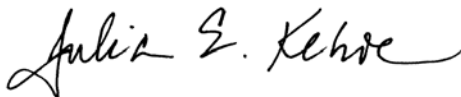


tions, employers, property owners, and most of all, the people we serve.

Key to this collaboration is high quality customer service. I understand this was a top priority of my predecessor, and it is one of mine as well. I believe that in order to most effectively meet our mission, we must understand how our policies, procedures and communication styles directly or indirectly impact the assistance we give. We must continually seek input from our customers and partners, and strive to improve, even when we're already doing a great job! We have received feedback from several focus groups, and have developed a customer service survey to measure our performance. We will use the information that we receive to identify best practices as well as opportunities for change. Our next step will be to expand these efforts in order to get as much information as often as possible so we can continually strive to best provide assistance to those we are employed to serve.

Thank you for your continued support and patience as I learn my way around DTA. I look forward to meeting as many people as possible over the next several months.

Sincerely,



Julia E. Kehoe, Commissioner



COMMUNICATION is the KEY

Quality Corner

This month we will review an error that pertains to Monthly Reporting.

Changes Recorded on a Monthly Report

A TAFDC AU included a mother and four children. On her November Monthly Report, she reported a change in household composition and a change in shelter expenses. One of her sons was no longer living with her and her rent had changed to \$89 per month. Although the income from this Monthly Report was correctly entered onto BEACON, the change in household composition and the change in shelter expenses were not processed.

The December Monthly Report included this same changed information but the Monthly Report was submitted late and the TAFDC AU closed. When the TAFDC AU was reinstated in January, the AU Manager noticed the reported changes in household composition and rent amount, but it was too late to avoid the overissuance error for the December food stamp issuance.

What's an AU Manager to Do?

The Monthly Report not only collects information about

earned income, it also collects changes in unearned income and household circumstances.

AU Managers must carefully review all the answers on the Monthly Report to detect any changes in household circumstances. In this particular case, the change in household size and the change in shelter expenses would have impacted the food stamp benefit amount for December. Changes reported on a Monthly Report must be reviewed and entered onto BEACON in a timely manner once verified. This timeliness ensures that the food stamp benefit is correct for both the PA AU and a potential NPA AU.

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From the Forms File

Revised Brochure

02-615-0507-05

DVB Brochure (Rev.5/2007)

Domestic Violence Unit -

Everyone Deserves to be Safe!

This brochure has been reformatted, and the TAO Domestic Violence Specialists' contact numbers have been updated. The brochure will be available in other languages soon.

New Food Stamp Program Outreach Materials

The following outreach tools were created to better assist applicants and make the FS process easier for applicants, outreach providers and AU Managers. These materials were presented at the third annual Food Stamps *There When You Need Them* trainings across the Commonwealth. The focus was on food stamp outreach for the elderly population.

09-425-0507-05

FSOP-Fax Cover (5/2007)

Food Stamp Outreach Partners Fax Cover

This fax cover standardizes the cover page for FS applications, verifications and other information received from Outreach Partners. This form will assist outreach providers and AU Managers by summarizing needed information on one page. The following information can be indicated on the FS Outreach Partners Fax Cover: agency contact, applicant information, requests for phone interview or interpreter services, proofs or other documents submitted with the application. A comments section is included for additional information and any additional comments.

09-420-0407-05

IFSA (4/2007)

Information for Food Stamp Applicants Next Steps

This form was shared with Outreach Partners who will be assisting clients by sending FS applications to DTA by fax or through the web. The next steps in the application process are outlined on this form in an effort to clearly set expectations for FS applicants. It states