

month. The mother calls to report that the household's combined income exceeds the limit. The Worker determines the cause of the income change and must add the children's father since he is required to be included in the AG. See Section 9.1.

Even when the new household member is not required to be included in the AG, the excessive income must still be reported. When there is no required change to the AG, a recording must be made in case comments to explore other possible changes at the next redetermination.

EXAMPLE: Using the same situation above, if the man who moved in was not related to any of the AG members, and purchased and prepared his meals separate, the AG is still required to report the income change since the combined income exceeds the AG's limit. Once the Worker determines the cause of the income change, since no change is made to the AG, a recording is made and the situation is explored at the next redetermination.

b. Change Reporting AG's

All Food Stamp AG's, in which all adults are at least age 60, which is considered elderly for the Food Stamp Program, and/or disabled with no earnings or only excluded earnings, are certified for 24 months. These AG's may include individuals under age 18 as long as all adults are elderly and/or disabled. See Section 12.15,B for disability determination. These AG's must report the following changes which include, but are not limited to:

- Changes in AG composition;
- Changes of address, including when the AG moves;
- Changes in the amount of rent or utilities when the AG moves;
- Changes in the amount of assets;
- Changes in a legal obligation to pay child support;
- Changes in the AG's income, including:
 - The onset of any non-excluded earned or unearned income
 - A change in unearned income of more than \$50.

Change Reporting AG's must report all required changes within 10 days of onset or knowledge of the change.

2. Changes Acted On For All Reporting Groups

a. Information Verified Upon Receipt

Action must be taken for all AG's when information is received from a source that is considered verified upon receipt. Verified upon receipt **sources are not subject to independent verification** and the provider is the primary source of the information. The only sources considered verified upon receipt are:

- BENDEX and SDX from SSA
- COLA Mass Change and reports in Appendix B
- SAVE from INS **and 40 Qualifying Quarters information from SSA**
- Unemployment Compensation from WV BEP **data exchange**
- Workers' Compensation from WV Workers' Compensation **data exchange**
- FSE&T's information that a client did not comply with work requirements
- IFM's determination of an IPV
- Notification of application for benefits in another state

NOTE: See Chapter 3 for data exchange sources.

b. Changes Which are Considered Reported

The following are considered reported changes for the Food Stamp Program and require follow up and/or action for all AG's.

- Communication from an AG member, such as an office visit, telephone call or written statement to report a change for any program of assistance in RAPIDS; or
- Communication from the AG's documented authorized representative and/or authorized EBT cardholder on behalf of the AG. See Sections 1.4,E and 1.4,T. This does not include SSI/RSDI payees, unless they are also the authorized representative or EBT cardholder; or
- Changes reported during an application for burial assistance and an application or redetermination for any program of assistance which is entered in RAPIDS; or

not prorated when the form is returned by the last day of the 12th month. The AG must be scheduled for its next redetermination at the same time it would have been due had the form been returned on time.

When the DFA-FS-12 is returned by the last day of the 13th month, no OFS-2 is required for reapplication. Instead, the DFA-FS-12 is used as the application form. Benefits for the 13th month must be prorated from the date the DFA-FS-12 is received. The AG must be scheduled for its next redetermination at the same time it would have been due had the form been returned on time.

When the DFA-FS-12 is returned after the last day of the 13th month, full application procedures must be followed, including completion of the OFS-2 and establishment of a new redetermination cycle.

When the 12-month contact review is completed through inROADS, no additional form is required. The client completes the signature requirement electronically. This function in inROADS is only available to the client during the 12th month.

If the client wishes to complete the contact during the 13th month, he must complete form DFA-FS-12.

b. 24-Month Redetermination

All FS AG's certified for 24 months must have a redetermination completed by the end of the 24th month of eligibility. Under no circumstances are benefits continued beyond the last month of certification period, unless a redetermination is completed and the AG is determined eligible. The 24-month redetermination differs from the 12-month contact review as follows:

- The 24-month redetermination may be completed by mail or by inROADS.
- An interview is required regardless of the method in which the redetermination is completed. A telephone interview is conducted unless the client requests a face-to-face interview. When the redetermination is submitted, the Worker completes the interview based on the client's choice of interview methods. When a face-to-face interview is selected, the Worker must schedule the appointment. When

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a telephone interview is selected, the Worker must attempt to contact the client as soon as possible. When the client chooses to complete a telephone interview, but no telephone number is available, a face-to-face interview must be scheduled. When the client chooses to complete a telephone interview, but the client cannot be reached in a reasonable amount of time, a telephone interview appointment must be scheduled.

- Form DFA-FS-24 or inROADS is used. **The DFA-FS-24, inROADS redetermination or the OFS-2 and DFA-RR-1 may be used for redetermination in the 24th month. If the DFA-FS-24 is issued in the 23rd or 24th month, but not returned until the 25th month, no OFS-2 is required for reapplication. Instead, the DFA-FS-24 is used as the application form. Benefits are prorated from the date the application is submitted in the 25th month and a new certification period is established. Otherwise, the OFS-2 and DFA-RR-1 or inROADS application must be used if the client does not return the DFA-FS-24 by the end of the 25th month and wishes to reapply after the 24th month. The client is only required to complete one redetermination form.**

RAPIDS automatically mails the DFA-FS-24 in the 23rd month. It must be returned by the 1st business day of the 24th month. The redetermination must be processed within the same timeframes used for a 6-month redetermination. Changes reported on the DFA-FS-24 are treated as changes reported during the completion of a redetermination.

The form is considered complete when signed by the client or his representative. The redetermination is not complete until an interview is conducted. If the completed form is received before the end of the last month of the certification period, and requested verification is received by the given due date, the client must receive uninterrupted benefits.

Failure to complete a redetermination and interview results in case closure. Notice of closure is required, but advance notice is not required.

C. AGENCY TIME LIMITS

The first month that a reported change is effective is the month following the month the change is reported. The only exception to this is when the Department had the information prior to the month it is reported and failed to act on the information in a timely manner.

1. Increase In Benefits

a. Addition of an AG Member or a Decrease in Income of \$50 or More

The change must be effective no later than the month following the month in which the change is reported. When the change is reported after the data system deadline, supplemental benefits must be issued and received by the 10th of the following month or by the AG's usual issuance cycle in that month, whichever is later.

When there is not enough information to continue Food Stamps, an ES-6 or verification checklist is sent to request the additional information needed. If the AG does not respond, notice for closure of the Food Stamp AG is sent. See Chapter 6.

11. Complaints Regarding Trafficking of Food Stamp Benefits

Complaints concerning a store trafficking FS benefits, such as a retailer buying coupons or EBT benefits for cash or selling ineligible items are referred by the Worker to the USDA FNS Charleston Field Office at (304) 347-5944.

Complaints concerning a recipient who is trafficking FS benefits must be referred to IFM by the Worker. See Section 20.2.

12. Food Stamp Benefits Returned To The Local Office By The Client

NOTE: The following procedures are not intended to circumvent client notification procedures found in Chapter 6.

a. Food Stamp Coupons

When Food Stamp coupons are returned to the local office, the Worker determines if the amount is a full or a partial month's benefit. Unused Food Stamps may not be redeemed for cash.

Returned Food Stamp coupons are forwarded to the Financial Clerk who disposes of them as follows.

- When a full month's allotment is returned, Form ES-FS-11 is completed and the coupons returned to the State Office within 30 days.
- When a partial month's allotment is returned to repay an overissuance, a claim must be established. See Chapter 20.
- When a partial month's allotment is returned for some reason other than an overissuance, Form FNS-135 is completed and submitted to the DFA Economic Services Policy Unit, along with the coupons which were cancelled by the Financial Clerk.

b. EBT Benefits

When the client wishes to return Food Stamp benefits which are in the EBT account, the client is referred to the Repayment Investigator when such staff is available in the local office. The RI completes a claim and removes the benefits from the EBT account, using the administrative terminal, and credits the benefits as a repayment on the claim. The client must sign form IFM-EBT-1. The RI completes the bottom of the form to indicate the benefits were removed.

If IFM staff is not available in the local office, a Supervisor in the local office completes the IFM-EBT-1, removes the benefits from the EBT account, using the administrative terminal. The Supervisor completes a referral through RAPIDS to IFM for the claim and forwards the original IFM-EBT-1 to the RI.

When the client is unable or unavailable to sign the IFM-EBT-1, the Worker must write "Signature Not Available" and record the reason.

13. Inactive, Dormant And Expunged EBT Accounts

a. Inactive Account - 45 Days

When the AG does not use Food Stamp benefits **in the EBT account** for 45 days, RAPIDS automatically sends a letter to notify the client of the inactivity. If the client contacts the Worker and wishes to continue to receive benefits, the Worker resets the account activity date by use of the administrative function. If the client requests AG closure, **the** Food Stamp benefits are stopped after proper notice. Unused benefits remain in the account.

Once the account is inactive, any deposit into the account will not reset the activity date.

b. Dormant Account - 180 Days

When the AG does not use Food Stamp benefits in the account for 180 days, the account becomes dormant, i.e., inaccessible. An alert is sent to the Worker in the local office and, when there is a claim indicated on RAPIDS screen BVCL, an alert is also sent to the RI. A letter is automatically sent from RAPIDS to notify the client he cannot access his account, i.e., use benefits, unless he

contacts the local office. The letter also informs the client that if he does not contact the local office within 13 days, benefits in the account will be applied to any outstanding Food Stamp claim(s). If the client contacts the local office, the Worker resets the account activity date and benefits cannot be applied to a claim(s) unless the client so requests.

If there are no claims and the client does not contact the local office, the benefits remain in the account.

If the account activity date is not reset, the RI, after contact with the local office Worker to check for client contact, takes action to apply the benefits to any outstanding claim(s). Any benefits which are not applied to a claim(s) remain in the account until expunged. See item c.

NOTE: When the Worker is notified of a dormant account, and the Change Reporting AG is still active, the Worker must contact the client to determine if he wishes to continue to receive benefits. If he does, the Worker must reset the account activity date. If the client does not respond, or does not wish to continue receiving benefits, the AG is closed after proper notice. So long as the AG remains active, benefits are deposited into the EBT account. Closure of the Food Stamp AG does not affect or close the EBT account. No action is required for Simplified Reporting AG's, unless the account was not reactivated at the last application or redetermination.

Once the account is dormant, any deposit into the account will not reset the activity date. At application or redetermination, the Worker must reactivate dormant accounts, if applicable.

c. Expunged Accounts - 270 Days

When the AG does not use Food Stamps for 270 days, benefits are expunged, i.e., removed, from the EBT account. An alert is sent to the Worker in the local office and to the RI, when there is an open claim(s) indicated on RAPIDS screen BVCL. A letter is sent automatically from RAPIDS to notify the client that all benefits in his account have been expunged. Expunged benefits may be used to reduce any outstanding Food Stamp claims.

After benefits are expunged, any deposit into the account will not reset the activity date. At application or redetermination, the Worker must reactivate dormant accounts, if applicable.

14. EBT Cards Received In The Local Office

The local office may receive an EBT card and/or PIN from any number of sources, including the client, the Postal Service or other individuals. Regardless of the manner in which the card and/or PIN is received, it must be handled as a negotiable and secured by the Financial Clerk. The local office must not retain an EBT card for a client to claim unless he receives his mail at the office. When a replacement card is required, the Worker can request it through RAPIDS or the client can request it by using the EBT Helpline. The following procedures are used for EBT cards received in the local office.

a. Client Receives Mail in Local Office

When a client receives his EBT card and/or PIN by mail in the local office, it must be secured by the Financial Clerk and entered on the negotiable log. When claimed, the client must sign for the card and/or PIN. If not claimed within 5 calendar days, the Financial Clerk notifies the Worker. If not claimed in 30 calendar days, the Financial Clerk must contact the EBT Project Office (WV EBT) by GroupWise with the card name and number and how it was received to have the card deactivated. The card and/or PIN are then destroyed, noted on the negotiable log and the Worker is notified.

b. Client Returns EBT Card

EBT cards are not accepted by the Worker. When the client mails his EBT card to the local office with or without a request to return benefits, or intentionally/unintentionally leaves his card at the local office, the Financial Clerk must secure the card and contact the EBT Project Office (WV EBT) by GroupWise with the card name and number and how it was received to have the card deactivated. The card is then destroyed, noted on the negotiable log, and the Worker is notified. This includes cards found in the office lobby or a store parking lot and returned by another person.

If the client wishes to return benefits from the EBT account, he must complete and sign the **IFM-EBT-1** indicating the amount to be returned. **When the client is unable or unavailable to sign the IFM-EBT-1, the Worker must write "Signature Not Available" and record the reason.** Benefits are removed from the account by a Supervisor or IFM Repayment Investigator. The client retains the card, unless the request to return benefits is mailed to the local office along with the card. In this instance, the card is destroyed using the above procedures.