

EDUCATION & TRAINING

Services Section



GEORGIA DEPARTMENT OF HUMAN SERVICES

DIVISION OF FAMILY & CHILDREN SERVICES

Participant Guide For Food Stamp Case Manager Internet Policy Training



DHS

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Welcome Module

THE DEPARTMENT OF HUMAN SERVICES

The Foundation for DHS:

VISION – What we strive for:

STRONGER FAMILIES FOR A STRONGER GEORGIA

MISSION – What our work is every day

To be a valued resource for improving individual and family well-being

CORE FUNCTIONS – How we achieve our Vision and Mission

- 1. Protect vulnerable Georgians from harm**
- 2. Promote self-sufficiency and independence for families and individuals**
- 3. Deliver services and manage business operations effectively and efficiently**

VALUES – The foundation that gives strength to our efforts

- ☐ **Professional Attitude** – Serving customer and staff in the very best way we can.
- ☐ **Rewarding employee experience** – a work experience rich in communication, involvement, development, engagement, and responsiveness.
- ☐ **Community-Based Services** – Whenever possible, serving clients in their own community.
- ☐ **Team Building** – Developing partnerships of family, community, and agency; building alliances across agency lines.
- ☐ **Family-centered work** – No matter what age or condition, our clients are part of a family and community. Our work is FAMILY-CENTERED.
- ☐ **Advocacy** – This encompasses respectful, inclusive engagement with clients and their families.
- ☐ **Integrity** – We do what we say we will do.
- ☐ **Honesty** – Telling the truth – whether it's good news or bad news, we tell it like it is.
- ☐ **Leading and Improving Through Data** – We use data and information to guide continuous improvement.

Components of Family Centered Practice



- Quality screening
- Engaging families to build trust
- Working with family teams (Family Team Meetings)
- Individual and family assessments
- Individualized planning and relevant services
- Continuous review and adaptation
- Safe and successful transition from DFCS involvement

Family Centered Practice Core Values



- Children need and deserve to grow-up safe, free, and protected from abuse and neglect.
- Children do best when they have strong families, preferably their own and when that is not possible, a stable relative, foster or adoptive family.
- All families need community support and genuine connections to people and resources.
- Families have the capacity to change with the support of individualized service responses.
- Government cannot do the job alone; community partnerships are essential to ensure child safety and build strong families.

Responsibility for Reporting Abuse and Neglect

All DFCS Employees Are Required By Law To Report Child Maltreatment Or Suspected Abuse.

Even though your contact with a family may be limited to short office visits and telephone calls, you could observe or receive information that warrants a referral to child protective services.

Any Suspected Abuse Or Neglect Must Be Reported.

Your responsibility will be to report anything that you suspect is abuse. This includes but is not limited to the following:

- Observing physical signs (ex., bruises, black eye) on a child during an interview
- Observing abusive action during the interview
- Someone discloses information during the interview
- Someone discloses information during a telephone call

If In Doubt, Report - Always Err On The Side Of the Child.

CPS intake workers will screen all reports and determine whether to assign for investigation.

All Reports Should Be Made Via Telephone Call and Followed Up in Writing As Soon As Possible.

If someone tells you of abuse during the interview or in a telephone call, connect them with the CPS intake unit at that time if possible. It is always best for the CPS worker to talk with the person who has the most knowledge. If you suspect the abuse, you need to call CPS. Always follow up in either situation with a Form 713 and route to CPS intake in your county. Keep a copy of the Form 713 for your record. If the child who is reported as being abused lives in another county, your CPS intake staff will follow up with notifying the correct county.

Include As Much Information as Possible In the Referral.

- Child's name, age and address (and current location, if different from address)
- Parent's name, address and telephone number
- Reason for the referral (observation or information disclosed)
- Reporter's name, address, telephone number and relationship to the problem.

If Someone Else Discloses The Information That Warrants The Referral, They Do Have The Right To Remain Anonymous.

Division of Aging Services

Adult Protective Services

All DFCS employees are required by law to report abuse, neglect or exploitation of disabled adults or elderly persons.

Calls that are Emergency Situations should be directed to contact... 911.

Reports of abuse, neglect or exploitation of disabled adults or elder persons (**who are NOT residents of nursing homes or personal care homes**) should be directed to the **Adult Protective Services (APS) Central Intake Unit** of the Georgia Department of Human Resources, Division of Aging Services.

APS Central Intake Unit Contact Information:

- Toll-Free: (888) 774-0152
- Within Metro Atlanta local calling area: (404) 657-5250

Reports of abuse, neglect or exploitation of disabled adults or elder persons **who live in a nursing home or personal care home** should be directed to the Georgia Department of Human Resources, **Office of Regulatory Services or Long Term Care Ombudsman Program**.

Office of Regulatory Services Intake Contact Information:

- Toll-Free: (800) 878-6442
- Within Metro Atlanta local calling area: (404) 657-5728
- Submit a report online at <http://aging.dhr.georgia.gov>

Long Term Care Ombudsman Program Contact Information:

- Toll-Free: (888) 454-5826

Contact Information:

Division of Aging Services
Two Peachtree Street, NW
Suite 9385
Atlanta, Georgia 30303-3142

Phone: 404.657.5258
Fax: 404.657.5285



APS/CPS Referral Situations

Situation 1: Client comes in for a Food Stamp review and brings her two children with her. One is four and the other is six months old. Both get restless during the interview and begin crying. The client screams at the four-year-old to stop crying. You notice he screams and shrieks back in terror. You observe bruises on his cheeks and his arms. She picks up the baby and shakes her roughly also telling her to be quiet. You notice also that there are bruises on the baby's legs.

Action to be taken: Try to calm the client down and help with the children. Do not confront the client about her inappropriate behavior. Call CPS intake immediately after the interview and follow up with a Form 713.

Situation 2: An absent parent for one of your clients calls you because your client asked him to verify the child support he sends to her. He is angry and tells you he does not want his child receiving any public assistance because he provides for his child. He says if DFCS wants to do something they should give custody to him because he states your client uses and sells drugs and is not providing a safe place for the child to live. He says his child (age 6) has called him numerous times to come and pick the child up. When he got there your client was "out of it".

Action to be taken: Encourage the absent parent to make the referral and transfer him to the CPS intake unit if he agrees to this. You will also need to call CPS intake. Then, follow up with a completed Form 713, Inter-Agency Referral.

Situation 3: A mother and her three children come into your office. The mother says, "I cannot handle these kids any longer and I want you to take them!" The mother insists that DFCS take the children now. The client appears agitated and upset. She starts weeping and says she is sick. She says we must take the children.

Action to be taken: You alert your supervisor about the situation and then you call CPS intake to arrange for someone from Services to come right away and talk to the client. Always follow up the telephone referral with a written F-713 Inter-Agency Referral.

Situation 4: Ms. Jones comes into the office to bring some verification. The front desk person sees that she seems to be disoriented, so she asks you to see her. She appears very thin, and her clothes and her hair seem to be dirty. She has quite a lot of cash in her pocket which she's about to lose. When you question her she says that her son steals her money if she leaves it at home; she says that he is "on drugs" and is often mean and abusive, even hitting her one time.

Action to be taken: Alert your supervisor about the situation and then call APS Central Intake Unit @ (404) 657-5250 or toll-free (888) 774-0152. Arrange for APS to come and talk with the client immediately. Always follow up the telephone referral with a written F-713 Inter-Agency Referral.

Introduction Module

The Food Stamp Program



The Food Stamp Program began in some states in 1964 and was nationally mandated for all states in 1974. The Food Stamp Act of 1985 mandated certain food stamp recipients to register for work, accept suitable work, and if assigned, participate in an employment and training program. Compliance with the registration requirements is a prerequisite to certification. Eligibility for the FS program is based on the income/resources of the families. It is possible to have separate FS families among persons who live together depending on those who are related and whether they purchase and prepare meals together. In Georgia, more people receive FS than any other Public Assistance.

- The Food Stamp E&T program was implemented April 1, 1987, based on the requirements of the Food Stamp Act of 1985.

Note: FS Email #2009-03 Statewide Waiver for All ABAWDs in Georgia. Effective February 1, 2009 there is no mandatory FS E&T requirements for ABAWDS receiving food stamps until September 2010.

- The federal government required that the existing program implement extensive changes in the work requirements.
- The intent of the requirements is to ensure that able-bodied adult recipients of Food Stamp benefits are involved in a meaningful work-related activity which will lead to paid employment and a decreased dependency on assistance programs.
- In 1996, The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) provided:
 - Expanded program funding
 - Increased program flexibility
 - Tier level for sanctions
 - Additional work/eligibility requirements for ABAWDS (Able-bodied adults without dependents).
- The Balanced Budget Act of 1997 provided additional changes in the E&T program:
 - 15 % participation exemption for some ABAWDs
 - Additional E&T funding
 - Mandates on how funds should be spent
 - A requirement to maintain the expenditure level in order to receive additional grant funds
 - Decreased staff responsibilities with an increased focus on E&T responsibilities for ABAWDs
- The Food Stamp E&T program is currently implemented in counties in Georgia without ABAWD waivers, but not all E&T services are being provided in all counties.



www.compass.ga.gov



Am I Eligible?

Allows you to see if you qualify for a wide range of DHR services.



Apply for Benefits

Allows you to apply for food stamps online without leaving your home.



Application Status Check

Allows you to get the status of your online application.



Report My Changes

Allows you to make any changes online.



COMPASS is a new way to apply for the Georgia Department of Human Resources (DHR) social service programs without having to leave the comfort of your home.

The website www.compass.ga.gov serves as a single point of entry for a wide range of programs.

Using the information and tools available, families, individuals, medical providers, community-based organizations and others can work together to ensure that Georgians are quickly connected to the programs they need.

Georgia COMPASS

You can access the following programs and services through the COMPASS website at:

www.compass.ga.gov

- Food Stamps
- Medicaid
- Temporary Assistance for Needy Families (TANF)
- Childcare
- Mental and Substance Abuse
- Aging Services
- Energy Assistance
- Child Support

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Georgia COMPASS uses the internet to provide convenient, confidential access to information about Georgia's Department of Human Resources (DHR) social service programs.

THE TANF PROGRAM

Georgia's public assistance programs have been in existence since 1938 with regulations constantly undergoing changes. With the signing of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) on August 22, 1996, Aid to Families with Dependent Children ended as a public assistance program. All states were mandated to implement provisions under Temporary Assistance for Needy Families (TANF) by July 1, 1997.

TANF is a work program. Workers are to assist participants in becoming employed. This begins with the initial contact when a job-seeker comes to the agency requesting assistance. Family Independence Case Managers are to promote the value of work at all times, provide resources to become employed, provide support services, and develop a TANF Family Support Plan for every individual who has personal responsibilities or a work requirement.

Promoting the well being of the children of Georgia is a major part of the mission of the Department of Human Services, Division of Family and Children Services. In order to fulfill its mission, the Department assists families in their efforts to acquire the necessary means to achieve economic self-sufficiency. Assistance is provided in the following manner:

- Work Activities that include job search, job training and assistance with job placement;
- Support services such as child care, transportation, and reimbursement for other necessary expenditures that can assist families in obtaining employment and remaining employed, thus eliminating the need for cash assistance;
- Cash assistance that is provided via electronic benefit transfer;
- Support services intended to support and maintain two-parent families; and
- Support services intended to prevent teen and out-of-wedlock pregnancies.

Work participation

The TANF Family Services Plan (TFSP) outlines what is expected from a job-seeker who has agreed to participate in the TANF program. Personal responsibilities to be met will vary depending on the individual job-seeker's circumstances. The TFSP states the job-seeker's employment goal and outlines the steps to be taken to achieve that goal. A goal may be long-term and extend beyond participation in Employment Services, but the TFSP should reflect the immediate short-term employment goal for which support is available.

Support services are available for applicants, recipients, and some former recipients of TANF. Services are provided as needed for job-seekers to participate in work activities as outlined in the TFSP. Services are provided based on available funding and cannot exceed

maximums established by state law. Support services may include childcare, transportation, and other incidentals to support employment, such as work apparel, tools, and occupational licensing fees. Transitional medical assistance is also available to job-seekers who become ineligible for cash assistance due to employment.

Cash assistance is a component of TANF. If a job-seeker is unable to find employment and the AU's income does not exceed limits, cash assistance may be received. A job-seeker must meet all work requirements and personal responsibilities to receive a cash benefit. The receipt of TANF will be limited to 48 months in a lifetime. The count for this 48-month limit began January 1, 1997. Any month, in which cash assistance is received in any state, counts towards the TANF 48-month lifetime limit.

The 48-month limit applies to parents receiving with/for their children (with the exception of SSI parents) and non-parents receiving with children. After 48 months of receiving TANF, parents and their children are no longer eligible; however, if the children move in with another relative, that individual could receive for the children. After 48 months, the non-parent would be removed from TANF and could continue receiving for the children.

Child Care

Georgia's state subsidized child care program is the Child Care and Parent Services (CAPS) Program. This is an important support service provided for families in order to allow caretakers to seek/accept/maintain employment, and promote self-sufficiency. DFCS provides this support service to families receiving protective services, any type of public assistance, and low income families. Child care strengthens family life, prevents neglect and abuse of children, and reduces the risk of separation of child from parent.

The JOBS Act of 1988 required that more individuals participate in a work component. It also provided more funding to cover child care while the parent participated in training or employment under Employment Services.

Under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, federal funds for child care are provided to Georgia in the form of a block grant, the Child Care and Development Fund (CCDF), which is a separate funding source than TANF. Funding is not open-ended. In DFCS, the Family Support Unit administers the child care program.

Fatherhood Initiative

More than 300,000 Georgia children live with single mothers, and 40 percent of these children have not seen their fathers in the last year. The department launched a major initiative to teach young men how to be more knowledgeable and responsible parents. "Parenthood - It's a Man's Thing, Too" is a statewide public awareness effort that uses male volunteers to form child abuse prevention teams.

Lack of child support keeps single parents on welfare. The Fatherhood Initiative, created by the Office of Child Support Services, works with men who are unable or unwilling to pay their

child support. It offers them counseling, vocational training, job placement and a chance to play a supportive role in their families.

Preventing Teen Pregnancy

Teen birth rates in Georgia declined by 9.1 percent from 1990-1996. These are encouraging signs that prevention efforts are paying off. Yet, far too many young, unmarried teens are becoming pregnant and having babies. These children are more likely to grow up in poverty, have health problems, and develop difficulties in school.

To focus and streamline its teen pregnancy prevention efforts, DHS has created Teen Plus, an interdivisional office that coordinates all DHS teen pregnancy prevention programs. This year, 27 teen health centers have been established in communities with the greatest need for prevention services. They are located in community centers, DFCS offices and shopping centers. In some counties, mobile vans are used to bring services to neighborhoods with limited means of transportation. Since the centers are open during non-traditional hours, they are a valuable community resource for providing youth development programs during after school hours and on weekends.

With 70 percent of these centers fully operational, more than 3,000 teens have received services, including abstinence education, health education, family life education, counseling and family planning. Every Teen Plus center will have a teen and an adult advisory board to help plan activities that meet the needs and desires of the local community. Each site also has a resource mother or resource father to serve as a mentor for youth coming in for a wide variety of services. These mentors are former welfare recipients themselves. Many are involved in creative outreach efforts to bring in other youth and adults who may not otherwise seek much-needed health and pregnancy prevention services.

Parental Behavior

Georgia requires responsible parental behavior as a condition of eligibility for public assistance. The State has retained its family cap provision, immunization requirement, work acceptance and maintenance requirement, a teen living arrangement provision, and participation in work activities. These efforts are coupled with aggressive child support enforcement. In submitting this plan, Georgia restates its commitment to continue and to expand these efforts.



Medical Assistance Program

Family Medicaid Classes of Assistance

(This is not an all-inclusive list.)

Low Income Medicaid (LIM) covers adults and children who meet the financial eligibility based on income and resource limits. In addition, LIM is available for families who choose to receive only Medicaid rather than cash assistance (TANF), or choose to receive their child support rather than TANF, or do not wish to participate with the personal responsibility requirements or the work requirements for TANF.

Right from the Start Medicaid (RSM) covers children and pregnant women who are not eligible for LIM. Eligibility covers pregnant women who have income less than or equal to 200% of Federal Poverty Level (FPL), children under age 1 who have income less than or equal to 185% of the Federal Poverty Level (FPL) and children from age 1 through 6th year birth month who have income less than or equal to 133% of FPL. It also covers children age 6 through age 18 who have income less than or equal to 100% of the Federal Poverty Level. This program was created to help reduce infant mortality in the U.S. and to give young children the "right start" in life. It allows many families the safety net of medical coverage for children while they continue to financially support themselves.

Newborn Medicaid (NB) provides Medicaid coverage to a child born to a mother who was eligible for and receiving Medicaid under any class of assistance in Georgia on the day the child was born. A child is eligible for NB Medicaid for up to 13 months beginning with the month of birth and continuing through the month in which the child reaches age 1. The child does not need to continue to live with the mother in order to receive Newborn Medicaid.

Transitional Medical Assistance (TMA) provides Medicaid for up to 12 months to families who's LIM is terminated because of increased or new earnings from employment. TMA uses 185% of the Federal Poverty Level as the income limit for eligibility. This program is designed to help transition families into full independence.

Four Months Medicaid Due to Increased Child Support (4 Months MAO) provides continued Medicaid eligibility when a LIM AU becomes ineligible for LIM because of the receipt of child support. The AU may receive four months of extended Medicaid.

Medically Needy Medicaid provides Medicaid to children and pregnant women who cannot qualify for Medicaid any other way. This program allows the family to "spenddown" excess income with their medical expenses as a means of becoming Medicaid eligible. It provides support for the working family which has too much income to be eligible for RSM but also has high medical bills.

Child Welfare Foster Care (CWFC) Medicaid provides Medicaid coverage for a child eligible for Child Welfare Foster Care who is in placement and for whom DFCS has partial or total responsibility and also has been determined ineligible for IV-E Foster Care. Eligibility for CWFC Medicaid is based on LIM basic eligibility requirements, except for deprivation, living with a specified relative, and LIM income and resource requirements.

Medical Assistance Program

Aged, Blind or Disabled Medicaid Classes of Assistance



"Public Law" Medicaid can continue Medicaid coverage for individuals who were previously eligible for Medicaid due to receipt of SSI, but who became ineligible for this program, and consequently became ineligible for Medicaid, due to either an initial entitlement to Retirement, Survivors, Disability Insurance (RSDI) or an increase in RSDI.

Institutionalized/Home-Based Program covers aged, blind or disabled persons who are in an institution or home-based program for 30 continuous days. This program uses an income limit that is 3 times the Supplemental Security Income (SSI) limit. It includes individuals in a hospital or nursing home as well as other individuals.

- **Hospital Medicaid** covers aged, blind or disabled persons who are in a hospital for 30 days or in a nursing home. This program uses an income limit that is 3 times the SSI income limit.
- **Hospice Care Medicaid** provides Medicaid to terminally ill persons who wish to receive services at home or in a Medicaid participating nursing home from a hospice care provider. This type of Medicaid uses the income and resource limits used in Medical Treatment Facility Medicaid (see above).
- **Katie Beckett Medicaid** provides Medicaid to blind or long-term disabled children at risk of entering an institution. This Medicaid coverage allows the child to be cared for at home rather than having to enter a nursing home. To determine eligibility for Medicaid under Katie Beckett, consideration of the parents' income and resources is "waived". Only the **child's** monthly income and resources are considered.

"Waiver" Classes of Assistance provide additional services above what regular Medicaid pays. Each program defines what expenses are covered.

- **Community Care Services Program Medicaid (CCSP)** provides coverage to persons who wish to receive treatment under the Community Care Services Program at home rather than enter a nursing home.
- **Mental Retardation Waiver Program (MRWP)/Community Habilitation Support Services (CHSS)** are designed to provide in-home and community-based services to Medicaid eligible mentally retarded and developmentally disabled individuals who do not receive Medicaid benefits under a cash assistance program.
- **Independent Care Waiver Program (ICWP)** provides Medicaid for individuals who meet criteria for Nursing Home placement, but remain at home. These individuals are severely physically disabled or have traumatic brain injuries. These individuals need more care than can be provided by CCSP.

Medical Assistance Program

Aged, Blind or Disabled Medicaid Classes of Assistance

Q-track Classes of Assistance provide limited benefits to Medicare eligible individuals.

- **Qualified Medicare Beneficiaries (QMB)** acts as a medical coverage supplement to persons on Medicare. The income limit is 100% of the Federal Poverty Level (FPL) and the resource limit is twice the SSI limit. QMB pays the Medicare premium, deductible, and co-payment for Medicare recipients.
- **Specified Low-Income Medicare Beneficiary (SLMB)** is a class of Medicaid assistance that pays the monthly premium for Medicare Supplemental Medical Insurance (Part B) for individuals who meet certain financial criteria, but whose income or resources make them ineligible for Medicaid.
- **Qualifying Individuals - 1 (QI-1)** is a class of assistance that pays the monthly premium for Medicare Supplemental Medical Insurance (Part B) for individuals who meet financial criteria based on a percentage of the FPL. The criterion for eligibility is identical to SLMB except that the coverage is time-limited depending on available State funds and the income limit is higher than the SLMB limit.

ABD Medically Needy Medicaid (AMN) provides Medicaid for the aged, blind or disabled who cannot qualify for Medicaid any other way. This program allows the individual or family to "spenddown" excess income with their medical expenses as a means of becoming Medicaid eligible.

Medicaid Generally Covers the following:



- ✓ inpatient hospital services with the following restrictions:
 - ✗ one daily physician's visit
 - ✗ one pre-operative in-patient day
 - ✗ no reimbursement for Friday, Saturday or day-before-holiday admissions, except for emergencies
- ✓ outpatient services with the following restrictions:
 - ✗ visits must be medically justified
 - ✗ services are limited to hospitals with organized outpatient clinics
- ✓ x-ray and laboratory services
- ✓ prescriptions, drugs and supplies with the following restrictions:
 - ✗ 6 prescriptions per child per month and 5 prescriptions per adult per month unless the physician receives pre-approval from DMA for more than the limit
 - ✗ drugs must be on the approved list authorized by DMA
 - ✗ AUs must use the same pharmacy throughout the month for all individuals listed on the Medicaid card
- ✓ physician's services with the following restrictions:
 - ✗ 12 physician office visits per AU member per fiscal year
 - ✗ services necessary for the diagnosis or treatment of illness or injury
 - ✗ family planning services; limited to two per AU member per fiscal year
 - ✗ voluntary sterilization
 - ✗ healthcheck services for individuals under 21
 - ✗ vaccinations only if directly related to treatment of an injury or direct exposure
- ✓ the charge for Supplementary Medical Insurance for those eligible for Medicaid and Medicare
- ✓ emergency ambulance services
- ✓ orthotic/prosthetic services
- ✓ whole blood
- ✓ limited psychological services

- ✓ limited dental services

NOTE: The above list is not all-inclusive. The Medicaid provider has a comprehensive list of services covered by Medicaid.

Abbreviations and Acronyms

ABAWD	Able Bodied Adult without Dependents
ACF	Administration for Children and Families
ADA	Americans with Disabilities Act
ADH	Administrative Disqualification Hearing
ADT	Automated Documentation Tools
AE	Agency Error
ALJ	Administrative Law Judge
AP	Absent Parent
APO	Adult Probation Officer
A/R	Applicant/Recipient
AU	Assistance Unit
BAD	Begin Authorization Date
BC	Birth Certificate
BEERS	Beneficiary Earnings Exchange Record System
BENDEX	Benefit Data Exchange System
BG	Budget Group
CAA	Community Action Committee
CAPS	Childcare and Parent Services
CFSR	Child and Family Service Review
CM	Case Manager
CMD	Continuing Medicaid Determination
COA	Class of Assistance
COMPASS	Common Point of Access to Social Services
CW	Caseworker
DAS	Division of Aging Services
DBHDD	Department of Behavioral Health and Developmental Disabilities
DCH	Department of Community Health
DCSS	Division of Child Support Services
DFCS	Department of Family and Children Services
DMA	Department of Medical Assistance
DOL	Department of Labor
DV	Domestic Violence
EBT	Electronic Benefit Transfer
EDC/EDD	Expected Date of Confinement/Expected Date of Delivery
EIS	Employment Intervention Services
EITC/EIC	Earned Income Tax Credit/Earned Income Credit
EMA	Emergency Medical Assistance
ES	Employment Services
ESL	English as a Second Language
ES	Employment Services
ESS	Economic Support Services
EV	Equity Value
EW	Eligibility Worker

Common Abbreviations and Acronyms

FCP	Family Centered Practice
FEMA	Federal Emergency Management Agency
FICM	Family Independent Case Manager
FMV	Fair Market Value
FNS	Food and Nutrition Service
FPL	Federal Poverty Level
FSP	Food Stamp Program
GA	General Assistance
GED	General Education Development Certificate
GEMA	Georgia Emergency Management Agency
GIC	Gross Income Ceiling
GR	Grantee Relative
GRG	Grandparents Raising Grandchildren
HIPAA	Health Insurance Portability and Accountability Act
HIPP	Health Insurance Premium Payment Program
HUD	Housing and Urban Development
IDA	Individual Development Account
IEVS	Income and Eligibility Verification System
IHE	Inadvertent Household Error
INA	Immigration and Nationality Act
IPV	Intentional Program Violation
LIHEAP	Low Income Health Assistance Program
LIM	Low Income Medicaid
LPR	Lawful Permanent Resident
MAO	Medical Assistance Only
MH/DD/AD	Division of Mental Health, Developmental Disabilities, and Addictive Diseases
MN	Medically Needy
MNIL	Medically Needy Income Limit
MSP	Monthly Subsidy Payment
NCP	Non-custodial Parent
OFI	Office of Family Independence
OIS	Office of Investigative Services
OJT	On-the-Job Training
OP	Overpayment
ORR	Office of Refugee Resettlement
OSAH	Office of State Administrative Hearings
POE	Period of Eligibility
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
QA	Quality Assurance
QC	Quality Control
RSDI	Retirement, Survivors, Disability Insurance
RSM	Right from the Start Medicaid
SA	Substance Abuse
SAVE	Systemic Alien Verification for Entitlements

[illegible]

Basic Eligibility Criteria Module

Basic Non-financial Criteria Chart

All manual references are from the Office of Family Independence (OFI) Food Stamp Policy Manual (www.odis.dhr.state.ga.us).

Criterion ODIS Manual Reference (where applicable)	FS Policy
Age/Relationship	Not a requirement, but may affect other areas of eligibility. Verification: Accept A/R statement
Assistance Unit – ODIS--3205 Size/Composition	A/R must state who and how many are in the home. Age and relationship are relevant in determining eligibility for separate AU status. Who purchases food and prepares meals together must be considered in determining the AU. Verification: Accept A/R statement
Citizenship/Alienage – ODIS 3320	A recipient of Food Stamp benefits must be a US Citizen or a lawfully admitted qualified alien. Verification: Third Party verification must be provided. Verification for aliens: 1. obtain USCIS documents 2. complete WEB-1 procedures
Enumeration – ODIS 3325	Each person must provide a number or proof that they have applied for a number. Good cause may apply for failure to provide, may also be postponed for expedited services. Enumeration for newborn is not required until next review or within 6 months following the month the baby is born, whichever is later. Verification: Accept A/R statement or proof of application for SSN.
Failure to Perform a Required Action – ODIS 3385	FS benefits may not be increased if AU's income decreases or terminates due to failure to perform required action in TANF, SSI, General Assistance, or other federal, state, or local means-tested program.

Basic Non-financial Criteria Chart

Identity – ODIS 3335	<p>Identity of applicant must be verified at initial application.</p> <p>The following data matches can be used to verify identity:</p> <p>Georgia Vital Records: client's name & DOB, The Work Number: matches name & DOB SDX/BENDEX: name & DOB DOL New Hire Alert: name match DOL UCB Screen: receipt of UCB screen full name & DOB</p> <p>Verification: Third party verification must be provided. See MR 3335-1 for list of acceptable verification.</p>
Lawbreakers – ODIS 3310	<p>Individuals who are convicted of certain crimes, who are probation or parole violators, or who are fleeing to avoid prosecution, custody or confinement for a felony are not eligible to be included in the FS AU.</p> <p>Discuss Lawbreaker policy at application/review</p> <p>Verification: Accept A/R statement unless questionable.</p>
Residency – ODIS 3340	<p>Must live or intend to live in Georgia; permanent dwelling or fixed address not required.</p> <p>An AU may apply for benefits in any county but is encouraged to apply in the county in which he or she may reside.</p> <p>Verification: TPS prior to certification of initial application. See MR3340-1 for list of acceptable forms of verification.</p>
Voluntary Quit – ODIS 3380	<p>AU members who voluntarily quit work or reduce hours at work without good cause may be sanctioned.</p>
Work Requirement – ODIS 3350	<p>AU members must participate in the work program unless they meet an exemption.</p> <p>Any individual referred to TANF work program is considered to have met FS work requirements.</p>



Enumeration Process (Chart 3325 -1)

This chart outlines procedures for obtaining and recording SSN in the case record.

If An Au Member	Then
is currently in the system with an SSN	Compare system number with A/R's statement.
knows the SSN at the interview	Document appropriate screens in SUCCESS.
does not know the SSN at the interview, but is able to obtain it	Issue a verification checklist to request that the SSN be provided within 10 calendar days. When the A/R provides the SSN, enter the SSN in the system.
has multiple SSNs	Refer AU member to the Social Security Administration (SSA) to resolve the discrepancy. Enter all known SSNs in the system. Inform the AU of the responsibility to report the correct and primary SSN to the county office upon resolution with SSA.
is enumerated at birth by a medical facility	Request the SSN at 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.



Enumeration Process

If An Au Member	Then
never had an SSN OR had an SSN but the number is unknown	<p>Refer the AU member to SSA to apply for a new or replacement SSN.</p> <p>Follow these steps:</p> <ol style="list-style-type: none">1. Inform the AU of its responsibility to submit original or certified copies of documents that verify age, identity, and citizenship (e.g., birth certificates, driver's licenses, etc.) to SSA with the application for an SSN.2. Complete Form 189, Referral for SSN Application, or print and complete SUCCESS Referral for SSN Application and include the system ID number of the individual who must be enumerated.3. Provide the AU with copies of Form 189 or the SUCCESS Referral to take to SSA. Retain a copy of the referral for the case record.4. Allow the AU 10 calendar days to verify application for a SSN.5. If verification is provided, document that it has been received and file the verification in the case folder.6. Request the SSN at the next review. If the SSN has not been received, request the SSN at each review thereafter.7. If verification is not provided, determine if good cause exists.8. If good cause exists, contact the AU monthly to monitor good cause.9. If good cause does not exist, the non-enumerated individual is not included in the AU.

Failure to Perform a Required Action (MR 3385)

Food Stamp benefits will not increase when the AU's income is reduced or terminated for failure to perform a TANF required action. This list is all-inclusive.

Violation	TANF Consequence
A/R fails or refuses to provide SSNs for each AU member (without good cause).	AU member is penalized
A/R fails or refuses to immunize pre-school children (without good cause).	AU member is penalized
A/R fails to meet criteria for citizen/alien status (refusal to provide).	AU member is penalized
Minor parent fails or refuses to live in parent/guardian home (without good cause).	Minor parent is penalized
Minor parent fails or refuses to comply with school attendance requirements (without good cause).	Minor parent is penalized
A/R commits an Intentional Program Violation (IPV) as determined by OFA.	AU member is disqualified
A/R fails or refuses to receive prenatal care (without good cause).	AU member is penalized
A/R fails to comply with ES requirements.	25% reduction or case is closed
A/R fails to comply with Personal Responsibilities.	25% reduction or case is closed
A/R fails or refuses to report child absent from the home (without good cause).	25% reduction or case is closed

* If the TANF case is permanently closed due to A/R's failure to perform a required action, the TANF benefit amount must continue to be budgeted in the FS case up to one year. Remove the TANF benefit amount from the FS case at the end of the TANF sanction period or at the end of one year, whichever is appropriate.

Exemptions from Work Registration (MR 3350)

All Food Stamp applicants/recipients must comply with the work program requirements unless exempt.

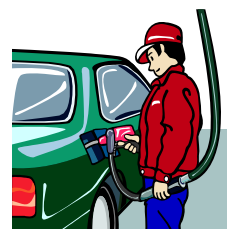
FOOD STAMP EXEMPTIONS	SUCCESS EXEMPT REASON CODE	SUCCESS WORK STATUS CODE
AGE CRITERIA		
Under age 16	AG	NI
Age 16 or 17 and not the head of AU. Verify school attendance and wages if the student will turn 18 during the POE.	AG	NI
Age 60 or older	AG	NI
STUDENT CRITERIA		
Student enrolled at least half time in a recognized school/training program or institution of higher learning. A student in an institution of higher learning must meet student criteria to be included in the AU; see ESS policy manual section 3245. Verification Form 875 is required.	ST	NI
Refugee participating in a recognized refugee education/training program at least half time. Verification of participation is required.	RF	NI
CARETAKER CRITERIA		
Caretaker of a child under 6. Child does not have to be a part of AU or live in the same home.	CA	NI
Caretaker of an incapacitated individual. Need for continuous care must be verified by a medical source. Does not need to be AU member or in the home.	CA	NI
PHYSICALLY OR MENTALLY UNFIT CRITERIA		
Temporarily ill/unfit for employment with medical verification.	TI	NI
Receiving disability benefits (SSI, RSDI, 100% VA, Railroad Retirement, Worker's Compensation, etc.) Award letter or statement required from source.	FE	NI

**Participant Guide for FS Case Manager
Internet Phase I Policy Training**

April 12, 2010

FOOD STAMP EXEMPTIONS	SUCCESS EXEMPT REASON CODE	SUCCESS WORK STATUS CODE
SSI/FS initial application filed at SSA	SS	NI
High Risk Pregnancy (verified by a medical statement)	PR	NI
Regular participant in a drug/alcohol treatment or rehabilitation program (verification of participation is required)	DR	NI
EMPLOYMENT AND WORK RELATED CRITERIA		
Employed at least 30 hours a week on a job expected to last at least 30 days (includes self-employment). Verification of hours worked and wages is required.	EM	NI
Receiving weekly earnings equivalent to 30 hours multiplied by the federal minimum wage. This includes temporary breaks in employment not expected to exceed 10 work days and self-employment. Verification is required.	EM	NI
Seasonal migrant or non-migrant farm worker who is under contract to begin work within 30 days. Verification is required.	MI	NI
VISTA (Volunteer in Service to America) volunteer. Verification of status is required.	VV	NI
Receiving, applied, or approved for Unemployment Compensation Benefits (UCB). Verification of income and/or application for benefits required if questionable.	UC	NI
Registered and complying with TANF Employment Services.	PC	NI
OTHER		
IPV disqualified, SSN Disqualified, and Ineligible AU members	AD	NI

Any AU member between the ages of 16 through 59 who does not meet one of the above exemptions is a mandatory registrant.



Food Stamp Employment & Training Program County Designations December 1, 2008 to November 30, 2011 (MR 3355 FS Email #2009-03)

Effective February 1, 2009, Georgia was approved for a statewide waiver. Able Bodied Adults without Dependents (**ABAWDs**) that live in Georgia are currently waived from the 3-month time limit and participation requirements in the FS E&T program. All counties are covered under the statewide waiver until January 31, 2010. **The American Recovery and Reinvestment ACT (ARRA) of 2009 exempt all counties from the 3 months time limit and from participation until September 30, 2010.**



An ABAWD is any individual who:

- is a mandatory E & T registrant,
- is age 18 (beginning with month following the month they turn 18) through 49 (up to month in which their 50th birthday falls),
- is not included in the AU with a child under age 18. The child can be an eligible, ineligible, disqualified or sanctioned AU member. The child may be related or unrelated to the adult(s). The exemption extends to all adults in the AU.
- is physically and mentally fit for employment.
- is not pregnant

Identifying ABAWDs is a Two-Step Process

- Step 1:** Identify Mandatory E & T registrants.
- Step 2:** From the E & T mandatory registrants, determine whether these individuals meet the definition of an ABAWD. Code all ABAWDs AE in SUCCESS.

Assistance Unit Module

Assistance Unit (MR 3205)

STEP 1	<input type="checkbox"/> Make sure everyone living in the home is listed. <input type="checkbox"/> Determine who customarily purchases food and prepares meals together. <input type="checkbox"/> Determine relationship among individuals in the home.
STEP 2	Individuals who declare that they purchase food and prepare meals together must be one AU . Consider potential separate AU status if they state they do or intend to purchase food and prepare meals separately
STEP 3	<p>The following people must be in one AU, even; if they say they purchase food and prepare meals separately:</p> <p><input type="checkbox"/> Spouses (living together) must be one AU *****</p> <p><input type="checkbox"/> Parents living with their biological, adopted and step child(ren) under age 22 must be one AU *****</p> <p><input type="checkbox"/> Minor child(ren) (under age 18) under parental control of an AU member, other than their parent, who is exercising parental control of minor child(ren) must be one AU <u>Unless</u></p> <p style="padding-left: 40px;">They state that they purchase and prepare separately or intend to purchase and prepare separately and the non-parent are not exercising parental control.</p>
STEP 4	<p>Special Exception: An individual considered FS Disabled or having a non-disease related permanent disability and is 60 or older who is purchasing and preparing with "others" because of inability to purchase and prepare own meals and the others' gross income does not exceed 165% of FPL may be considered a separate AU.</p>
STEP 5	<p>Exclude the following individuals from the AU, even if they customarily purchase food and prepare meals together;</p> <p>* Ineligible Student..... No resources and no income counted</p> <p>* Ineligible ABAWD Count liquid resources (unless cat elig) & prorated income</p> <p>* Enumeration Sanctioned Individual Count liquid resources (unless cat elig) & prorated income</p> <p>* Ineligible Alien..... Count liquid resources (unless cat elig) & prorated income</p> <p>* Work Sanctioned Individual Count liquid resources (not cat elig if H Hhold) & full income (do not prorate)</p> <p>* Fleeing Felons, Probation/Parole Violators Count liquid resources (unless cat elig) & full income (do not prorate)</p> <p>* Intentional Program Violation (IPV) Disqualified Count liquid resources & full income (do not prorate)</p> <p>* Convicted Drug Felons (on or after 8/22/96)..... Count liquid resources & full income (do not prorate)</p>

Determining Head of the Assistance Unit Application Processing (3105-1)

IF	Then
There is only one adult in the home.	That adult is the Head of AU
There is more than one adult in the home.	An adult parent of a child (of any age) or an individual serving in a parental role to a child in the AU who is under 18 can be selected as Head of AU.
There is more than one adult in the home; but, no adult parents	AU may select any adult as the Head of AU.
There are no adult parents or no adults in the home.	AU may select the Head of AU.
The AU does not decide who the Head of the AU is.	The count will make the determination.

An "Adult" is defined as:	A "Parent" is defined as:
Age 18 years or older	Natural
or	Adoptive
The head of FS AU is under 18 years	Stepparent
	A person serving in parental control

Citizenship/Alien Module

Three Categories of Aliens (MR 3320)

Immigrant Aliens

1. Individuals who are lawfully admitted to the US for permanent residence.
2. Only certain immigrants are eligible for FS as qualified aliens.

Non-Immigrant Aliens

1. These individuals are not eligible to receive FS.
2. Individuals admitted to US for lawful temporary residence under employment authorization, tourists, visitors, foreign student, or as a diplomat.

Undocumented Aliens

1. Undocumented aliens are not eligible to receive FS.
2. These individuals are not in the US lawfully.
3. These individuals are in the US without USCIS documentation or in violation of the terms of a non-immigrant visa after entering the US lawfully.

Citizenship and Alien Status

1. Ineligible aliens can not receive FS
2. Resources (if applicable) are counted in full
3. Income is prorated
4. Refer to FS manual 3635

Chart 3320.1 Eligibility Criteria for Qualified Aliens

To be eligible for food stamp benefits an alien must meet two requirements. **First**, be in a qualified aliens status in Column 1, **and secondly**, meet one of the criteria for indefinite eligibility in Column 2; **or**, be eligible under the time limited (7) year criteria in Column 3.

Determining Alien Status		
Column 1	Column 2	Column 2
Qualified Aliens	Food Stamp Criteria for Indefinite Eligibility	Food Stamp Criteria for Time-limited (7) Years Eligibility
<ul style="list-style-type: none"> • Lawfully admitted for permanent residence (LPR), including Amerasians • Granted asylum • Refugee • Parolee • Deportation withheld • Granted conditional entry Cuban or Haitian entrant • Victim of severe form of trafficking in persons under the Trafficking Victims Protection Act of 2000 • A battered spouse, child or an alien child of a battered parent with a petition pending under 204(a)(1)(A) or 244(a)(3) of INA • Afghan immigrant...individuals granted special immigrant status under section 101(a)(27) of INA • Iraqi Immigrant...individuals granted special immigrant status under section 101(a)(27) of INA. Note: there time period is limited refer to manual for additional details. 	<p>Aliens must meet One for the following criteria to be eligible indefinitely:</p> <ul style="list-style-type: none"> • Residing in the U.S. as a qualified alien for five years or longer. • LPR who can be credited with 40 quarters of work. • Military connection such as veterans, active duty personnel and their spouse and children but not full time National Guard. • Children under age 18. • Disabled or blind as defined by FSP policy. • Born on or before August 22, 1931 and lawfully residing in the U.S. on August 22, 1996. 	<p>Aliens eligibility for 7 years, (do not have to meet the 5 year criterion):</p> <ul style="list-style-type: none"> • Amerasian immigrant under 584 of Foreign Operations, Export Financing and Related program Appropriations Act of 1988 • Granted asylum under section 208 of the INA • Cuban or Haitian under section 501(e) of the REAA of 1980 • Deportation withheld under section 243(h) in effect prior to 4/1/97 or removal withheld under section 241(b)(3) of the INA • Paroled under section 212 (d)(5) of INA for at least one year • Refugee admitted under section 207 of the INA • Victims of sever form of trafficking under the Trafficking Victims Protection Act of 2000

Systematic Alien Verification for Entitlements (SAVE)

If your client is not a U.S. citizen, her alien status must be verified. All lawfully admitted aliens have been issued documents from USCIS that specify their immigrant status.

The Systematic Alien Verification for Entitlements (SAVE) Program is an information-sharing initiative designed to enable government agencies to verify an applicant's immigration status. SAVE was established for the purpose of ensuring that only eligible non-citizen applicants receive public assistance.

The SAVE program is now available on the internet. Once you are authorized to use SAVE and you submit a status verification request, the system can quickly provide to you your client's immigration status.

Overview of the SAVE Verification Process

When a non-citizen client applies for cash assistance, you must access the Verification Information System (VIS) to verify your client's alien status.

After submitting an initial verification request through VIS, the system will display the verification results (in "seconds" as the feds like to say).

Once your client's status is verified, end the verification process by closing the case.

If your client's status is not verified, you will have to request additional verification. The system will conduct a more extensive search by accessing additional immigration databases. The system will not notify you when a response is ready, so you will need to check VIS periodically to see if a response has been received.

In order to avoid unlawful discrimination, all entities using SAVE must verify the alien status of all non-citizen applicants. We cannot pick and chose whose alien status we think should be verified.

SAVE is a process for verifying a non-citizen's alien status. It is not a database. SAVE is supported by the Department of Homeland Security's (DHS) Verification Information System (VIS).

How to Access:

Contact your supervisor for additional information on how to access the SAVE System because not every employee will be able to complete the SAVE procedure.

Resources Module

Food Stamp Resource Limits (MR 3400 – 3405)

The countable resources of all AU members are considered in determining eligibility. These limits are set by the federal law.

Resource Limit	AU Type
\$3000	AU with at least one member age 60 yrs and older or disabled per FS policy.
\$2000	All other AUs.
No Limit	<p>Categorically Eligible - all AU members receive TANF, SSI, WSP and TCOS.</p> <p>Note: The resources of individuals who are categorically eligible for FS benefits, TANF, SSI recipients, Work Supplement Payments, and TANF Community Outreach Services are not counted toward the resource limit.</p>

Liquid resources are counted for households that are not categorically eligible for food stamps.

All countable resources that are available to the AU are applied to the resource limit for the program. Resource amounts that are less than or equal to the resource limit the AU is eligible based on resources. If the countable resources exceed the resource limit the AU is ineligible.

Type of Resources

Liquid resources are assets such as bank accounts, which can be converted easily to cash and are available for daily living expenses.
Non-liquid resources are assets such as property that can not be easily converted to cash.

Determining the Value of Resources (MR 3405)

Cash Value (CV)	Amount available if resource could be converted to U.S. funds
Fair Market Value (FMV)	Amount the resource can sell for on the open market in the geographical area
Equity Value (EV)	Fair Market Value minus debts or encumbrances



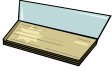
Types of Resources (MR 3405)



**This chart is not inclusive of all types of resources.
Refer to MR 3405 for a complete listing of resources.**


This chart lists the more common types of resources alphabetically and provides the following information:

- description of the resource
- whether the resource is liquid or non-liquid
- the value to consider: cash value (CV), equity value (EV), or fair market value (FMV)
- whether the resource is included (I) or excluded (E) in the eligibility determination.


SOURCE/TYPE	DESCRIPTION/VALUE TO CONSIDER	INCLUDED OR EXCLUDED
ANNUITIES (Supplemental Retirement Plans) Liquid	An investment plan. It can be established as a supplemental retirement plan through an insurance company or other investment source EXCEPTION: Exclude if termination of employment or retirement is required for access and employment continues. NOTE: If recurring payments are made from the annuity, refer to Section 3420, Income. Count CV	I
BONDS Liquid	Government-issued interest-bearing certificates redeemable on a specific date, such as U.S. savings bonds, municipal bonds, etc. Count CV	I
BURIAL CONTRACTS AND BURIAL INSURANCE Liquid	Prepaid contracts to cover funeral expenses or an insurance policy specifically designated for burial NOTE: The funeral home is usually named as the beneficiary of the insurance policy. If not accessible, totally exclude.	E

<p>BURIAL PLOTS</p> <p>Non-liquid</p>	<p>One burial plot per AU member</p> <p>Use EV for each additional plot and count toward the resource limit.</p>	<p>E</p>
<p>CASH</p> <p>Liquid</p>	<p>Money on hand</p> <p>Count cash value less any money considered income in that month.</p> <p>Use CV</p>	<p>I</p>
<p>CERTIFICATES OF DEPOSIT (CD)</p> <p>Liquid</p>	<p>Certificate representing a specific sum on deposit with a financial institution which accrues interest over a set period of time less any penalties for early withdrawal.</p> <p>Use CV</p>	<p>I</p>
<p>CHECKING ACCOUNTS</p>  <p>Liquid</p>	<p>An account on which checks may be written against amounts on deposit.</p> <p>Use CV less any money considered income in that month.</p> <p>EXCEPTION: Refer to Jointly Owned Resources in this section.</p>	<p>I</p>
<p>COIN COLLECTIONS</p> <p>Liquid</p>	<p>A collection of coins.</p> <p>Use face value of the coin collection as the cash value.</p>	<p>I</p>
<p>CREDIT UNION ACCOUNTS</p> <p>Liquid</p>	<p>Money on deposit with a cooperative organization with the functions of a bank.</p> <p>Use CV less any money considered income in that month.</p>	<p>I</p>
<p>DEFERRED COMPENSATION PLANS</p> <p>Liquid</p>	<p>Funds held in a salary reduction retirement plan. The funds are excluded as long as they remain in the plan.</p> <p>NOTE: If the funds are withdrawn, then the withdrawal amounts may be counted as a countable resource or income. For income, refer to RETIREMENT or PENSIONS in Section 3420, Income.</p>	<p>E</p>

<p>EARNED INCOME TAX CREDIT (EITC)</p>  <p>Liquid</p>	<p>Tax credit that is received in one of the following ways:</p> <p>Advanced Payments - tax credits received as part of the regular pay check.</p> <p>Non-recurring lump sum - tax credits received in the form of an income tax refund.</p> <p>*If the AU member received FS benefits at the time of receipt and continued to receive benefits for a 12-month period, exclude the EITC for 12 months from the month of receipt. Include any remainder as a resource in the 13th month after receipt.</p> <p>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.</p>	<p>E</p>
<p>ENERGY ASSISTANCE OTHER THAN LIHEAA</p> <p>Liquid</p>	<p>Monies retained from payments or allowance made under any federal, state, or local law for the purpose of energy assistance.</p> <p>Federal or State one-time assistance for weatherization or emergency repair or replacement of heating or cooling devices.</p> <p>Energy Assistance payments made under state law.</p>	<p>E</p> <p>I</p>
<p>GRANDPARENTS RAISING GRANDCHILDREN EMERGENCY/CRISIS INTERVENTION SERVICES (CRISP)</p> <p>Liquid</p>	<p>TANF lump sum payments in the amount of three times the eligible grant amount for the AU size.</p> <p>This payment is used to help pay for the cost of emergent needs incurred by the grandparents when the children come to live with them.</p>	<p>E</p>
<p>HOMEPLACE</p>  <p>Non-Liquid</p>	<p>The home and surrounding land occupied by the AU, if not separated by intervening property owned by others.</p> <p>A lot/partially built home that the AU owns, or a lot being purchased on which to build or place a permanent homeplace, provided the AU does not own another homeplace.</p> <p>Refer to Section 3415, Real Property, for additional information.</p>	<p>E</p> <p>E</p>
<p>HOUSEHOLD/ PERSONAL GOODS</p> <p>Non-Liquid</p>	<p>Household and personal effects or other belongings such as furniture, appliances, clothing, personal items or items required because of a disability.</p>	<p>E</p>

HOUSEHOLD ITEMS OF UNUSUAL VALUE Non-Liquid	Items such as expensive silver, jewelry, stamps, guns, or other such collections.	E
INCOME TAX REFUND Liquid	Monetary refunds paid to taxpayers from the state or federal government. Count the total amount of the refund if the refund is for a single individual. If the refund is a joint check for a jointly filed tax return, refer to Jointly Owned Resources in this section. If any portion of the refund includes EITC, refer to Earned Income Tax Credit (EITC) in this section.	I
INDIVIDUAL DEVELOPMENT ACCOUNT (IDA) Liquid	An account established by or on behalf of a TANF A/R for post-secondary educational expenses, first purchase of a home, or to start a new business. Exclude funds up to \$5000, including funds withdrawn and used for the stated purpose. At the point the owner of the IDA is no longer a TANF recipient, the IDA becomes a countable resource.	E I
INDIVIDUAL RETIREMENT ACCOUNT (IRA)  Liquid	An investment Account or annuity in which a person can set aside income up to a specified amount each year and usually deduct the contributions from taxable income, with the contributions and interest being tax-deferred until retirement. The account is controlled by an individual rather than an employer. Note: If the plan is owned by more than one person, refer to Jointly Owned Resources in this section.	E
LIFE INSURANCE Liquid	Insurance policy which pays a beneficiary on the death of an individual.	E
LOW INCOME HOME ENERGY ASSISTANCE ACT (LIHEAA) PAYMENT Liquid	Payments for home energy provided to, or indirectly on behalf of, an AU.	E
LUMP SUM PAYMENTS Liquid	Money retained as result of a lump sum that is not expected to recur, i.e. rebates, retroactive or corrective payments for prior months, insurance settlements, federal or state tax refunds. Count cash value. AUs ineligible because of a lump sum must be given an opportunity to update the current resource amount.	I

NON-HOME PROPERTY Non-Liquid	Buildings and lands which are owned by the AU and not considered part of the home place. See Section 3415, Real Property	I
PASS ACCOUNT (Plan to Achieve Self-Sufficiency) Liquid	Money deposited in a bank account to be used for a SSI individual in a plan for self-sufficiency approved by the SSA. Note: The interest earned from a PASS account is disregarded as income.	E
PENSION PLAN Liquid	A retirement plan provided by an employer. The funds are excluded as long as they remain in the plan. Plans include 457 plans, 401(k) plans, the Federal employee thrift savings plan, 403(b) plans, 501(c)(18) plans and simplified employer pension (SEP) plans. NOTE: If the funds are withdrawn, the withdrawal amounts may be considered countable resources or income. For policy regarding income, refer to PENSION or RETIREMENT in Section 3420, Income.	E
PERSONAL PROPERTY (equipment, tools, machinery, stock and inventory essential to the production of goods or services, even during temporary periods of unemployment or inactivity) Non-Liquid	Exclude as a resource, if annually produces income consistent with FMV, even if only used on a seasonal basis. Contact local tax assessors, small business administration, etc. to determine prevailing rate of return.	E
	Exclude as a resource if essential to employment or self-employment of an AU member. NOTE: Value retains its exclusion for one year from the date the AU member terminates self-employment from farming.	E
	Count the equity value if it does not produce income consistent with FMV or is not essential to employment or self-employment. Consider the equity value.	I
RESOURCES OF AN SSI RECIPIENT Liquid	An SSI recipient is a person who: ⇒ has been approved to receive benefits ⇒ receives benefits ⇒ is approved for/or receives benefits but the benefits are suspended or being recouped because of an overpayment or not paid because the amount is less than the maximum issuance amount.	E

<p>RESOURCES OF A TANF RECIPIENT</p> <p>Liquid</p>	<p>A TANF recipient is a person who:</p> <ul style="list-style-type: none"> ⇒ has been approved to receive benefits ⇒ receives benefits ⇒ is approved for/receives benefits but benefits are suspended, being recouped or not paid because the amount is less than the minimum issuance amount. 	E
<p>SAFE DEPOSIT BOX</p>  <p>Liquid</p>	<p>Secure storage in a bank or other institution where money and other valuable may be deposited.</p> <p>Obtain a list of items that are in the box from the A/R.</p> <p>Count CV unless otherwise excluded.</p>	I
<p>SAVINGS ACCOUNT</p> <p>Liquid</p>	<p>Monies held in a financial institution in an interest bearing account.</p> <p>Count CV</p>	I
<p>SPENDING ACCOUNT</p> <p>Liquid</p>	<p>Funds which are held in an account to pay certain expenses such as child care or medical expenses.</p>	E
<p>STOCKS</p> <p>Liquid</p>	<p>A certificate which verifies ownership of shares in a company.</p> <p>Consider CV</p> <p>Count the value of stock at the time of the interview by verifying with the newspaper or a broker.</p>	I
<p>VEHICLES</p> <p>Non-Liquid</p>	<p>Vehicles are not countable resources.</p>	E

Categorical Eligibility 3210

Households in which **all AU** members receive TANF, Work Support Payment (WSP), and Supplemental Security Income (SSI) are categorically eligible to receive Food Stamp benefits. Categorical eligibility is expanded to include all households in which **any member** receives or is authorized to receive **TANF Community Outreach Services (TCOS)**.

What is TANF Community Outreach Services (TCOS)?

TANF Community Outreach Services (TCOS) is a program that provides information and referral services **to households whose income falls below 130% of the federal poverty level (FPL) or 200% of the FPL if all adults AU members are elderly and or disabled**. Applicants are notified that we can assist with additional contact information on other resources to assist their families. Form 524, a printed brochure, is funded by the TANF program and identifies available resources. If assistance is needed the family should contact case managers for referral information.

The TANF Community Outreach Services Program allows the Food Stamp Program to disregard resources in determining a household's eligibility. Therefore Food Stamp eligibility is expanded to a greater number of households.

Eligibility for TCOS must be determined prior to a food stamp eligibility determination.

The A/R statement of gross income is accepted to initially establish eligibility for TANF Community Outreach Services.

Do Not Count Resources for the following groups:

1. Categorically Eligible AU

- All AU members receive TANF, SSI or WSP

2. TCOS Categorically Eligible AU

- Gross income does not exceed 130% of FPL
- Gross income does not exceed 200% of FPL (all adult AU members elderly and or disabled)

Refer to manual (3210-2) for additional households that may be considered categorically eligible but has an ineligible member that will not be included in the AU.

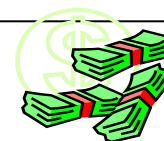
Count Resources for groups that do not meet criteria for Categorical or TCOS Eligibility:

- An AU whose income is greater than 130% FPL with at least one elderly or FS disabled AU member.
- An AU in which all adults are elderly or FS disabled whose income is greater than 200% of the FPL.

Refer to manual (3210-3) additional households that are not considered categorically eligible and their resources are counted when determining eligibility.

Income Module

Income Limit Tests (MR 3400)



Categorically Eligible AU	No gross or net income limit tests																
Expanded Categorically Eligible AU with at least one elderly or FS disabled AU member	<p>Complete Net Income Limit test only</p> <p>AU (2)</p> <table> <tr> <td>Gross Income =</td><td>\$1400</td></tr> <tr> <td>Allowable Deductions</td><td><u>- 500</u></td></tr> <tr> <td>Net Income</td><td>\$ 900</td></tr> <tr> <td>Net Income Limit</td><td><u>\$1,215</u></td></tr> <tr> <td></td><td>eligible</td></tr> </table>	Gross Income =	\$1400	Allowable Deductions	<u>- 500</u>	Net Income	\$ 900	Net Income Limit	<u>\$1,215</u>		eligible						
Gross Income =	\$1400																
Allowable Deductions	<u>- 500</u>																
Net Income	\$ 900																
Net Income Limit	<u>\$1,215</u>																
	eligible																
All other Expanded Categorically Eligible AUs	<p>Complete Gross Income Limit (GIL) test first. If income is less than or equal to GIL, complete Net Income Limit test</p> <p>AU (4)</p> <table> <tr> <td>Gross Income</td><td>\$2,000</td></tr> <tr> <td>Gross Income Limit</td><td><u>\$2,389</u></td></tr> <tr> <td></td><td>passed</td></tr> </table> <table> <tr> <td>Gross Income</td><td>\$2,000</td></tr> <tr> <td>Allowable Deductions</td><td><u>- 700</u></td></tr> <tr> <td>Net Income</td><td>\$1,300</td></tr> <tr> <td>Net Income Limit</td><td><u>\$1,838</u></td></tr> <tr> <td></td><td>eligible</td></tr> </table>	Gross Income	\$2,000	Gross Income Limit	<u>\$2,389</u>		passed	Gross Income	\$2,000	Allowable Deductions	<u>- 700</u>	Net Income	\$1,300	Net Income Limit	<u>\$1,838</u>		eligible
Gross Income	\$2,000																
Gross Income Limit	<u>\$2,389</u>																
	passed																
Gross Income	\$2,000																
Allowable Deductions	<u>- 700</u>																
Net Income	\$1,300																
Net Income Limit	<u>\$1,838</u>																
	eligible																

Whose Income To Count (MR 3420-1)



ACTION	INCOME OF:
COUNT	<p>All eligible AU members</p> <ul style="list-style-type: none">○ Including SSI Individuals○ Including TANF Individuals <p>Ineligible Aliens (adult or child) – Income is prorated</p> <p>Deemed income of sponsors of aliens.</p> <p>Sanctioned Individuals/Disqualified Individuals:</p> <ul style="list-style-type: none">○ Ineligible ABAWD - Income is prorated○ Enumeration Sanctioned - Income is prorated○ Work Sanctioned - Include all countable income○ Disqualified Individuals - Include all countable income○ Lawbreakers - Include all countable income
DO NOT COUNT	<p>Ineligible Student</p>



Wages of a Child (3420-23)

IF	THEN
Child is under 18 and attending either: 1) GED or 2) elementary or secondary school at least ½ time and is under the parental control of an AU member	<u>Exclude</u> earnings in FS
Child, under 18, and not under the parental control of an adult AU member or not in school.	<u>Include</u> earnings in FS
Child who turns 18, wages are included.	<u>Include</u> earnings in FS

NOTE: Earnings of a child who turns 18 is included effective the month following the month in which the 18th birthday falls, unless the birthday falls on the first day of the month.

Types of Income (MR 3420)

This list is not inclusive. Refer to OFI manual for additional information.

This chart provides an alphabetic listing of the following:

- ▶ **Source or type of income**
- ▶ **Income is earned or unearned**
- ▶ **Description of the income**
- ▶ **Income is included (I) or excluded (E) in the FS budget**

SOURCE/TYPE	DESCRIPTION	INCLUDED OR EXCLUDED
CHARITABLE DONATIONS FROM PRIVATE, NON-PROFIT ORGANIZATIONS THAT ARE NOT STATE OR FEDERALLY FUNDED	UNEARNED - Charitable donations paid to the AU that total \$300 or less in a federal fiscal quarter.	E
	UNEARNED - Donations paid to the AU that exceed \$300 in a federal fiscal quarter.	I
CHARITABLE DONATIONS FROM ORGANIZATIONS THAT ARE STATE OR FEDERALLY FUNDED	UNEARNED- Donations paid to the AU from organizations receiving state or federal funds	I
CHILD SUPPORT	<p>UNEARNED - Income received from an absent parent for the support of his/her child(ren).</p> <p>Payments are made to the AU as follows:</p> <ul style="list-style-type: none"> ○ from the probation office ○ directly from the absent parent ○ payments from CSE <p>Refer to Military Allotment and Vendor Payments in this chart.</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>
COMMISSION	<p>EARNED - A payment, usually a set fee or percentage of cash receipts, made to an employee in exchange for certain services.</p> <p>A commission may be paid in lieu of or in addition to a regular salary. Count as wages in the month received.</p>	I
CONTRIBUTION/GIFT (CASH)	UNEARNED - Money given to the AU as a gift from individuals or organizations. Refer to Charitable Donations in this chart.	I

DIVIDEND	<p>UNEARNED - a share of company profits received by a policyholder or shareholder.</p> <p>Divide the amount of income anticipated to be received during the POE by the number of months in the POE. Count the prorated amount in each month of the POE. Accept the A/R's statement as verification for amounts equal to or less than \$10 per month or \$120 per year.</p>	I
EARNED INCOME TAX CREDIT (EITC)	<p>EARNED - A tax credit that may be received as an advanced payment with a regular pay check or as an addition to a tax refund.</p> <p>Refer to Chart 3408.3, Types of Resources for treatment of EITC received as an income tax refund.</p>	E
ENERGY ASSISTANCE OTHER THAN LIHEAA	<p>UNEARNED - Payments or allowances made under federal, state or local law for the purpose of assisting the AU with the cost of heating and/or cooling its home. Payments can be one of the following:</p> <ul style="list-style-type: none"> ○ Federal or state assistance paid only once for weatherization, emergency repair, or replacement of heating or cooling devices. ○ Energy assistance payments made under a state law. 	E I
GENERAL ASSISTANCE	<p>UNEARNED - Payments received by the AU from county funds administered by a local DFCS office.</p>	I
GRANDPARENTS RAISING GRANDCHILDREN MONTHLY SUBSIDY PAYMENT	<p>UNEARNED - TANF subsidy in the amount of \$50.00 per child per month used to assist low income (fixed income) grandparents (60+) to cover additional expenses associated with rearing their grandchildren.</p>	I
HOUSING AND URBAN DEVELOPMENT (HUD) RENTAL SUBSIDY	<p>UNEARNED - Rental assistance paid to or on behalf of an AU.</p> <p>Payments are sometimes distributed by the Georgia Residential Financial Authority (GRFA).</p> <p>Refer to Vendor Payments.</p>	E
INTEREST	<p>UNEARNED - Income received on investments.</p> <p>Divide the amount of interest income anticipated to be received during the POE by the number of months in the POE, and count the prorated amount in each month of the POE.</p> <p>Accept A/R's statement as verification for amounts equal to or less than \$10 per month or \$120 per year.</p> <p>Refer to Individual Development Account and PASS account in this chart.</p>	I

LOANS (PERSONAL OR BUSINESS)	UNEARNED - Money received that the borrower must repay to the lender. A repayment agreement is not required. 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.	E
LOTTERY WINNINGS	UNEARNED - A sum of money received as a result of purchasing a winning ticket in a game of chance. Budget as income in the month of receipt.	I
LOW-INCOME HOME ENERGY ASSISTANCE ACT (LIHEAA)	UNEARNED - Payment or allowance for home energy provided to, or indirectly on behalf of an AU.	E
MANAGED INCOME	UNEARNED - Money received and used for the care of a third party who is not a member of the AU. All or any portion of the money used for the care of the third party. All or portion of the money used by the AU. UNEARNED or EARNED - Money that belongs to the AU that is under the control of a third party in order to pay debts owed by an AU member.	E I I
NATIONAL FLOOD INSURANCE PAYMENT (NFIP)	UNEARNED - Payments made for flood mitigation activities under the National Flood Insurance Act of 1968.	E
PENSION	UNEARNED - A payment received regularly as a retirement benefit.	I

<p>REPAYMENT OF OVERPAYMENT OF BENEFITS</p>	<p>UNEARNED - Money withheld from an income source to repay a previous overpayment.</p> <p><u>Non-Means Tested Income</u></p> <p>For a non-means-tested program) e.g., RSDI, UCB), do not count the repayment amount. Count the gross minus the repayment amount.</p> <p>NOTE: SSI is treated as a non-means-tested income source. Count the gross minus the repayment amount.</p> <p>When entering SSI income with overpayments in SUCCESS, the gross amount is entered and the overpayment amount is entered as a deduction. SSA updates the <u>gross</u> amount of income for SSI cases.</p> <p>When entering RSDI income with overpayments in SUCCESS, the net amount is entered. SSA updates the <u>net</u> amount of income for RSDI cases.</p> <p><u>Means Tested Income</u></p> <p>For a means tested program (e.g., TANF) count the income as follows:</p> <ul style="list-style-type: none"> ○ if fraud/IPV, count the gross income ○ if AU error, count the gross income ○ if agency error, do not count the repayment amount ○ if the reason for the overpayment is unknown, do not count. <p>Exclude the repayment amount.</p> <p>Document the reason for an overpayment. If the worker is unable to verify the reason through third party verification, document the attempt and exclude the repayment amount.</p>	<p>I</p>
<p>SOCIAL SECURITY BENEFITS (RSDI)</p>	<p>UNEARNED - Retirement, Survivors, Disability Insurance (RSDI) benefits received from the Social Security Administration (SSA).</p> <p>Do not use the check as the sole source of verification of the entitlement amount. Include the amount paid for Part B Medicare premium in the total gross amount if paid by the individual or DMA.</p>	<p>I</p>
<p>SUPPLEMENTAL SECURITY INCOME (SSI)</p>	<p>UNEARNED - Benefits paid by the Social Security Administration for Aged, Blind, or Disabled Individuals.</p> <p>Refer to Lump Sum/SSI Back Payments in Chart 3405.1, Types of Resources.</p>	<p>I</p>

TANF	UNEARNED - Benefits received from Temporary Assistance For Needy Families (TANF), including underissuance received in the month it is intended to cover.	I
TANF CORRECTIVE	UNEARNED - TANF benefits for a previous month owed to the AU because of agency error.	E
TANF EMPLOYMENT INTERVENTION SERVICES (EIS)	UNEARNED - A non-recurrent lump sum payment that is equivalent to four times the maximum TANF grant amount for the AU size. The income is treated as a lump sum payment and is not counted in the food stamp budget.	E
TANF FROM ANOTHER STATE	UNEARNED - TANF benefits received from another state. Budget for the month of receipt only.	I
TANF TRANSITIONAL SUPPORT SERVICES	UNEARNED - TANF support payment used to pay for or reimburse the cost of childcare, transportation, and incidental expenses to an applicant or a recipient. TSS is available for a period of six months beginning with the first month of TANF ineligibility. TSS is not counted in the food stamp budget.	E
TANF WORK SUPPORT PAYMENT (WSP)	UNEARNED - Work support payments provide time limited case supplements to former TANF recipients who are transitioning from TANF dependency to self-sufficiency. WSP payments are available to former TANF AUs for a period of twelve months and twice in their lifetime receipt of TANF. They are paid through a two-tier process: During the first six (6) months, the former TANF AU receives a cash supplement of \$200 per month. If the AU is eligible for and/or receives TFS benefits, the income is not counted in the food stamp budget during the first five (5) months of TFS eligibility. Note: If the AU is not receiving TFS benefits, then the income is counted in the food stamp budget. During the second six (6) months, the former TANF AU receives a cash supplement of \$100 per month. If the AU reapplies for/receives regular food stamp benefits, the income is counted in the food stamp budget.	
TIPS	EARNED - Refer to Wages/Salaries in this chart	I

TRAINING ALLOWANCE	<p>EARNED - Payments received from vocational/ rehabilitation programs recognized by federal, state, or local governments, to the extent the payments are not a reimbursement or specifically excluded.</p> <p>Refer to Workforce Investment Act in this chart.</p> <p>NOTE: If the earnings belong to a child, refer to Wages/Salary of a Child, in this chart.</p>	I
UNEMPLOYMENT COMPENSATION BENEFITS (UCB)	<p>UNEARNED - Benefits received from the Department of Labor (DOL) by unemployed individuals.</p> <p>Refer to Trade Readjustment Allowance in this chart.</p>	I
UTILITY REIMBURSEMENT HOUSING AND URBAN DEVELOPMENT (HUD) OR FARMERS HOME ADMINISTRATION (FMHA) UTILITY REIMBURSEMENT	<p>UNEARNED – A utility reimbursement paid by HUD or FMHA to an AU that receives housing assistance and is responsible for paying its utilities separately from its rent.</p> <p>Refer to Vendor Payments.</p>	E
VENDOR PAYMENTS OTHER THAN GENERAL ASSISTANCE VENDOR PAYMENTS	<p>UNEARNED - Money paid by an outside source to a third party on behalf of the AU for an expense.</p> <p>Vendor payments are treated as follows:</p> <ul style="list-style-type: none"> ▪ Monies deducted or diverted by the AU to go directly to a third party to pay AU expenses ▪ HUD vendor payment for rent or mortgage ▪ Reimbursements made in the form of vendor payments ▪ Vendor payments from monies that are legally obligated and otherwise payable to the AU ▪ Vendor payments from money that is not owed to the AU ▪ Monies deducted or diverted by court order or other legally binding agreement, such as child support and alimony, to go directly to a third party to pay an AU expense <p>Refer to General Assistance, Child Care Subsidy in this chart.</p>	<p>I</p> <p>E</p> <p>E</p> <p>I</p> <p>E</p> <p>E</p>

Participant Guide for FS Case Manager
Internet Phase I Policy Training

April 12, 2010

<p>VETERANS ADMINISTRATION (VA) BENEFITS EDUCATIONAL</p> <p>NON-EDUCATIONAL</p>	<p>UNEARNED - Benefits received from the VA by a veteran or a veteran's dependent(s) for educational purposes.</p>	E
	<p>UNEARNED - Disability and/or survivors benefits including Aid and Attendance Care, received from the VA by a veteran or a spouse or a dependent of a veteran. Also included are stipends paid for participation in a study of Vietnam-era veterans' psychological problems.</p> <p>Refer to Agent Orange Payment in this chart.</p>	I
WAGES/SALARY	<p>EARNED - Gross income received from work for services rendered.</p> <p>Include commissions, tips, overtime, vacation pay, bonuses, flex benefits and the employee's share of FICA when paid by the employer.</p>	I
WAGES/SALARY OF A CHILD	<p>EARNED - Wages of a child under age 18 who is attending GED classes, in elementary or secondary school at least ½ time and who is under parental control of an AU member. Exclusions apply during school breaks as long as the intent is for the child to return to school.</p> <p>Wages of a child under age 18 not under parental control or not in school</p>	E
	<p>EARNED - Wages of a child who turns 18 are included effective the month following the month in which the 18th birthday falls, unless the birthday falls on the first day of the month.</p>	I
WORKER'S COMPENSATION	<p>UNEARNED - Payments received by an employee injured on the job.</p> <p>Include the full amount of the award. Do not exclude any amount withheld for legal expenses.</p>	I

Verification of Income Policy for FS MR (3035, 3420, 3605)

Stable and or Fluctuating Income may be one month or four current consecutive weeks of verification.

Monthly Income requires two month of verification.

Irregular Income requires three months of verification.

AT APPLICATION	
Verify by TPS all countable income (earned and unearned)	
Interest income	Verify by TPS only if the amount exceeds \$10 per month or \$120 per year
Earnings of a Child <18 years of age	Verify school attendance and wages if the student will turn 18 during the POE.
For excluded income, verification is no longer required if the income is not counted in the budget	
Loans	Verify by TPS if the reported income is questionable or unclear.
Vendor payments	Verify by TPS if the reported income is questionable or unclear.
Educational Income	Verify by TPS if the reported income is questionable or unclear.
<p>Terminated Earned Income: Verify by TPS the final date of employment, final date of pay and reason for separation if termination occurred within 30 days of the application date or thereafter. The wages must be verified if they will be budgeted.</p> <p>Example: A/R applies on 4/12, states she is no longer employed, received her final paycheck on 4/9. Termination of earned income occurred within 30 days of the application date. FICM must verify final date of employment, final date of pay, final paycheck amount, and reason for separation.</p> <p>Terminated Unearned Income: Verify date of final payment, final payment amount, and reason for termination if the income terminated within 30 days of the application date or thereafter.</p> <p>Example: A/R applies on 10/18, states she received her final Worker's Compensation check on 10/13. This is terminated unearned income received in the month of application. FICM must verify date of final payment and final payment amount.</p>	
AT REVIEW	
Earned/Unearned Income	Verify by TPS all earned/unearned income including: <ul style="list-style-type: none"> • all new earned/unearned income • changes in the earned/unearned income amount • change in the earned/unearned income source • new earned/unearned income reported as an interim change during the previous POE and added to the budget using the AU's statement as verification
Wages of a Child < 18 years of age	Verify by TPS, if student is employed and will turn 18 during the POE.
Termination of Earned/Unearned Income	Verify by TPS last date employed, reason for separation/termination, and final payment amount (if income will be budgeted for ongoing month)

INTERIM CHANGES		
Reported Change	Cause FS Benefits to Increase	Cause FS Benefits to Decrease
Earned/Unearned Income	Verify by TPS.	Accept AU statement, process the change.
Terminated Earned/Unearned Income	Verify by TPS last day employed, last date of pay, reason for separation, and amount paid (if income will be budgeted for ongoing month).	Accept AU statement, process the change.
Dependent Care	Verify by TPS if the amount is greater than \$200 monthly	Accept AU statement, process the change.
Shelter Deduction	Accept AU statement, process the change.	Accept AU statement, process the change.



Various ways to Verify Earned Income (3420-3)

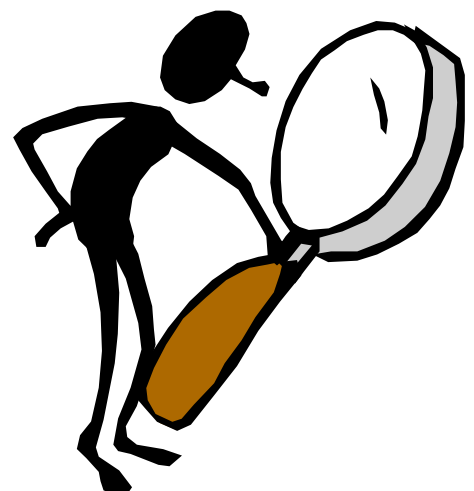
1. The Work Number - <http://www.theworknumber.com/>
2. Pay stubs
3. Award letter
4. Copy of check reflecting gross income
5. Written statement from payment source
6. Computer match
7. Form 809 – Verification of Earned Income Form
8. The A/R's statement of earnings is used as verification (as a last resort) if no other source is available.

Order for Required Verification (3420-2)

Obtain Verification of Income In The Following Order:

1. Documentary evidence from the A/R. If not available, request that A/R obtain information.
2. If A/R cannot obtain the information, FICM should request verification from the source.
3. If unsuccessful, allow the use of a collateral contact, a person who has knowledge of the income.
4. Accept the A/R's statement if all other methods fail and the A/R has cooperated fully with attempts to obtain verification.

If a collateral contact or A/R's statement is used, documentation must be completed for each step to explain why the agency had to ultimately use collateral contact or A/R's statement.



Verification of Questionable Information (3035-7)

The agency can request verification about eligibility factors that are questionable, unclear, and which may have an affect on the AU's eligibility and benefit level.

The AU has a primary responsibility for providing verification to support statements or to resolve questionable information. If there is conflicting information or a discrepancy concerning the information provided by the AU, then verification must be requested to clarify the AU's circumstances.

Examples of household circumstances that may require additional information are:

- AU composition
- Separate household status
- Household expenses exceed income
- Name on paystub differs from employed FS AU member's name

Note: This list is not all-inclusive.

Procedures for resolving questionable or discrepant information:

1. If there is an obvious discrepancy, request additional information from the AU
2. Use the additional information to determine eligibility if it resolves the discrepancy.
3. If verification is provided and discrepancies still exist, contact the AU. Document all household circumstances in the case file. Close the case if it is a point of eligibility.
4. If mandatory verification is not provided, close the case for failure to provide information.

Note: When requesting information, the request should ask for information that is needed to determine eligibility.

Resolving Questionable Information

Expenses Exceed Income:

The AU has verified questionable information of expenses exceeding income by providing current utility bills with past due amounts. Although the AU is unable to pay household expenses with reported income, the discrepancy of expenses exceeding expenses has been resolved.

Different Name on Paystub:

The AU member reports earnings and provides pay or check stubs with a different name; the AU member has verified earnings as required by policy. The purpose of documenting the paystubs is not to verify identity but earnings. The household may attest to the accuracy of the stubs by providing a reasonable explanation for the discrepancy with the name on the stub.

The agency may use these stubs to determine the AU's eligibility.

Incomplete Verification:

The agency must ensure that the Verification Checklist, **Form 173**, is inclusive of all mandatory verification needed as determined during the interview process.

If the verification returned is not complete, a **reminder notice** may be sent to the AU. If the AU submits verification that does not include all items indicated on the verification checklist, additional contact with the AU may be necessary such as sending a reminder notice.

Sending a **reminder notice** provides good customer service to the AU, while still allowing the agency to take action within the appropriate SOP.

The **reminder notice** could be a copy of the original, **Form 173**, Verification Checklist, highlighting verification that was not received, copies of what was provided, and the postmarked envelope.

The original checklist and the portion of the verification that was returned should be retained in the case file.

Budgeting Module

Prospective Budgeting and Conversion Factors (MR 3605)

Use Prospective Budgeting to determine the AU's monthly income and expenses.

☞ **First**, determine the Representative amount.

☞ **Then**, multiply by the appropriate conversion factor if the income and expense is continuing or received/incurred for a full month.

Conversion Factors

Weekly = 4.3333

Bi-Weekly = 2.1666

Semi-Monthly = 2

or

Use actual income/expenses depending on the case situation.

Terminated Income/Expenses	New Income/Expenses
<p>If received/incurred for a FULL month:</p> <ul style="list-style-type: none">✓ Convert if full pay is received each pay period✓ Do not convert if full pay is not received each pay period. Use actual.	<p>If received/incurred for a FULL month:</p> <ul style="list-style-type: none">✓ Convert if full pay is received each pay period✓ Do not convert if full pay is not received each pay period. Use actual.

<p>If received/incurred for a PARTIAL month:</p> <ul style="list-style-type: none">✓ Do NOT Convert✓ Use actual for dates that have already occurred✓ Use representative amount for future dates	<p>If received/incurred for a PARTIAL month:</p> <ul style="list-style-type: none">✓ Do NOT Convert✓ Use actual for dates that have already occurred✓ Use representative amount for future dates
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Deduction Module

Overview of Food Stamp Deductions (MR 3611- 3617)

Earned Income Deduction 20% of countable gross earnings per AU
Standard Deduction AU Size 1-3: \$141 per month per AU AU Size 4: \$153 per month per AU AU Size 5: \$179 per month per AU AU Size 6 or more: \$205 per month per AU
Excess Medical Deduction Allow medical expenses of Elderly or FS Disabled AU members Total medical expenses exceeding \$35 per month per AU
Dependent Care Deduction Allow if needed for an AU member to: <ul style="list-style-type: none">▸ Accept of continue employment▸ Attend school or training to prepare for employment▸ Comply with FS E&T Requirements (suspended at this time) The full-incurred costs of dependent care expenses, including transportation expenses, are allowable as a deduction
Child Support Deduction Allow legally obligated child support payments paid by an AU member. AU must verify the: <ul style="list-style-type: none">▸ legal obligation to pay child support▸ amount legally obligated to pay▸ current payment

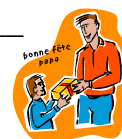
Excess Shelter Deduction

Allow amount by which the **total shelter cost** exceeds 50% of the Net Income

Maximum of **\$459** per month per AU **unless** AU contains an Elderly/FS
Disabled member

TOTAL SHELTER COST = Rent, Mortgage, Tax, Insurance + Utility Expense

H/C SUA =	\$323 per month
Limited SUA =	\$258 per month
Telephone Standard =	\$36 per month
One Non-heating/Non-cooling utility expense =	Actual cost



Child Support Deduction (MR 3616)

To get Deduction	The CS must be legally obligated .
Payments	Allowable Payments include the following: <ul style="list-style-type: none">✓ Cash paid directly to an individual.✓ In-kind support (clothes, diapers, products)✓ Vendor payment - direct payment to 3rd party in lieu of CS (e.g. mortgage)
Amount Allowed	The amount of CS deduction allowed in the budget includes the actual payment made each month as long as it does not exceed legal obligation (unless includes arrearages for a past due amount which was previously not allowed as a deduction).
Verification	Verification Requirements - no deduction unless CS is verified <ul style="list-style-type: none">⇒ Verify initially, at review, and when changes are reported⇒ Verify legal obligation, amount legally obligated (court papers, separation, divorce, probation, CSE), and current payment (receipts, checks, logs, records, statement, CSE)⇒ To allow past due - past due amount must be verified and not have been deducted in a previous FS budget.

Budgeting	<p>Budgeting procedures</p> <ul style="list-style-type: none"> ⇒ Use representative amount based on average of 3 recent months of paid child support. ⇒ If 3 months not available - use best estimate. ⇒ Consider any anticipated changes. ⇒ Allow deduction prior to shelter deduction. ⇒ IPV/E&T sanctioned - allow full deduction. ⇒ Ineligible Alien/Enumeration Sanctioned - prorate deduction. ⇒ Ineligible ABAWD - prorate deduction. ⇒ Ineligible Student - no deduction.
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Utility Expense Chart (MR 3617)



IF	THEN
<p>The AU incurs/expects to incur a heating or cooling expense separately from rent or mortgage</p> <p>OR</p> <p>The AU has received LIHEAP in the last 12 months at the current address</p> <p>OR</p> <p>The AU lives in any housing and incurs or expects to incur excess utility costs which include a heating or cooling expense</p>	<p>Eligible for Heating/Cooling (H/C) SUA Currently \$323 per month</p> <p>This SUA includes: heating, cooling, water/sewage, installation and maintenance for well or septic tank, electricity, cooking fuel, basic service for one standard phone, and garbage collection</p> <p> </p> <p>*Accept the applicant/recipient's statement unless questionable</p>

IF	THEN
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<p>The AU incurs/expects to incur two or more expenses for non-heating or non-cooling utility costs separate from rent or mortgage</p> <p>OR</p> <p>The AU lives in any housing and incurs or expects to incur a non-heating/non-cooling excess utility cost</p>	<p>Eligible for Limited SUA (LSUA) Currently \$258 per month</p> <p>This SUA includes: cooking fuel, electricity not used for heating or cooling, basic service for one standard phone, water/sewage, installation and maintenance for well or septic tank, and garbage collection</p> <p>*Accept the applicant/recipient's statement unless questionable</p>
<p>The AU incurs/expects to incur a utility expense for a telephone only (installed or cellular)</p>	<p>Eligible for the Telephone Standard only* \$36</p> <p>*Accept the applicant/recipient's statement unless questionable</p>
<p>The AU incurs/expects to incur only one utility other than a heating or cooling expense</p>	<p>Eligible for actual utility expense to be used as the deduction. Actual cost includes any one of the following utility expenses: cooking fuel, electricity, water/sewage, installation and maintenance for well or septic tank, and garbage/trash collection. Actual utility cost must be verified with bills for the dwelling from the previous 12 months</p>

NOTE: The AU cannot receive both H/C SUA **or** LSUA and the telephone standard, as the cost of the basic service for one standard phone is included in the SUA.

Shared Utility Situations

In situations where an AU shares utility expenses with others, the FICM must determine what utility standard the dwelling is entitled to receive and allow that utility standard in full for each AU in the dwelling that incurs an allowable utility expense.

The following are some example situations which may help to clarify this issue. In these situations, the recipients purchase and prepare food separately.

- Example 1:** Ms. Jones and Ms. Collins live together; they share the same kitchen. Ms. Jones pays all heating and cooling costs and Ms. Collins pays the telephone bill for the dwelling. Since the dwelling qualifies for the H/C SUA and each person pays at least part of an expense which that SUA covers, each person would receive the full H/C SUA.
- Example 2:** Ms. Davis, Ms. Hardaway, and Ms. George live together. Ms. Davis pays the gas bill (which is the heating source), Ms. Hardaway pays the electric and water bills, and Ms. George pays the telephone bill. Since the dwelling qualifies for the **H/C SUA** and each person pays at least part of an expense which the SUA covers, each person would receive the full H/C SUA.
- Example 3:** Ms. Vernon and Ms. Beal live together. Ms. Vernon pays all of the rent, and Ms. Beal pays all of the electric and phone bills. The home is heated with gas, which is included in the rent. There is no cooling expense. The dwelling qualifies for the **LSUA**. Ms. Beal pays for an expense which this SUA covers. Ms. Vernon does not pay any of the utility expenses which the non-H/C SUA is intended to cover. Ms. Beal would receive the LSUA. Ms. Vernon would receive only the rent expense as a shelter deduction, but no utility deduction.
- Example 4:** Ms. Calhoun lives alone and pays all utility expenses; she incurs an expense for heating with electricity. Sometimes Mr. Ford, who is homeless, stays with her and he pays a portion of the electric bill. The dwelling qualifies for the **H/C SUA**. Ms. Calhoun pays for at least part of an expense that this SUA covers, and Mr. Ford pays at least part of an expense which this SUA covers. Ms. Calhoun receives the H/C SUA; Mr. Ford receives the H/C SUA.
- Example 5:** Ms. Nolan rents a basement apartment (including a separate kitchen and bath) to Ms. James who pays a set amount for rent which includes utilities. In addition to the rent, Ms. James pays for her telephone. Ms. Nolan is billed for a heating/cooling expense. They do not live in the same dwelling. Ms. Nolan would receive the H/C SUA as she is the one who is billed for the utilities. Ms. James can receive a rent deduction and only the phone standard (\$36.00) since her "dwelling" does not pay any utility expense other than the phone. This is different from Example 1 because this is a situation where they are living in separate dwellings versus living in a shared dwelling.

These examples do not cover all the possibilities for shared expenses; see FS policy manual section 3617 for more information.

Application Processing Module

Forms Used at Initial Food Stamp Application

Form Number	Form Name	Purpose of Form
297	Application for Assistance	The Food Stamp Application
297-A	Rights and Responsibilities	Provide info to A/Rs regarding their rights and responsibilities in the FS program
No number assigned	EDD	Documentation of info obtained during initial application interview
No number assigned	COMPASS	On-line Food Stamp Application
830	Food Stamp E&T Program Facts	Provide info to AUs regarding FS work program
846	Change Report Form	Tool for AUs to report changes to agency
339	Simplified Reporting requirements	Provide info to AUs regarding simplified reporting
DS 96	Voter Declaration Statement	Form for AU to indicate its desire to complete voter registration process
5460	HIPAA Notice of Privacy Practices	Provides info to AU concerning the agency's rules regarding security and privacy of confidential health information
524	TANF Community Outreach Services Brochure	Provides information to the AU about TCOS
No number assigned	EITC Brochure	Provides information on EITC and how to apply

SOP to Deny Initial Application(s) for Failure to Keep Appointment (MR 3105)

The count begins the day following the application date	
Food Stamp applications cannot be denied before the 30 th day for failure to attend the initial interview.	
<p>If an AU fails to keep the initial appointment, a Notice of Missed Interview (NOMI) must be sent to the AU informing them that the scheduled appointment was missed. The NOMI also informs the AU that it is his/her responsibility to reschedule a missed interview. The worker must send the NOMI in sufficient time to allow the AU to contact the agency and be interviewed prior to the 30th day. A manual copy of the NOMI must be in the case record or case documentation should indicate that a notice was issued via SUCCESS to have a valid denial.</p> <p>The NOMI can be sent the STAT screen by using the ADT and selecting number 4.</p> <p>The NOMI may be generated either by the system or created manually. Copies of any manual NOMIs are maintained in the case file. If the NOMI is issued through the automated documentation tool (ADT) in letter history, the case documentation should indicate the date and caseload number of the FICM worker who issued the notice.</p>	
Deny application on the 30 th calendar day following the date of application if the A/R misses the initial appointment and makes no subsequent contact with the agency.	
If the 30 th day falls on a weekend or holiday	Complete denial on the first workday following the weekend or holiday
If the verification is received after the denial but prior to the 30 th day, reopen the case within 5 workdays and restore benefits back to the original date of application.	
If the verification for a deduction is not received by the 10 th day, the case can be approved on the 11 th day without the deduction.	

SOP to Deny Initial Application(s) for Failure to Provide Required Verification (MR 3105)

*The SOP count begins the day following the application date

If verification has been requested, the A/R must be allowed 10 calendar days to provide the required verification. If the required verification is not provided by the 10th day, the FICM can deny the application on the first workday following the date the verification is due but no later than 30 days from the date of application.

If the 30th day falls on a weekend or holiday

Complete denial on the first workday following the weekend or holiday

If the required verification is received after the case has been denied, but prior to the 30th day from the application date, reopen the case within 5 workdays and restore benefits back to the original date of application.

If verification of a deduction is not provided within the 10 calendar days allowed, approve the case on the 11th day without allowing the deduction (provided all other requirements have been met). If verification is received after the deadline date but no later than the 30th calendar day following the application date, update the case for the application and the ongoing month(s).

Period of Eligibility (MR 3105-21, 3720-1)

Simplified Reporting AUs (SRR)	PERIOD OF ELIGIBILITY (POE)
<p>All adult AU members are elderly or FS disabled</p> <p>and</p> <p>There is no earned income</p>	<p>Twelve Months</p> <p>Example 1: Applies 3/10 - approved 3/20 POE = 3/1 - 2/28</p> <p>Example 2: Applies 6/25 - approved 7/2 POE = 6/1 - 5/31</p> <p>Note: This is the only POE that can be assigned to these AUs and it can not be shortened.</p>
<p>All other AU's</p>	<p>Six Months</p> <p>Example 1: Applies 2/4 - Approved 2/20 POE = 2/1 - 7/31</p> <p>Example 2: Applies 10/12 - Approved 11/15 POE = 10/1 - 3/31</p> <p>Note: This is the only POE that can be assigned to the AUs. Do not shorten the SRR POE.</p>

Notification (MR 3705)

Written notice to the AU is required upon approval or denial of an application for Food Stamp benefits.

Written notifications must include:

- the proposed action
- the reason for the action
- the effective month of the action
- the AU's right to a fair hearing
- the conditions for continued benefits
- the AU's liability for benefits received during the hearing process
- the availability of free legal representation
- the telephone number and name of a person to contact for additional information



Adequate notice is written communication provided to the AU no later than the date the action is taken.



Welcome to Georgia Electronic Benefits Transfer (EBT) and the Georgia EBT Card

– the safe, convenient and easy way for you to use your benefits.

If you qualify for Food Stamp benefits, you can use your Georgia EBT Card to:

– buy selected food items at any participating store

If you qualify for Cash benefits, you can use your Georgia EBT Card to:

– withdraw your benefits at ATMs nationwide

– get cash or pay for purchases at participating stores

It's so simple and easy!

HOW TO USE YOUR GEORGIA EBT CARD AT THE GROCERY STORE

- 1.** Know your balance before you go shopping by checking your last receipt or calling Customer Service.
- 2.** Hand your Georgia EBT Card to the clerk/cashier OR swipe your card through the Point-Of-Sale (POS) terminal.
- 3.** Be sure to tell the clerk which account to charge (Food Stamp or Cash).
- 4.** Enter your four-digit Personal Identification Number (PIN) on the keypad and press the OK or ENTER key.
- 5.** The amount of your purchase will be deducted from your account.
- 6.** The clerk will hand you your receipt.
- 7.** Make sure the information on the receipt is correct.
- 8.** Keep this receipt for your records. It will show your new balance.

Stores will not give you change for Food Stamp benefit purchases. Only the exact amount of your food purchase is deducted from your Food Stamp benefit account.

You may use your Cash benefits to purchase both food and non-food items (soap, diapers, etc.). Stores can provide cash-back from your Cash account. (Not all stores' policies are the same and some may choose not to offer cash-back. Georgia EBT does not regulate individual stores' policies for cash-back transactions).

HOW TO USE YOUR GEORGIA EBT CARD AT AN AUTOMATED TELLER MACHINE (ATM)

(For a withdrawal of Cash benefits ONLY; Food Stamp benefits cannot be accessed through the ATM)

1. Know your balance and check to see if there is a surcharge for using the ATM.
2. Insert or swipe your card.
3. Enter your Personal Identification Number (PIN) and press the OK or ENTER key.
4. Select the key marked WITHDRAW CASH and then select CHECKING.
5. Enter the amount you'd like in whole dollar amounts (for example, \$20, \$40, \$60, etc.). Some machines only give cash in certain amounts, like \$5, \$10 or \$20 bills. Also, some ATMs may have a limit to how much you can withdraw.
6. Take your card, your receipt and your cash.
7. When you are in a safe place, count your cash and compare it to your receipt.
8. Keep your receipt to help you keep track of your balance the next time you need cash.

Georgia EBT does not regulate individual ATM policy.

Georgia EBT Questions and Answers

How do I get my benefits with the Georgia EBT Card?

Each month your benefits will automatically be added to your account on the same day. As you use your benefits to get cash or buy goods, your account balance will decrease.

When do I get my benefits?

Benefits will be in your EBT account as listed below:

Cash: Cash benefits are available on your Georgia EBT Card on the FIRST calendar day of every month.

Food Stamps: This chart shows the Food Stamp Benefit Issuance Schedule. Find the last digit of your case number (not your card number) and then look across to find out the day of the month that your Food Stamp benefits will be available on your Georgia EBT Card.

<i>If your case number ends with</i>	<i>You will receive your Food Stamp benefits on the</i>
5	5th day of the month
6	6th day of the month
7	7th day of the month
8	8th day of the month
9	9th day of the month
0	10th day of the month
1	11th day of the month
2	12th day of the month
3	13th day of the month
4	14th day of the month

Where can I use my Georgia EBT Card?

You can use your Georgia EBT Card at participating stores and ATMs (cash machines for Cash benefits only) across the country where you see the Quest logo.



What should I do if I lose my card?

If your Georgia EBT Card is lost, stolen or damaged and you need a replacement card, call Customer Service toll-free at 1-888-421-3281.

What is my card number?

Your card number is the 16-digit number on the front of your card.

What if my card won't work?

Call Customer Service at 1-888-421-3281 and they will assist you. This number is found on the back of your card. Customer Service is available 24 hours a day, 7 days a week.

What if there is an incorrect transaction on my account?

When a retailer is paid either too much or too little from your EBT account due to a computer system error, a correction may be made to your balance. This correction could impact your current or next month's balance. You will be mailed an EBT adjustment notice of the correction if it reduces your balance. If you do not feel that the correction is accurate, you may contact your local DFCS office to request a fair hearing.



How do I take care of my Georgia EBT Card?

- 1.** Sign the back of your card and remove the activation sticker.
- 2.** Keep your card safe.
- 3.** Keep your card clean.
- 4.** Do not bend your card.
- 5.** Keep your card away from magnets and electronic equipment, such as TVs, radios, VCRs, microwaves, etc.
- 6.** Do not place it in direct sunlight (i.e., on your car's dashboard).
- 7.** Do not write your PIN on your card.

What is a Personal Identification Number (PIN)?

A PIN is a four-digit secret number that allows only you to use your Georgia EBT Card. Never tell your PIN to anyone! If someone knows your PIN, they can use your card to get ALL of your benefits – and those benefits will not be replaced. You also should not write your PIN on your Georgia EBT Card and do not keep it written down in your wallet or purse. You will receive your PIN in the mail a day or two after you receive your first Georgia EBT Card.

What if I forget my PIN?

If you forget your PIN or want to change your PIN, call Customer Service at 1-888-421-3281 to select a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

What if I enter the wrong PIN?

If you are having trouble remembering your PIN, DO NOT try to guess your PIN when entering it on a POS terminal or ATM. If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered by the fourth try, you won't be able to use it until after midnight because a hold is placed on your card. In some cases, your card may be taken by the ATM. If the ATM keeps your card, contact Customer Service for a replacement card.

What should I do if someone finds out my PIN?

Immediately call Customer Service and select a new PIN.

How will I know my account balance?

The easiest way to know your account balance is to keep your receipts. If you don't have your receipts, you may call Customer Service. You should always know your account balance before you shop.

What happens if the POS machine is not working?

If you want to purchase eligible food items with your Food Stamp benefits, and the POS machine is not working or there is not one at the store, the cashier may fill out a paper form called a food benefit voucher. The cashier will write in your Georgia EBT Card number and the amount you are spending. DO NOT give the cashier your PIN. The cashier will call to see if you have enough benefits in your Food Stamp (ONLY) account to buy the food. If there is enough in your Food Stamp account, you will be asked to sign the voucher and will be given a copy of it. It is very important to keep this copy so you can subtract what you spent from the balance shown on your last EBT receipt. This will give you the current amount on your account. The store cannot process a manual voucher for Cash benefits.

Can I go to a bank teller and withdraw money or inquire about my EBT account?

No, you may only withdraw money from an ATM or through a cash-back/cash-only withdrawal at a participating store. If you have questions, call Customer Service or ask your caseworker.

If I have less than \$10.00 worth of Cash benefits on my Georgia EBT Card, how will I get it out?

You can make a Point-of-Sale purchase or cash-back transaction at participating stores to get these funds.

Are there any fees for using my Georgia EBT Card?

There is never a charge for using your card to buy food. At ATMs and/or POS machines where you see the Quest logo, the first two cash withdrawals each month are free. For each one after that, an 85-cent fee is automatically taken out of your Cash account.

A surcharge is an additional fee charged by the owner of an ATM or POS machine for using that machine to make a cash withdrawal. Surcharges, if any, for getting cash will also be taken from your account automatically. If you do not want to pay the surcharge, simply cancel your transaction and go to another ATM or POS location that does not charge a surcharge.

No Fees

- Food Stamp Benefit Purchases
- Cash Purchases
- Cash Back with Purchases
- Cash Withdrawals at an ATM or POS machine (first 2 per month)

Fees

- Cash Withdrawals at an ATM or POS machine (if over 2 per month) = 85 cents

Surcharges

- Cash Withdrawals at certain ATMs and POS machines; look for a sign near the ATM or POS machine that tells you the surcharge amount

Can I deposit money into my EBT account?

No. You may only withdraw money from your Cash account.

When do I call Customer Service?

- Call to activate your FIRST card.
- Call if your card is lost, stolen or damaged and report it immediately. Always call the minute you find out your card is gone.
- Call if you have forgotten or lost your PIN.
- Call to change your PIN.
- Call if you have questions or need help with your card.

What if I plan to move or change my address?

You must contact your DFCS worker if you move or change your address. Customer Service cannot assist you with your address change.

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Food Stamp Issuance and EBT MR 3810-5

In the last cycle of the month, a conversion file containing all active ongoing FS cases is sent to EBTAS to set up an account and issue benefits. Regular monthly benefits are posted to EBT accounts according to the last digit of the client's case number.

Case Number Ends In:	Day Benefits Available
5	5th
6	6th
7	7th
8	8th
9	9th
0	10th
1	11th
2	12th
3	13th
4	14th

Changes Module

Changes - Reporting Requirements

MR 3720



Simplified Reporting Requirements & Agency Action

Who is affected?	All AUs
How may changes be reported?	Changes may be reported in any of the following ways: In person By telephone By mail By computer match or updates By fax Via COMPASS system
What must be reported by AU?	The gross income exceeds 130% FPL for the AU size. Work hours for an employed ABAWD fall below 20 hours per week or 80 hours averaged per month. * Effective 02/01/09 Georgia was granted a statewide waiver to exempt all ABAWDs from policy compliance and participation in the FS E & T program through 09/30/10.
When must the change be reported?	No later than the 10 th calendar day following the end of the month when the increase occurred. See ABAWD above
What changes require agency action?	The agency must complete the following changes within 10 days of receiving the report: <ul style="list-style-type: none">• All changes reported by FS AU• Changes processed in TANF and Medicaid that automatically update FS• Changes reported by Social Security• Changes via Interfaces and data matches with SSA, (BENDEX/SDX) and related SUCCESS alerts• ABAWD Reports/related SUCCESS alerts• SUCCESS alert child turned age 18 *

Changes - Reporting Requirements Continued....MR 3720



What changes require agency action?	<p>The agency will act on the following received reports and notifications of possible changes in AU circumstances at application and review:</p> <ul style="list-style-type: none">• Newborn Reports• Prisoner Matches• W-4 Wage Matches, New Hires and related Alerts• Child Care Updates• DOL Report of UCB and related SUCCESS Alerts• IEVS• Medicaid Data Mining Interface <p>Although an AU's circumstances may change, the AU's reporting requirement is determined at application or review, whichever comes first.</p>
What forms are required?	Form 846
What is the POE?	<p>12 months for all elderly and or disabled adults with no earned income.</p> <p>6 months for all other households</p>

* **Exception:** Changes in TANF, RSDI and/or SSI are considered known to the Agency and the AU is not required to report.

Steps to Process a Change



1. Document the contact in SUCCESS; include:
 - a. Date change occurred
 - b. Date change was reported
 - c. How change was reported
 - d. If change was reported timely/untimely
 - e. Effect change has on continued eligibility
2. Request verification if required
3. Provide a new Form 846, Change Report Form, with a postage-paid envelope to AU if a completed form is returned.
4. Enter the change information in SUCCESS
5. SUCCESS will notify the AU of the action taken, allowing adequate or timely notice as appropriate.

Types of Notification



(MR 3705)

Adequate Notice

A written communication provided to the AU no later than the date the action is taken.

Applies to: Food Stamp initial applications, reviews, when a change that causes benefits to increase, and mass change.



Timely Notice

A written communication provided to the AU with at least a 14 day waiting period before the date the proposed action is effective. The proposed change is effective the month after the expiration of the 14 day timely notice period.

Applies to: A reported change which causes benefits to decrease or causes ineligibility (e.g. increase in income, AU member is removed, or deduction decrease).

Effective Month to Process a Change* (MR 3715)



Always ask yourself, “Will the change cause the Food Stamps to increase or decrease?”



If FS Benefits Increase or No Change	Provide Adequate Notice
<p>Two Types of Expedited Changes:</p> <ol style="list-style-type: none">1. The loss of \$50 or more gross monthly income2. The addition of new AU member <p>-----</p> <p>Other Changes</p>	<p>These MUST be effective the month after the report.</p> <p>If verification is provided in the month after the report, issue a supplemental payment.</p> <p>-----</p> <p>Change is effective the month after verification is provided and FICM takes timely action</p>

If FS Benefits Decrease/Terminate	Provide Timely Notice
	Change is effective the month after timely notice expires

* Changes that are reported timely by the A/R and acted on timely by the FICM.

Verification Requirements for Changes MR 3715

If FS benefits increase due to a change in:	Verification Requirements	If verification is not provided:
Currently budgeted earned income	TPS*	Close case, allow timely notice
Currently budget unearned income	TPS*	Close case, allow timely notice
Terminated earned income	TPS, verify last day employed, last date of pay, reason for termination, and amount paid (if income will be budgeted for the ongoing month)	Close case, allow timely notice
Terminated unearned income	TPS, verify date of final payment, reason for termination, and amount paid (if income will be budgeted for the ongoing month)	Close case, allow timely notice
<ul style="list-style-type: none"> - Excess medical expense - Dependent care deduction - Utility deduction - Shelter expense 	TPS* EXCEPTIONS: <ul style="list-style-type: none"> • Accept AU statement for Shelter, Utility, and Dependent care. • Reported changes in medical expense(s) are not acted on if learned of from a source other than the AU and verification has to be obtained from the AU. 	Leave at original/lower amount
Child Support Expense	TSP*	Do not allow the deduction, allow Timely Notice.

* Third Party Source

Verification Requirements for Changes MR 3715

If FS benefits decrease due to a change in:	Verify by:
New Earnings	AU statement
New Unearned Income	AU statement
Currently budgeted earned income	AU statement
Currently budgeted unearned income	AU statement
<ul style="list-style-type: none">√ Excess medical expense√ Dependent Care expense√ Shelter expense√ Utility deduction√ Child Support deduction	AU statement

***Verify these changes at the next review if applicable.**

Reviews Module



SOPs for Reviews MR 3710

<p align="center">TIMELY REVIEWS (1st - 15th)</p> <p>A request for continued eligibility received from the AU between the 1st and the 15th day of the last month of the period of eligibility.</p>	
SOP to approve	Timely reviews must be completed for the AU to access benefits in its normal issuance cycle.
SOP to deny	The day after the verification due date but no later than the last day of the last month of the POE. ♦
Receive benefits	Normal Issuance Cycle
<p align="center">UNTIMELY REVIEWS (16th - End of the Month)</p> <p>A request for continued eligibility received from the AU between the 16th and the last day of the month after the period of eligibility. The AU loses the right to uninterrupted FS benefits.</p>	
SOP to approve	By the 28 th day from review application date; SUCCESS issues benefits timely - begin count the day after review application date.
SOP to deny	The day after the verification due date but no later than the 30 th day following the review application date.
Receive benefits	By 30th Day from review application date - begin count the day after the review application date. This could result in a break from AU's regular issuance Cycle.

- If the last day of the POE falls on a weekend or a holiday, FICM must wait until the next workday to deny for failure to verify.
- If the 30th day falls on a weekend or holiday, FICM must wait until the next workday to deny the application.



Forms used for Review Applications

<i>Form Number</i>	<i>Form Name</i>	<i>Purpose</i>
Form 286	TANF/FS Interview Guide	Interview Guide for the TANF/FS program
Form 297	Application for Benefits	Application for FS program
Form 297-A, if Form 297 is used	Rights and Responsibilities	To advise the AU of FS program requirements, and is the review application form
339, if required	Simplified Reporting Requirements	Provides information to AU regarding simplified reporting
830, if required	Food Stamp E&T Program Facts	Provides information to AU about E&T Program
846	Change Report Form	Available to AU to report changes

Processing Food Stamp Reviews

Chart 3710.1 Processing Food Stamp Reviews

If	Then
AU files a review application on or before the 15 th of the last month of the current POE (timely review).	Approve eligible AUs by the last day of the last month of the POE but no later than two (2) days prior to the AUs next normal issuance cycle. Or Deny the review application after the verification due date, by the last day of the last month of the POE, but; no later than two (2) days prior to the date of the next normal issuance cycle. If verification is submitted before the last day of the POE, re-open the review application providing full benefits beginning with the first
AU files a review application between the 16 th and last day of the month of the current POE (untimely review).	Approve the review application by the 30 th day following the review application date. Or Deny the review application after the verification due date by no later than the 30 th day following the review application date.
AU files a timely or untimely application, completes the interview, fails to return verification by the requested deadline but completes the required action within the 30 days following the last month of the current POE.	Process the review application prorating benefits from the date review requirements are met. Process the case within 10 calendar days after receiving the verification.
The AU fails to submit a review reapplication by the last day of the period of eligibility.	No further action is needed. The period of eligibility expires and the case closes.

Processing Food Stamp Reviews

Chart 3710.1 Processing Food Stamp Reviews	
If	Then
AU fails to provide verification of an allowable deduction and the case is approved without the deduction And The verification is received prior to the first month of the new POE.	Issue a restoration retroactive to the first month of the new POE.
AU fails to provide verification of an allowable deduction and the case is approved without the deduction And The verification is provided on or after the first day of the first month of the new POE.	Update the case as a reported change effective with the first month following the month of receipt.
AU fails to file a review application in the last month of the current POE but files an application within the 30 days following the last month of the current POE.	Complete the application as a review. Allow an SOP of 30 days and require verification as for a review. Prorate benefits from the date of the application.