## **The Case Maintenance Process**

**EXAMPLE:** A WV WORKS recipient reports in January, prior to the RAPIDS COLA mass change, that his RSDI amount has increased. The Worker notes this in case comments, but does not change the income. The income is updated when the RAPIDS COLA mass change occurs.

For redeterminations completed prior to the RAPIDS Mass Change, the Worker must use the previous amount, even if the redetermination is completed in January. For redeterminations completed in the month before the RAPIDS COLA mass change, use the new amount.

**EXAMPLE:** A SNAP recipient completes a redetermination in January. The RAPIDS COLA mass change is scheduled to occur in January, effective February. He reports that his SSI increased in January. The Worker notes this in case comments, but completes the redetermination using the previous year's amount of SSI income. The SSI income is updated during the RAPIDS COLA mass change.

## C. CHANGES NOT RELATED TO COLA

Changes in RSDI and SSI for applicants and recipients which are not related to the COLA, must be acted on according to the program of assistance. The RAPIDS mass change will not automatically update these AGs. See the program specific sections in this Chapter and Section 3.3 for data exchange.

**EXAMPLE:** A client reports on December 2nd that his SSI is ending that month and he will not receive any SSI income in January. The Worker takes action to update his January benefits based on this change.

**EXAMPLE:** A client reports on January 9<sup>th</sup> that her SSI is being reduced effective February due to an error made by SSA not related to the COLA. The Worker takes action to update her February benefits based on this change.