1.   A timely review must be completed by the last month in the POE.

2.   The AU who submits and completes a timely review, and remains eligible, will receive uninterrupted FS benefits. Trainer should provide examples of timely reviews with uninterrupted benefits.

3.   A review interview done in the month next to the last month of the POE is processed as a timely review. The review should not be processed until the last month of the POE. Trainer should provide an example.

C.   An **untimely review** is a request for continued eligibility received from the AU between the 16th and the last day of the **month after** the period of eligibility.

1.   An AU may file a review for up to 30 days following the last month of the POE.

2.   An untimely review must be completed within 30 days of the receipt of the request.

3.   The AU loses its right to uninterrupted benefits. Trainer should provide examples of untimely reviews, and demonstrate how this may interrupt benefits for the following month.

III.   INTERVIEWING REQUIREMENTS (ESS 3710 - 2-4)

TRAINER'S NOTE:	**Refer participants to "Interviewing Requirements" in TM for guided note-taking. Key is in Trainer Resources.**

A.   A face-to-face (standard) interview must be conducted with the Head of AU, responsible AU member, or the Authorized Representative for the AU at least once every 12 months. The 12th-month face-to-face review may be waived if the AU requests such and is experiencing hardships. Examples of hardship would include illness, physical or mental handicap, lack of transportation, undue hardship, care of a household member, hardship due to residency in a rural county, prolonged severe weather, work or training hours, etc.

B.   Counties may opt to waive the face-to-face interview in favor of a telephone interview for all AUs which have no earned income and all adult

AU members are elderly and/or disabled. These AUs are certified for 12 months. Counties must receive written approval from the **Food and Nutrition Programs Uni**t at the State Office to implement this procedure (FS E-mail #06-06; **this is still the correct policy per FS Policy Unit 12/20/06).**

C.   Combination TANF/LIM/FS AUs should have their cases reviewed at the same time whenever possible. This is not easy to achieve since in TANF, reviews are completed every 12 months from approval. In LIM, reviews are completed every 6 months from approval. In FS, the review time frame depends on the POE assigned based on AU's circumstances.

D.   The AU must have at least two opportunities to file a timely review.

1.   The first opportunity is allowed when the review is initially scheduled. If the AU keeps the appointment and appears for an interview, a timely review is initiated.

2.   Second opportunity – If the AU misses the initial review appointment but contacts the agency on or by the 15th of the last month of the POE to reschedule the review appointment, the agency must allow the AU an opportunity to reschedule by the 15th.

3.   If the AU contacts the agency after the 15th to reschedule the interview, the FICM must reschedule the interview early enough to allow the AU 10 days to return verification prior to the end of the SOP.

TRAINER'S NOTE: **Refer participants to "Notice of Continuing Your Food Stamps" in TM.**

E.   The SUCCESS Computer System identifies cases due for a standard review by identifying the last month of the AU's current period of eligibility.

1.   SUCCESS sends an alert to the FICM that a review is due.

2.   SUCCESS schedules the appointment and sends a notice to the AU that a review is due.

a.   The appointment notice is used to notify the AU that the period of eligibility is about to end.

b.   Other information the notice contains includes:

i.   the date by which the AU must file a request for continuation of benefits without interruption

ii.   that the AU must appear for the interview scheduled on or after the timely request

iii.   that the AU must complete the review process and provide verification by the end of the current POE to receive uninterrupted benefits

iv.   the right to file a request for continuation by mail or in person at any time

v.   the address of the county office where the request must be filed

vi.   AUs with SSI-only members can file the request for continuation of benefits at the SSA Office

vii.   The consequences of failure to comply with the review process

viii.   the right to request a fair hearing

ix.   the name and telephone number of the worker

x.   the AU's responsibility to reschedule missed interviews.

IV.   FORMS AT REVIEW (ESS 3710-5)

TRAINER'S NOTE: **Have participants complete "Food Stamp Forms at Review" in TM as the forms are discussed.**

A.   The following forms must be completed/provided at each standard review: (ESS 3710-4/5)

1.   Form 297-A, Rights and Responsibilities

a.   Is considered the re-application review form

b.   Is mailed to AUs that plan to have a telephone interview.

c.   Discuss Form 297-A and document on the form that rights and responsibilities were discussed with the AU.

      2.   Form 354, Expense Statement

          a.   Must be completed at each review.

          b.   If the AU is interviewed by telephone, review and document the AU's statement on Form 354. Mail to the AU and have them to sign and return the Form 354.

      3.   Eligibility Determination Document (EDD)

          a.   Is completed in SUCCESS

          b.   Is not required to be printed

      3.   Form 846, Change Report Form, is provided to all AUs along with a postage paid envelop

      4.   Voter Declaration Statement

  B.   The following forms may be required at review based on the AU's circumstances:

      1.   Form 830, Food Stamp Employment and Training Program Facts, if required

      2.   Form 339, Simplified Reporting Requirement, if appropriate

      3.   HIPAA Form 55460, Notice of Privacy Practices, must be provided annually. The FICM will need to determine if a new HIPPA form is needed at review. The notice may be mailed if a face-to-face interview is not completed. It is preferred that the AU sign and return the notice, but not required. The case record must be documented that the notice was sent.

  C.   Form 286, the Food Stamp Interview Guide, may be used to document information that the AU provides during the review interview. The worker or AU completes Form 286. It may be given or mailed to the AU to complete and return for a telephone interview. The worker may complete it during a telephone or face- to- face interview if SUCCESS is not available. The review is not considered complete until all the information is transferred into SUCCESS. Participants should check with their supervisor or county procedures for use of Form 286.

TRAINER'S NOTE: **Refer participants to the Food Stamp Interview Guide, Form 286 in the Forms Section.**

V.   NON-FINANCIAL CRITERIA (ESS 3710-3, 3355, 3325-5, 3720-2)

A.   Discuss non-financial criteria with the AU during the review such as AU composition, residency, and any other points of eligibility subject to change. Verify any required information.

B.   For newborns who were enumerated at birth, request verification of the SSN, if necessary.

C.   Review citizenship requirements for each AU member and request verification if needed (e.g., new AU member being added, AU member granted good cause at initial application, newborn within six months following the month of the newborn's birth)

D.   Carefully review work registration status for each AU member. If any member is now an ABAWD, explain the program requirements and code SUCCESS appropriately to refer to the E&T program.

E.   Update the ABAWD Calendar with correct codes as appropriate.

TRAINER'S   **If AU was eligible for simplified reporting and a member becomes an**
NOTE: **ABAWD, or an ABAWD has moved into the AU, refer the ABAWD at**
                       review. There is no overpayment for months the AU was not required
                       to report this change due to SR.

F.   Discuss reporting requirements with the AU.

VI.   FINANCIAL CRITERIA (ESS 3710-3)

A.   Financial criteria which must be reviewed include:

1.   Resources

2.   Income

3.   Dependent care expenses

4.   Medical expenses

5.   Child support expenses

6.   Shelter expenses

B.   Complete mandatory Clearinghouse requirements.

C.   Budgeting at Reviews

1.   Case remains prospectively budgeted.

2.   Determine ongoing eligibility based on information reported at review. Determine new representative income or expenses and budget prospectively using appropriate conversion factor for new POE.

3.   If ineligible, deny review (No timely notice required at review). SUCCESS will send notice to AU.

4.   If eligible, assign new period of eligibility based on AU circumstances. SUCCESS will send notice to AU (Adequate notice).

TRAINER'S NOTE: **There are some examples available for you to use to demonstrate budgeting at review. These are in the TR section and in the TM section for the participants.**

D.   The worker should discuss how the AU has been managing income and expenses since the last contact.

1.   At review, the issue of expenses exceeding income for a long period of time takes on a new light. Consider and discuss with the AU any unreported income and/or unreported household members. This is a great opportunity to encourage employment, and reinforcing how these issues can be alleviated through employment.

2.   Form 354, Expense Statement, must be completed at each review.

VII.   VERIFICATION FOR STANDARD REVIEWS (ESS 3035)

A.   Discuss verification requirements at review using "Summary of Verification Chart" in the Reference Section.

B.   Any acquired new resource such as real property must be verified

C.   If required verification is not received for dependent care, shelter, medical, or child support expenses - do not allow the deduction.

D.   If required verification of income, resources, AU composition, or any other questionable factor is not received - deny the FS review allowing adequate notice.

TRAINER'S   Review "Examples of Verification at Review" in TM with participants.
NOTE: Key is in Trainer Resource section.

VIII.   **PROCESSING REVIEWS**

    A.   Standards of Promptness for Reviews

TRAINER'S   Trainer may refer participants to "SOPs for Reviews" and "Processing
NOTE: Food Stamp Reviews" in TM as you cover the policy or at the end as a
                    summary of policy.

        1.   Processing Timely Reviews (ESS 3710-1,4,8)

               a.   Deadline for verification due back (Form 173) - always allow
                      10 calendar days for the AU to return requested verification

               b.   Approve review application by last workday of last month of
                      the POE. AU will receive benefits in their regular issuance
                      cycle.

               c.   Deny the review application after the verification due date,
                      but no later than the last day of the last month of the POE.
                      If verification is provided before the last day of the POE,
                      reopen the review application beginning with the first month
                      of the new POE. If the last day falls on a weekend or holiday,
                      complete on the first workday following the weekend or
                      holiday. These cases are not considered over the SOP.

        2.   Processing Untimely Reviews Filed from the 16th to the Last Day of
           the Current POE (ESS 3710 - 1, 4, 8)

               a.   An untimely review must be completed within 30 days of the
                      receipt of the request.

               b.   If the AU contacts the agency after the 15th to reschedule the
                      interview, the interview should be rescheduled early enough
                      to allow the AU 10 days to return the verification prior to the
                      end of the month.

               c.   If the review application will be approved, the review must be
                      completed in SUCCESS by the 28th calendar day after the
                      date of application. Full month's benefits are provided for the
                      first month of the new POE.

      d.   Deny the review application after the verification due date, but no later than the 30th day following review application date. If verification is provided prior to or no later than the 30th day following the review application date, reopen the review application beginning with the first month of the new POE.

  3.   Processing reviews when an allowable deduction is not verified (3710-9)

      a.   If the AU fails to provide verification of an allowable deduction, within 10 calendar days, the FICM can approve the case without allowing the deduction.

      b.   If the AU provides verification of the deduction at a later date:

            i.   Issue a restoration for the first month of the POE if verification is received prior to the appropriate SOP.

            ii.   Update the case as a reported change if the verification is received anytime after the applicable SOP.

  4.   Failure to Complete Review Process (ESS 3710-8)

      a.   If AU files a timely or untimely review and fails to complete the review process by the SOP, the review application is denied. If the A/R completes the required action within 30 days following the last month of the POE, the case is re-opened and processed as a review. Benefits are prorated from the date the review requirements are met.

      b.   If AU fails to file a review application in the last month of the POE, the POE expires and the case closes (SUCCESS will automatically close at the end of the POE.)

  5.   If AU fails to file a review application in the last month of the POE but files an application within 30 days following the last month of the current POE, the application is completed as a review.

      a.   Allow an SOP of 30 days

      b.   Require verification as a review

      c.   Prorate benefits from date of application

> **TRAINER'S NOTE:** **Discuss "SOP Examples for Reviews" chart in TM. Key is in Trainer Resource section. Have the participants to complete exercise "SOPs for Reviews" in WB and discuss correct responses.**

    B.   POEs for Reviews (ESS 3105-21 Chart 3105.3)

         1.   Review the policy for establishing POEs.

         2.   Refer participants to "POEs for Reviews" in TM and discuss the examples that are provided.

         3.   The new POE count begins the month after the current POE ends.

> **TRAINER'S NOTE:** **Have participants to complete exercise: "POEs for Reviews" in WB.**

IX.   SUMMARY NOTIFICATION

    A.   System will notify recipient that review has been completed, even if no changes.

    B.   Timely notice is not required at review.

    C.   Notification includes budget computation, new POE, and benefit amount.

> **TRAINER'S NOTE:** **Refer to "Review Desk Guide" in TM to help participants identify the points of eligibility and sample questions to ask during a review.**

> **TRAINER'S NOTE:** **Have participants to complete exercise: "Review Practice" in WB.**

> **TRAINER'S NOTE:** **Have participants complete the "Reviews" section of the Margaret Simmons case study. Review and discuss correct responses.**

OVERVIEW OF EXPEDITES

Manual References: Economic Support Service Policy Manual, Chapters 3110,
                           3235, 3805, and 3810

Trainer Resources: Economic Support Service Policy Manual
                           Exercise Keys

Material in
Training Manual: Outline for Expedites
                           Objectives for Expedites
                           Expedited Criteria
                           Examples of Expedited Applications
                           Verification Requirements for Expedited Applications
                           Expedited Application Processing
                           Expedited Processing Standards

Exercises: Expedited Application Processing

Reference: None

Forms: Form 353, Monthly Report

Handouts: None

Transparencies: None

Extra Exercises: None

Time Required: 2 hours

OUTLINE FOR EXPEDITES

I.   INTRODUCTION

II.   EXPEDITED CRITERIA (ESS 3110 - 1)

III.   INTERVIEWING REQUIREMENTS (ESS 3110 - 2-3)

IV.   VERIFICATION REQUIREMENTS (ESS 3110 - 2-4)

V.   PROCESSING (ESS 3110 - 1,4-5)

OBJECTIVES

✔   Participants will be able to identify applications that must be expedited.

✔   Participants will be able to identify verification requirements for expedited applications.

✔   Participants will be able to identify the standard of promptness for expedited applications.

✔   Participants will be able to identify procedures for issuing expedited benefits with postponed verification.

✔   Participants will be able to identify procedures for issuing expedited benefits with no postponed verification.

I.   INTRODUCTION

A.   Briefly review the initial application process (application is filed, A/R interviewed, verification requested and provided, and application is finalized).

B.   Explain that expedited eligibility only applies to initial applications.

C.   Refer participants to Outline and Objectives for Expedites in TM.

II.   EXPEDITED ELIGIBILITY (ESS 3110 - 1)

TRAINER'S NOTE: Refer participants to "Expedited Criteria" in TM.

A.   Discuss the Eligibility Criteria for expedites by referring to the information in the TM. (ESS p. 3110-1). Homeless is not a criterion for expedited eligibility.

B.   Refer participants to the definition of destitute seasonal farm worker page 3235-1 in ESS Manual. DO NOT COVER IN ANY DETAIL.

C.   Do not use conversion factors when determining if the AU meets the expedite criteria for the month of application.

1.   Use actual number of weeks and anticipate income to be received in month of application.

2.   In determining the monthly shelter expenses, use the actual shelter/utility expenses. However, use the Telephone Standard ($30.00) for telephone expenses.

3.   Count all countable income types when determining expedited eligibility. Disregard excluded income types.

4.   Include all countable liquid resources. Disregard excluded resource types.

5.   Once eligibility for expedited processing has been established, then use normal budgeting procedures to determine benefit amount for the month of application and ongoing months.

TRAINER'S NOTE: Refer participants to "Examples of Expedited Applications in TM.

Example 1:   Mr. Edward Holmes (42) applies for FS on 8/5 for himself and his wife Sara (41). Mrs. Holmes works 20/hrs/wk earning $30 per week cleaning her neighbor's house; she is paid on Fridays. Mr. Holmes has no income. They have no resources.

What is the month of application? **August**

How much monthly income is used to determine eligibility for expedited processing? **$30/week x 4 Fridays = $120**

Is Mr. Holmes' AU eligible for expedited processing? **Yes, AU's monthly gross income is less than $150 and liquid resources are $100 or less**

How much monthly income will be budgeted in the FS case? **$30/week x 4.3333 = 129.99**

Example 2:   Ms. Cheryl Wagner (38) applies on 1/2 for FS for herself and her daughter Ann (17). Ms. Wagner works at Barron's Grocery, and earns $200 per week; she is paid on Saturdays. Ann works after school at the library, and earns $60 per week. Ms. Wagner reports a checking account with a balance of $76. Ms. Wagner reports her rent is $500 per month. Her electric bill was $300 this month, her gas heat was $350, her water bill was $30, and her telephone was $45.

What is the month of application? **January**

How much monthly income is used to determine eligibility for expedited processing? **$200/week x 5 Saturdays = $1000**

How much of the shelter/utility expenses are used in determining expedited processing? **$1210.00 ($500 Rent + $300 Electric + $350 Gas + $30 Water +$30.00 Phone expense)**

Is Ms. Wagner's AU eligible for expedited processing? **Yes,
the AU's monthly shelter expenses ($1210.00) exceed
their gross countable income and liquid resources
($1000 + $76 = $1076).**

How much income will be budgeted in the FS case for
January and ongoing? **$866.66**

What is the total shelter cost to be budgeted in the FS case
for January and ongoing? **$823 ($500 Rent + $323 H/C
SUA)**

D.   An AU must receive benefits within seven calendar days following the date
of application or beginning with the date eligibility for expedited processing
is discovered.

III.   INTERVIEWING REQUIREMENTS (ESS 3110 - 2-3)

A.   Discuss the importance of screening applications (ESS p. 3110-2). If it is
discovered at the interview that the AU is entitled to expedited processing,
the date of discovery begins the SOP. For example, an AU applies on 2/9,
and was determined not to be expedited. At the interview on 2/16, the
worker discovers the AU is eligible for expedited processing. The AU must
receive FS benefits by 2/22.

B.   The worker is to conduct the interview and address all points of eligibility.

C.   Identity must be verified. All other points of eligibility may be postponed, if
necessary.

D.   An applicant who is a mandatory registrant and has a face-to-face
interview must register for E&T before certification.

1.   The registration of other AU members may be attempted, but may
be postponed if necessary.

2.   AU members who are work sanctioned and have served the
appropriate minimum sanction period, who are not exempt from
work registration or participation exemption must comply or regain
eligibility prior to certification.

IV.   VERIFICATION REQUIREMENTS (ESS 3110 – 3)

TRAINER'S   **Refer participants to "Verification Requirements for Expedited**
NOTE: **Applications" in TM.**

A.   All reasonable efforts are taken to verify eligibility factors to process the case within the 7-day SOP, but certification is not delayed beyond the expedited processing SOP in order to do so.

B.   Verification may be postponed for the following:

1.   Residency

2.   Citizenship/ Eligible alien status

3.   Enumeration Process

4.   Exemption from Work Registration Referral

5.   Student status

6.   Liquid Resources

7.   Income

8.   Destitute status

9.   Shelter costs

10.   Any other questionable information

C.   The statement of the AU may be accepted until all other eligibility factors are verified by third party sources, if required by policy.

V.   PROCESSING (ESS 3110 - 3-6)

TRAINER'S   **Refer participants to "Expedited Application Processing" in TM.**
NOTE:

A.   In order to meet the 7-day SOP for an approved expedited application, the EBT account must be set up in SUCCESS on the day the application is filed and processed in SUCCESS by the 5th day. If not, it is OSOP.

B.   If the 5th day falls on a weekend or holiday, the action must be taken on the last work day prior to the weekend or holiday.

TRAINER'S NOTE:	**Refer participants to "Expedited Processing & Complete Verification" and "Expedited Processing & Postponed Verification" in TM.**

    C.   If the applicant is able to verify the required points of eligibility prior to the SOP, allow a normal POE based on all circumstances.

TRAINER'S NOTE:	**Review POEs with participants.**

    D.   If the applicant is not able to verify the required points of eligibility as required by policy prior to the SOP, the POE is handled in the following ways:

        1.   If the date of the application is on or before the 15th of the month, certify the AU for one month. Advise the AU that it has until the end of the subsequent month to provide the postponed verification.

        2.   If the date of application is after the 15th of the month, certify the AU for two months. Advise the AU that it has until the end of the subsequent month to provide the postponed verification.

TRAINER'S NOTE:	**Refer participants back to "Examples of Expedited Processing" in TM. Tell participants that in both examples, verification is postponed in order to meet the expedited SOP. Ask participants the following questions:** **1.** What is the POE for the Holmes' AU? **8/1-8/31** **2.** By what date must the AU provide the postponed verification? **9/30** **3.** What is the POE for the Wagner AU? **1/1-2/28** **4.** By what date must the AU provide the postponed verification? **3/31**

    E.   The applicant is provided with a list of the needed verification and advised that additional benefits will not be issued until all verification requirements are satisfied.

    F.   If the AU has received expedited processing previously and failed to provide the postponed verification, the AU cannot receive expedited processing unless one of the following occurs:

        1.   the postponed verification is received

OR

2.   the AU has been approved under normal processing standards.

TRAINER'S   **Exercise "Expedited Application Processing" in WB.**
NOTE:

OBJECTIVES

Participants will have an opportunity to:

✓   Establish support network

✓   Motivate and encourage each other

✓   Reflect and promote ownership of learning

✓   Celebrate the end of Phase I FS training

I.   INTRODUCTION

A.   Highlight the contents of training

B.   Congratulate participants on their accomplishment in completing Phase I Food Stamp training

C.   Refer participants to "Time for Food Stamp Phase II Training" information located on TM-8 of the Expedited Module and review what they must bring with them to the Phase II FS SUCCESS training.

NOTE: Trainer may chose from one of the following two closing activities or may select one of their own.

II.   JUNK FOOD REMINDER

A.   Timeframe is 8 – 10 minutes

B.   Have participants write the following on a sheet of colored paper:

   1.   Name

   2.   Email address

   3.   Favorite junk food

   4.   One thing pertaining to the course that they will accomplish during the next 30 days

C.   Have participants construct an airplane with their own airline logo.

D.   Have participants toss airplanes into the air on the given cue from the trainer. Each participant will pick up the plane closest to them, checking to be sure it is not their own. Repeat the process one more time.

E.   Instruct participants to email the participant whose name is on the airplane within 30 days to see if the goal was accomplished and congratulate them or give words of encouragement.

   1.   If participants work at the same location, they can reward them with their favorite junk food.

   2.   If participants are at different locations, participants can reward themselves with the chosen junk food.

III.   TABB CARD

A.   Timeframe is 8 minutes

B.   Have participants write the following information on one side of TABB card (index card):

T: The most valuable thing learned in training (list one thing)
A: What action will you take to implement the above value (ex., I will get to work on time for 1 week out of the year)
B: What barrier stands in the way of your taking action?
B: What is the benefit of your overcoming the barrier?

C.   Have participants write their name and office or home address on the other side.

D.   Trainer will collect cards and have participants choose a card.

E.   Advise participants they will mail the card they have chosen within 45 days to the participant whose name is on the card. The card serves as a reminder to the participants of their commitment to take ownership for their learning.

1.   If participants work in the same office they can place the card in the participant's in-house mailbox.