

FYI

Accepting Fax Documents for EA, EAEDC, FS and TAFDC Verifications

Verifications for EA, EAEDC, FS, and TAFDC may be hand delivered, mailed or accepted by fax. However, accepting faxed documents can present some issues.

Occasionally, there are documents that simply do not fax well and transmit in an unreadable fashion. In these cases, AU Managers may request the original documents either hand-delivered or mailed from the recipient.

Also, there may be times when documents received by fax seem questionable. Examples of questionable documents include:

- Documents that appear to be altered or tampered with, such as a birth certificate that seems to have information “whited-out” and typed over;
- A medical verification or doctor’s note that is not written on a doctor’s letterhead. In these situations, it’s appropriate to require an original document on a doctor’s letterhead.

For documents that contain an authorization to release medical

information, for example, the EAEDC Medical Report, an original document with the applicant or recipient’s signature must be obtained. A faxed copy maybe accepted as temporary verification as long as it is followed up with the original document.

Questionable documents should be reviewed with the supervisor to determine whether additional documentation is needed.

FYI

BEACON Help Revisions

The following is a list of Help windows that have been updated.

The list reflects updates made to both the primary and secondary windows.

Alternate SSN

- Fields & Buttons
- Alternate SSN Identifiers (Pop up)
- Alternate SSN Tracking Tools (Pop up)
- Assign TAO Issued Numbers (“How To”)
- Change an Alternate SSN to a Valid SSN (“How To”)
- Disposition a Does Not Match with SSA Match (“How To”)
- Disposition an Unknown to SSA Match (“How To”)
- Enter an Alternate SSN (“How To”)
- Enter the Correct SSN (“How To”)
- Update an Alternate SSN (“How To”)
- Warnings, Edits and Messages

APID (Glossary term)

Assessed Person

- Warnings, Edits and Messages

AU Composition Results – Sanction Tab

Child Support Sanction

Clients With Facsimile/Dummy SSNs (View)

Clients With Sanctions (View)

EAEDC / SSI Timely Case Closing (Pop up)

Eligibility Explorer Narratives Tab

- Fields and Buttons

Eligibility Explorer Results Tab

- Complete a TAO Director Override for Proof of SSI Application or Appeal (“How To”)
- Display Eligibility Explorer Results Tab AU Information (“How To”)

How To

Name Clearance

- Conduct Name Clearance (“How To”)

Name Clearance Results

- Fields & Buttons

Riverside Rule (Pop up)

SSN Verification (View)

FYI

Changes to Policy Online and DTA Online

This month you will see the following changes to Policy Online and DTA Online:

Policy Online

Field Operations Memos

In addition to the current numerical listing, the following options EA, EAEDC, Food Stamps, TAFDC, Cross-Program and Obsolete are displayed directly beneath the title *2005 Field Operations Memos*. When selected, the Field Operations Memos for the specific program type, those that are cross-program or those that are obsolete will be displayed.

Online Forms

The English and Spanish versions of the NFL – 18: *Notice to Recipients Requesting Financial Services* have been added to the list of Online Forms.

State Letters

At the request of TAO staff, the text of the 2005 State Letters is now available online.

DTA Online

Latest News/Photo Gallery

A link titled *Commissioner Wagner’s Testimony-USDA-2007 Farm Bill* has been added to the Latest News/Photo Gallery. When selected, the text of the Commissioner’s testimony is displayed.

The following memo has been added to the Latest News/ Photo Gallery: *Federal Awards for DTA*. Pictures taken at the ceremony are included.

DTA Online Home

A new option titled *2005 Field Operations Memos* has been added

to the DTA Online Home section. When selected, the list of Field Operations Memos issued in 2005 will be displayed. The text of the memos is available online. As Field Operations Memos are issued, they will be added to this list and will continue to be available from Policy Online.

FYI

Globe Santa Mailing

In October, active TAFDC, EAEDC, and Food Stamp recipients who reside in the Globe Santa geographical area received the “Boston Globe Santa – Holiday Gift Verification Notice.” Recipients may send this notice with their letter to Globe Santa requesting to participate in the Boston Globe Santa program. This verification notice lists the name, date of birth and gender of all children age 14 years or younger.

A second mailing will occur in the middle of November for new AUs that were approved after the first mailing.

Families who did not receive the notice will contact either the Central Office Income Verification Unit at 1-800-632-8095 or their AU Manager. This notice is available from the Letter Request window in BEACON.