

- Visual Impairment Services

All general public information should be made available in accessible formats such as large print, audio, and Braille. Public entities are responsible for providing these upon request, unless doing so causes an undue burden. Public entities are prohibited from charging a fee for auxiliary aids and services.

- Interpreter Services With Phone Companies

Verizon offers interpreter services free of charge. An Interpretation Unit is accessible through Verizon's main phone number.

- Interpreter Services With Community Resources

If an individual requires an interpreter, the Worker must contact local resources to locate one. Examples of community resources include, but are not limited to, the Board of Education, local colleges and the Division of Rehabilitation Services. If a local community resource cannot be located, the Supervisor of the Worker must contact the DFA Policy Unit for assistance.

- Interpreter Services For Participants In The Refugee Assistance Program

Interpreter services are available for individuals who are participating in the Refugee Assistance Program. See Section 18.10, request for services can be made by contacting the following agency:

Office of Migration and Refugee Services
1116 Kanawha Boulevard, East
Charleston, West Virginia 25301
(304) 343-1036

EXAMPLE: An individual applies for WV WORKS. He has a learning disability and is unable to read, comprehend or complete the application. A reasonable accommodation is for the Worker to read the application to the individual and to explain the information fully.

EXAMPLE: A client is physically unable to come to the local office for appointments made to keep her benefits. A reasonable

3. Case Reviews And Case Maintenance

While a redetermination is a required periodic review of total eligibility, a review may be conducted at any time on a single, or combination of questionable eligibility factor(s).

NOTE: SNAP recipients may be requested, but not required, to complete a face-to-face interview between redeterminations. See Section 2.2 for an explanation of the procedure used when the Worker or Agency needs to clarify information received about the SNAP AG.

The case maintenance process may involve a review or activities that update the Department's information about the recipient's circumstances between the application and first redetermination and between redeterminations. Changes in eligibility or the benefit amount may occur. If so, data system action and client notification of any changes are required.

Some special situations may require a more formal review process. This may be a special procedure to target an error problem.

NOTE: Home visits for SNAP AG's may only be made on case-by-case basis and not because an AG fits an error prone or other profile.

4. Resource Development

Medicaid recipients are responsible for applying for and accepting alternative means of support. This is an eligibility requirement for this Program. See Chapter 5.

WV WORKS recipients are responsible for taking necessary steps to apply for alternate available resources. This resource development is part of the Personal Responsibility Contract. See Section 5.2 for details and exceptions.

SNAP recipients must be encouraged to take advantage of any potential resources that may be available, but failure to apply for or accept such benefits does not affect SNAP eligibility.

C. APPLICATION REGISTER AND OTHER COUNTY CONTROLS

1. Application Register

Each local office must maintain a register of applications received by the Department on Form DFA-15, Application Log, or a similar method, containing at a minimum, the same information on the DFA-15. The office

Application/Redetermination Process

may choose to have the application register maintained for the entire office or unit. If retained by each unit, copies of the registers must be compiled at the end of each month and stored together in one location.

2. Home Visit Register

The local office must devise a method to control and monitor inquiries and requests for applications which require a home visit. In addition, any home visit made must be shown on the log.

If any other registers or controls related to the application process are required, they are program or coverage-group specific and listed with the program or group.

The Worker, Supervisor, CSM or RD may establish any other registers necessary for the day-to-day operation of the local office.

D. WORKER RESPONSIBILITIES

The Worker has the following general responsibilities in the application process. Responsibilities that are Program- or coverage group-specific are found in the Program sections of this Chapter.

- When the Worker has access to the applicant, he must inform him of Department benefits, and providing SSN's for non-applicants is not required but will be used to facilitate enrollment in insurance affordability programs for verification of financial information.
- Accept an application from any person or his representative who wishes to apply.

NOTE: Certain programs, such as CDCS, I/DD, TBI and HCB Waiver, require a medical and/or other determination by a community agency or government division other than DFA and a financial determination by an Income Maintenance Worker. When an applicant's medical eligibility for, or enrollment in, these programs is pending, he must not be refused the right to apply, but must be evaluated for any or all DFA programs.

- Ensure the client is given the opportunity to apply for all of the Department's Programs on the date that he expresses an interest.
- Obtain all pertinent, necessary information through verification, when appropriate.
- Inform the client of his responsibilities, the process involved in establishing his eligibility, including the Department's processing time limits, and how the beginning date of eligibility is determined.

- Adhere to the Department's policies and procedures to establish eligibility, including those regarding timely action and/or decision.
- Assist the client in obtaining information required to establish his eligibility. When the Worker must make a collateral contact, such as an employer, the Worker must not disclose the client's status as an applicant/recipient of a Department program.
- Maintain the confidentiality of all information received from or about the client. When the Worker must make a collateral contact, such as with a client's employer, the Worker must not disclose the client's status as an applicant/recipient of a Department program.
- When the Worker is aware an applicant is an employee of the Department or relative of a Department employee or otherwise clearly may have an interest in limiting access to his case information, the option of coding his case confidential for his protection is presented. The advantages and disadvantages of limiting access to certain staff are explained. The applicant's choice is documented in case comments.

EXCEPTION: Staff must not initiate contact with law enforcement officials to disclose information regarding SNAP clients. However, information pertaining to a SNAP client or member of his household may be provided when written requests from federal, state or local law enforcement officers are received on official department letterhead of the issuing law enforcement agency and verifies that:

- The individual is fleeing to avoid prosecution, custody or confinement for a felony; or
- The individual is violating parole or probation; or
- The individual has information necessary for the officer to conduct an official duty related to either of the two statements immediately above.

The Worker provides only the individual's last known address and SSN and, if available, a photograph of any member of the individual's household. It is the responsibility of the CSM to review and approve the release of all such information. If a written request for information is questionable, the Supervisor or CSM must contact the DFA Economic Services Policy Unit for assistance. Additional guidance on releasing confidential information is outlined in the DHHR Common Chapters Sections 200 - 260.

NOTE: In all situations where case information is released to another organization or agency, the information must have form **DFA-CI-1** attached.

Per client request, make available his case information including all electronic submissions and paper documentation during normal business hours. See DHHR Common Chapters Section 230 for additional information.

When the client discloses a domestic violence situation, extreme caution must be taken to safeguard any information about the individual's location or living situation. The Worker must not contact the individual named as the abuser or his relatives or friends for any information or verification required from the client. The eRAPIDS case must be coded with the domestic violence indicator to alert all who access the case about the client's situation. The indicator is coded in **eRAPIDS** with either of the following:

DA-Domestic Violence Disclosed - Referral Accepted

DR-Domestic Violence Disclosed - Referral Refused

The codes indicate disclosure of domestic violence and whether or not the client accepted a referral to a community domestic violence agency.

- Notify the client of the eligibility decision as soon as possible, but at least within the processing time frames for each Program or coverage group.
- Ensure that copies of all pertinent information are placed in the client's case record or given to appropriate staff to file.

NOTE: Copies of any information which involve a domestic violence situation must never be placed in the case record to insure the safety of the client and to insure that the alleged abuser does not gain access to information which may compromise the safety of the client. If it is necessary to maintain records for the purpose of documentation of the situation for a WV WORKS temporary exemption from work requirements, the information must be maintained in a separate file which is secured and available only to Supervisors. Information maintained in a separate file regarding domestic violence may be presented as evidence at a Fair Hearing, so long as the client agrees to use of the information for such purpose.

- Ensure that proper case recordings are made to document the Worker's actions and the reason for such actions.

NOTE: Information about a domestic violence situation or the whereabouts of an individual or family who has left a domestic violence