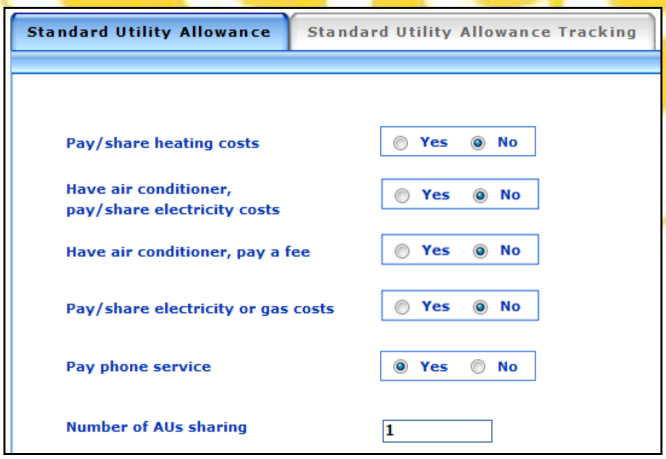
The BLURB

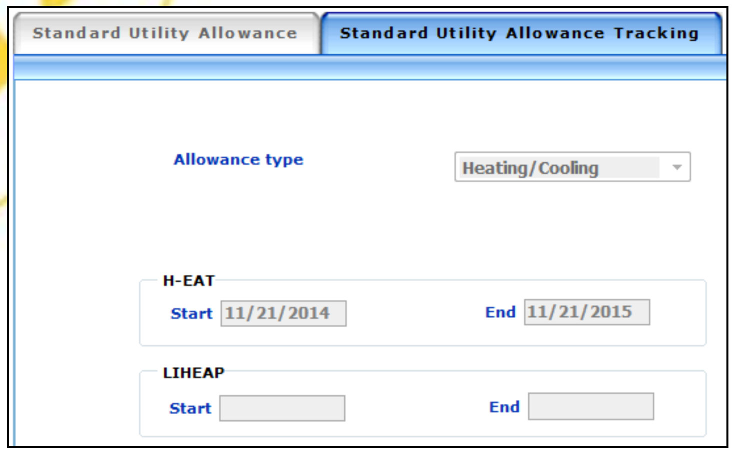
Blurb #44:

Standardizing the Standard Utility Allowance

New Changes to how DTA handles SUA in BEACON

If you have logged into BEACON in the last few days you may have noticed that the SUA page looks different. If you have not seen it yet, the SUA page is now split into two different sections: the *Standard Utility Allowance* tab and the *Standard Utility Allowance Tracking* tab.





As you can see, the *Standard Utility Allowance* tab asks about utility expenses incurred by the household as it always has, while the *Standard Utility Allowance Tracking* tab is designed to inform you of the designated SUA based on all information known to BEACON (including client-reported utility responses and the receipt of H-EAT or LIHEAP benefits).

When it comes to case processing, it is important to remember that the *Standard Utility Allowance* tab should reflect how the client responds to utility questions. This is more important than ever as SUA information will *not* be pre-filled on SNAP Recertifications / Interim forms. In addition, we must not let information from the *Standard Utility Allowance Tracking* tab influence how we document client answers to questions on the *Standard Utility Allowance* tab.

<u>Example</u>: In the two screenshots seen above, the *Standard Utility Allowance* tab was completed according to information supplied by the client on their application. In this case, our client reported that they pay for no utilities, except their telephone. Even though there is information regarding H-EAT contained in the *Standard Utility Allowance Tracking* tab, the *Standard Utility Allowance* tab was nevertheless completed based on the information supplied by our client and thus the client's case will only be credited with the Phone SUA.

Remembering to complete the *Standard Utility Allowance* tab in accordance with gathered client information and verification rather than based on information we find in the *Standard Utility Allowance* tab is a quick and easy way to prevent case errors!