

WV INCOME MAINTENANCE MANUAL MANUAL MATERIAL TRANSMISSION

DATE:	November 1, 2011	CHANGE NUMBER: 627
TO:	ALL INCOME MAINTENANCE MANUAL HOLDERS	

DELETE			INSERT OR CHANGE		
PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
i – ii	1	1/10	i	1	11/11
			ii	1	1/10
ii a	1	1/10	ii a	1	11/11
iii – iv	1	8/05	iii – iv	1	11/11
vii – viii	1	1/11	vii	1	11/11
			viii	1	1/11
viii a	1	1/11	viii a	1	11/11
ix	1	1/10	ix	1	11/11
x	1	8/05	x	1	8/05
xi	1	8/05	xi - xii	1	11/11
xii	1	11/08			
xiii	1	11/08	xiii	1	11/11
xiv	1	8/05	xiv	1	11/11
xv – xvi	1	8/05	xv	1	11/11
			xvi	1	8/05
2a – 2b	1	1/10	2a	1	11/11
3	1	7/11	3 – 4	1	11/11
4	1	9/09			
4a	1	10/08	4a – 4b	1	11/11
4b	1	7/07			11/11
5	1	10/08	5	1	10/08
6	1	1/10	6	1	11/11
11	1	7/05	11	1	7/05

WV Income Maintenance Manual Change #627

November 1, 2011

Page 2

12	1	1/10	12	1	11/11
13	1	9/06	13	1	9/06
14	1	1/10	14	1	11/11
15 – 16	1	1/10	15 – 16	1	11/11
16a – 16b	1	1/10	16a – 16b	1	11/11
16c – 16d	1	1/10	16c – 16d	1	1/10
16e	1	1/11	16e	1	11/11
16f	1	1/10	16f	1	11/11
19	1	7/09	19	1	7/09
20	1	1/10	20	1	11/11
21 – 22	1	11/09	21	1	11/09
			22	1	11/11
23 – 24	1	7/09	23 – 24	1	11/11
25	1	9/10	25	1	11/11
26	1	7/09	26	1	11/11
			26a	1	11/11
27 – 28	1	7/09	27 – 28	1	11/11
29	1	10/08	29	1	11/11
30	1	5/11	30	1	11/11
31 – 32	1	5/11	31	1	5/11
			32	1	11/11
32a	1	10/08	32a	1	11/11
32b	1	9/10	32b	1	11/11
35	1	5/11	35	1	11/11
36	1	10/08	36	1	10/08
39 – 40	1	10/08	39	1	11/11
			40	1	10/08
41	1	7/09	41	1	7/09
42	1	10/08	42	1	11/11

WV Income Maintenance Manual Change #627

November 1, 2011

Page 3

42a	1	5/11	42a	1	11/11
43	1	5/11	43	1	5/11
44	1	7/09	44	1	11/11
45 – 46	1	7/09	45 – 46	1	11/11
47	1	7/09	47	1	11/11
48	1	7/06	48	1	7/06
48a	1	7/09	48a	1	7/09
48b	1	7/10	48b	1	11/11
48c	1	1/10	48c	1	11/11
48d	1	7/09	48d	1	11/11
48e	1	7/10	48e	1	11/11
49	1	10/08	49	1	11/11
50	1	3/05	50	1	3/05
55	1	4/00	55	1	4/00
56	1	5/00	56	1	11/11
57	1	12/01	57	1	11/11
58	1	5/06	58	1	11/11
58a	1	5/06	58a	1	11/11
59	1	4/01	59	1	11/11
60	1	5/00	60	1	5/00
63 – 64	1	3/11	63 – 64	1	11/11
65 – 66	1	3/11	65 – 66	1	11/11
66a – 66b	1	3/11	66a	1	11/11
			66b	1	3/11
69	1	3/10	69 – 70	1	11/11
70	1	1/11			
71 – 72	1	3/11	71 – 72	1	11/11
79	1	1/06	79	1	1/06
80	1	7/06	80	1	11/11
81	1	9/10	81 – 82	1	11/11
82	1	1/10			

WV Income Maintenance Manual Change #627

November 1, 2011

Page 4

82a	1	9/10	82a	1	11/11
83 – 84	1	1/10	83	1	11/11
			84	1	1/10
84c – 84d	1	1/10	84c	1	1/10
			84d	1	11/11
85	1	1/06	85	1	1/06
86	1	5/00	86	1	11/11
87 – 88	1	5/00	87 - 88	1	11/11
89 – 90	1	4/10	89 - 90	1	11/11
91 – 92	1	5/00	91 – 92	1	11/11
93 – 94	1	1/10	93 – 94	1	11/11
			94a	1	11/11
95 – 96	1	1/10	95	1	11/11
			96	1	1/10
97 – 98	1	11/09	97 – 98	1	11/11
98a	1	11/08	98a	1	11/11
99 – 100	1	11/09	99	1	11/08
			100	1	11/11
			100a	1	11/11
101 – 102	1	1/11	101 – 102	1	11/11
103	1	1/11	103	1	11/11
104	1	3/02	104	1	11/11
105 – 106	1	3/02	105 – 106	1	11/11
107	1	7/10	107	1	7/10
108	1	1/11	108	1	11/11
			108a	1	11/11
109 – 110	1	1/11	109 – 110	1	11/11
117 – 118	1	3/02	117	1	11/11
			118	1	3/02
121	1	1/11	121	1	11/11
122	1	11/09	122	1	11/09

WV Income Maintenance Manual Change #627

November 1, 2011

Page 5

Appendix E DFA-RR-1	1	8/10	Appendix E DFA-RR-1	1	11/11
Appendix E DFA-2	1	8/10	Appendix E DFA-2	1	11/11
Appendix E DFA-QSQ-1	1	1/10	Appendix E DFA-QSQ-1	1	11/11
i – ii	2	7/10	i	2	11/11
			ii	2	7/10
7 – 8	2	10/08	7 – 8	2	11/11
			8a	2	11/11
9	2	9/10	9	2	11/11
10	2	10/08	10	2	10/08
10a	2	7/10	10a	2	11/11
11	2	7/10	11 – 12	2	11/11
12	2	9/10			
12c	2	10/08	12c	2	11/11
15	2	10/08	15	2	10/08
16	2	10/11	16	2	11/11
19 – 20	2	7/10	19	2	7/10
			20	2	11/11
41 – 42	2	1/10	41	2	11/11
			42	2	1/10
43 – 44	2	1/10	43	2	11/11
			44	2	1/10
i – ii	4	5/11	i	4	5/11
			ii	4	11/11
1 – 2	4	3/09	1	4	11/11
			2	4	3/09
7 – 8	4	8/10	7 – 8	4	11/11

WV Income Maintenance Manual Change #627

November 1, 2011

Page 6

11 – 12	4	3/09	11 – 12	4	11/11
15 – 16	4	10/08	15	4	11/11
			16	4	10/08
19	4	10/08	19	4	11/11
20	4	4/10	20	4	4/10
21 – 22	4	10/08	21	4	10/08
			22	4	11/11
i	6	2/06	i – ii	6	11/11
ii	6	1/10			
3 – 4	6	1/11	3 – 4	6	11/11
7	6	8/10	7 – 8	6	11/11
8	6	6/09			11/11
9 – 10	6	6/09	9 – 10	6	11/11
11 – 12	6	6/09	11 – 12	6	11/11
13	6	6/09	13 – 14	6	11/11
14	6	9/05			
15 – 16	6	9/05	15 – 16	6	11/11
17 – 18	6	6/09	17 – 18	6	11/11
19 – 20	6	1/10	19 – 20	6	11/11
21	6	9/05	21	6	11/11
5	9	9/10	5	9	11/11
6	9	10/08	6	9	10/08
21 – 22	10	5/11	21	10	5/10
			22	10	11/11
22a	10	5/11	22a	10	11/11
33 – 34	10	5/11	33	10	11/11
			34	10	5/11

WV Income Maintenance Manual Change #627

November 1, 2011

Page 7

44a – 44b	10	5/11	44a	10	11/11
			44b	10	5/11
69	10	5/11	69	10	5/11
70	10	7/10	70	10	11/11
71	10	10/08	71	10	11/11
72	10	4/08	71	10	4/08
87	10	10/11	87	10	11/11
88	10	10/08	88	10	10/08
	10	1/10	99	10	11/11
100	10	7/10	100	10	7/10
101	10	5/11	101	10	11/11
102	10	7/10	102	10	7/10
105 – 106	10	10/01	105	10	10/01
			106	10	11/11
107 – 108	10	10/01	107	10	11/11
			108	10	10/01
113 – 114	10	10/01	113	10	11/11
			114	10	10/01
115 – 116	10	10/01	115	10	10/01
			116	10	11/11
119 – 120	10	10/01	119	10	10/01
			120	10	11/11
121 – 122	10	10/01	121	10	11/11
			122	10	10/01
127 – 128	10	10/01	127	10	11/11
			128	10	10/01
129 – 130	10	10/01	129	10	10/01
			130	10	11/11
191 – 192	10	10/01	191	10	10/01
			192	10	11/11

WV Income Maintenance Manual Change #627

November 1, 2011

Page 8

197 – 198	10	3/02	197	10	3/02
			198	10	11/11
199	10	11/08	199	10	11/11
200	10	1/11	200	10	1/11
217	10	8/01	217	10	8/01
218	10	3/18/02	218	10	11/11
5	12	1/10	5	12	1/10
6	12	10/06	6	12	11/11
iii – iv	16	3/10	iii	16	11/11
			iv	16	3/10
53 – 54	16	3/10	53	16	3/10
			54	16	11/11
57	16	11/09	57- 58	16	11/11
58	16	3/10			11/11
58a	16	11/09	58a	16	11/11
1	17	2/11	1	17	2/11
2	17	7/09	2	17	11/11
3	17	5/11	3 – 4	17	11/11
4	17	2/11			
5	17	2/11	5	17	11/11
6	17	5/06	6	5/06	11/11
19 – 20	17	3/09	19	20	11/11
			20	20	3/09
37	17	2/11	37	17	2/11
38	17	3/11	38	17	11/11
51 – 52	17	3/09	51	17	3/09
			52	17	11/11

WV Income Maintenance Manual Change #627

November 1, 2011

Page 9

52a	17	4/09	52a	17	11/11
59	17	2/11	59	17	2/11
60	17	1/10	60	17	11/11
61	17	9/09	61	17	11/11
62	17	3/09	62	17	11/11
71	17	3/09	71	17	3/09
72	17	4/09	72	17	11/11
77	17	5/11	77	17	11/11
78	17	9/95	78	17	9/95
93	17	1/10	93	17	11/11
94	17	5/11	94	17	5/11
i	23	7/10	i – ii	23	11/11
ii	23	3/11			
iii – iv	23	7/10	iii – iv	23	11/11
3 – 4	23	7/10	3	23	7/10
			4	23	11/11
5 – 6	23	7/10	5	23	11/11
			6	23	7/10
7 – 8	23	7/10	7	23	7/10
			8	23	11/11
9 – 10	23	7/10	9 – 10	23	11/11
11 – 12	23	7/10	11 – 12	23	11/11
13 – 14	23	7/10	13 – 14	23	11/11
21 – 22	23	7/10	21	23	11/11
			22	23	7/10
2a – 2b	26	10/10	2a	26	10/10
			2b	26	11/11

17	27	12/10	17 – 18	27	11/11
18	27	6/09			
FORM DFA-CI-1		5/00	FORM DFA-CI-1		11/11
FORM OFS-6a		1/02	FORM DFA-6a		11/11

This change was made to add electronic signature and remove the face to face interview requirement for SNAP based on a waiver and elimination of the interview requirement for all Medicaid groups. This change includes corrections/clarifications to Chapters 1, 2, 4, 6, 9, 10, 12, 16, 17, 23, 26 and 27.

Chapter 1:

Section 1.2: Added electronic signature.

Section 1.2,C,1: Reference to the ES-15 form was changed to the DFA-15 form.
Removed specific manual reference citations.

Section 1.2,K,1: Added clarification regarding programs requiring a face to face interview.

Added telephone interview and inROADS application process.
Reference to the ES-15 form was changed to the DFA-15 form.

Section 1.2,K,2: Removed reference to a specific RAPIDS screen.

Section 1.2,K,3: Removed reference to specific Medicaid groups.
Added Community Partners are permitted to verify citizenship.

Section 1.2,K,4: Added Community Partners must indicate the source used to verify citizenship.

Section 1.2,K,6: Removed specific manual reference citations.

Section 1.3,B: Reference to Quality Assurance (QA) was changed to Quality Control (QC).

Reference to the ES-CI-1 form was changed to the DFA-CI-1.

Section 1.3,D: Reference to QC Medicaid was changed to Qualified Child.

Section 1.3,G: Added inROADS as another method to apply.

Section 1.4: Removed specific manual reference citations.

Section 1.4,A: Added electronic signature.

Updated 12 month contact review form is not required if the review is completed by phone.

Added AG's eligible for re-instatement of SNAP benefits without a new application when the following criteria are met: SNAP benefits are in closed status, AG must have at least one full month remaining in the certification period, the change reported and verification (if necessary) must be reported during the 30 days following the last month benefits are received, and the AG must be eligible for reinstatement month and remaining months in the certification period.

- Section 1.4,R,4: Added the missed interview notice is system generated.
- Section 1.4,S: Added Application to the title of Redetermination Variations.
Removed Redetermination Alerts causing the remainder of the section to be re-numbered.
- Section 1.4, S, 6: (5) new number.
Added text to include the waiver of face-to-face interview at application.
Removed implementation schedule for the waiver of face-to-face at redetermination.
Moved the waiver of face-to-face redetermination to letter "b" and added the waiver of face-to-face at application as letter "a."
Waiver of face-to-face interview at application policy.
- Section 1.4,T: Removed text in reference to SNAP ID card. Removed specific RAPIDS screen name.
- Section 1.6: Reference to the ES-2, ES-5, ES-6 and OFS-6a forms were changed to the DFA-2, DFA-5, DFA-6 and DFA-6a.
Removed face to face interview requirement.
Added clarification regarding interview requirements.
Added electronic signature.
Added clarification regarding signature requirements and electronic signature.
Removed specific manual reference citation.
Reference to client was replaced with applicant.
Reference to the DFA-2 form was replaced with application.
- Section 1.9,A,1: Added clarification regarding programs requiring an interview.
- Section 1.9,I: Removed specific manual reference citations.
- Section 1.10: Added inROADS application information and electronic application submission information.
- Section 1.15: Added inROADS and electronic signature.
Removed interview requirement.
- Section 1.16: Reference to the ES-2, ES-5, ES-6 and OFS-RR-1 forms were changed to the EFA-2, DFA-5, DFA-6 and DFA-RR-1.
Removed face-to-face interview requirement.
Added clarification regarding interview requirements.
Added electronic signature.
- Section 1.19: Removed face-to-face interview requirement.
Added clarification regarding interview requirements.
Added electronic signature.
- Section 1.20: Removed face-to-face interview requirement
Added clarification regarding interview requirement.
Added electronic signature.
Added DFA-5 form.
- Section 1.21: Removed face-to-face interview requirement.
Added clarification regarding interview requirements.
Added electronic signature.
- Section 1.22: Removed face-to-face interview requirement.
Added clarification regarding interview requirements.
Added electronic signature.
Reference to the OFS-6a form was changed to the DFA-6a form.

- Section 1.24,B,1: Removed interview requirement.
Section 1.24,E,2: Reference to the ES-NL-A form was changed to the DFA-NL-A.
Section 1.24,E,3: Reference to a specific RAPIDS system screen was removed.
Clarification was added regarding closure notice due to death.
Appendix E: Form DFA-RR-1 was updated to remove reference to ABAWD policy.

Chapter 2

- Section 2.2: Updated policy regarding action necessary when a change is reported. Inserted "Action on a Reported Change" table.
Section 2.2,B,3: Unclear information – added required verification. Updated language of 12-month contract reviews to be inclusive of contact reviews completed by phone.
Added third party as a source of unclear information.
Section 2.2,C,1,b: Replaced Groupwise with email.
Section 2.4,D,3: Replaced phone interview with phone contact.

Chapter 4:

- Section 4.1: Added note for SNAP reported changes resulting in a decrease in benefits no verification is required. Added outdated to be considered questionable.
Added for SNAP only the income amount must be more than \$50 for verification to be required.
Section 4.2,B,2: Added "income" to amount must be more than \$50 for verification to be required.
Section 4.2,B,3: Added shelter expenses are only verified when information provided is questionable.
Section 4.2,B,4: Added utility expenses are only verified when information provided is questionable.
Section 4.2,B,5: Added OSCAR as a possible source of verification.
Section 4.2,B,6: Added for SNAP only when information is questionable is dependent care expenses verified.
Section 4.2,D,4: Added for SNAP only that good cause is determined at redetermination for leaving or refusing employment.
Section 4.2,D,5: Added for SNAP only that good cause is determined at redetermination for voluntarily quitting employment.
Section 4.2,H,1: Added SVES data match as a possible source of identity.
Section 4.2,H,8: Added for SNAP only verify which parent will receive benefits for a child in joint custody cases only when information provided is questionable.

Chapter 6

- Section 6.2,A,3: Reference to the OFS-6a form was changed to the DFA-6a.
Section 6.3: Reference to the ES-NL-A form was changed to the DFA-NL-A.
Reference to the ES-NL-B form was changed to the DFA-NL-B.
Reference to the ES-NL-C form was changed to the DFA-NL-C.
Reference to the OFS-6a form was changed to the DFA-6a.
Removed specific manual reference citations.

Chapter 9

Section 9.1,A: Added to the shared custody policy that there is no required maximum/minimum amount of time a child must spend with a parent or the percentage of custody is not the determining factor in which the parent receives SNAP for the child.

Chapter 10

Section 10.3,DD: Corrected a typo and moved the note of income guidelines for when a child turns 18.

Section 10.3,OOO: Corrected HUD rent and utility language that was removed in previous manual change.
Removed 2010 from Census 2010 Bureau wages.

Section 10.3,BBBB: Corrected HUD rent and utility language that was removed in previous manual change.

Section 10.4,B,7,b: Removed references of verifying utilities for SUA eligibility.

Section 10.4,D,7: Added note to Educational Income stating not all stipends are considered financial assistance. Each stipend must be evaluated on a case-by-case basis.

Section 10.4,D,10: Removed reference to Census 2010 to be inclusive of all census income.

Section 10.4,D,13: Added the agency is not to inquire with SSA regarding withholdings from SSI payments.

Section 10.6: Removed specific interview information.

Section 10.7, H: Removed specific interview information.

Section 10.21: Removed specific manual reference citations.
Reference to the ES-6 and ES-6a forms was changed to the DFA-6 and the DFA-6a.

Section 10.22: Reference to the ES-6 and ES-6a forms was changed to the DFA-6 and the DFA-6a.

Chapter 12

Section 12.3,B,1: Removed specific interview information.

Chapter 16

Section 16.7,E: Removed specific manual reference citations.

Section 16.7,H: Added clarification regarding the application process.
Removed specific interview requirements.
Removed specific manual reference citations.

Chapter 17

Section 17.2: Removed specific interview requirements.

Section 17.10,B,4,e: Added clarification regarding permissible transfers.

Section 17.12: Removed specific manual reference citations.

Section 17.17: Removed specific manual reference citations.
Removed specific interview requirements.

Section 17.27: Removed specific manual reference citations.
Section 17.32: Removed specific interview requirements.
Section 17.47: Removed specific interview requirements.

Chapter 23

Section 23.2: Removed specific manual reference citations.
Removed specific interview requirements.
Section 23.3: Removed specific manual reference citations.
Removed specific interview requirements.
Section 23.8: Reference to Quality Assurance (QA) was changed to Quality Control (QC).
Removed specific manual reference citations.

Chapter 26

Section 26.1,D: Added electronic signature.
Added clarification regarding signature requirements and electronic signature.

Chapter 27

Section 27.13,D: Removed specific manual reference citations.

Forms:

DFA-2: Replaced Medicaid reference to Medicare in Section XVI on page 26.
DFA-QSQ-1: Removed specific interview information on page 2 and page 6.
DFA-CI-1: Replaced Food Stamp reference to SNAP.
DFA-6a: Updated form.
DFA-15: Updated form.
DFA-RT-1: Added clarification to Section X regarding Characteristics.

Policy questions should be directed to the DFA Economic Services Policy Unit.
RAPIDS questions should be directed to the RAPIDS Help Desk.