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Quality Corner

This month we will review an error caused by the disregard of a reported change in earnings in the SNAP benefit calculation. We will also review an invalid denial.

Information Reported at Interim Report

The NPA SNAP household consisted of a 23-year-old adult. The case was certified as Annual Reporting with a certification period from December 11, 2012 to December 10, 2013. The household income on file was earned income of \$901.

The client submitted an Interim Report (IR) on May 9, 2013. On the IR, the client had checked the No Change box and had attached her two most recent wage stubs which showed an increase of more than \$100 in earned income. The case manager processed the IR without including the verified change in income.

Quality Control (QC) determined that the change in income should have been used in the SNAP benefit calculation for the subsequent certification period. This caused an overissuance of \$58 for the review month.

What's a Case Manager to Do?

Case managers must review the IR and any proofs the client submits with the IR to determine if there are changes. A checked No Change box does not necessarily mean that there are no changes. A careful review of the subsequent pages of the IR and proofs submitted may reveal discrepancies. Be sure, also, to check for and process any outstanding matches.

Case managers are also reminded that at IR, a reported decrease in earned income of \$100 or more must be verified if the change would cause an increase in SNAP benefits. For more information on processing Interim Reports, see Operations Memo 2011-43.

Invalid Denial

A web application was received on May 30, 2013. A telephone interview was conducted on June 19, 2013 but the case manager did not issue a verification checklist to the client at that time. On June 28, 2013 (Day 29), a verification checklist was issued to the client with a due date of July 8, 2013. On July 1, 2013 (Day 30 was Saturday), the case was denied for failure to provide verifications. The case manager did not give the client 10 days to provide the verification, so this is an invalid denial.

What's a Case Manager to Do?

The verification checklist should have been completed and mailed to the client on the day the client was interviewed instead of being mailed on the 29th day. This would have allowed the client sufficient time to provide the requested verifications.

In addition, when the verification checklist was eventually issued, a pending denial form (SNAPNL-2) should have also been issued, allowing the client 60 days from the date of application to provide the verifications. On Day30, the case manager should have denied the case on BEACON and suppressed the BEACON-generated denial notice. A verification checklist with a due date that is greater than Day-30 instructs BEACON that this case must not be included in the batch denial on Day 30. For more on the use of the pending denial form, please refer to Field Operations Memo 2008-59, *Negative Errors and Application Processing* and Operations Memo 2012-17 *TAFDC, EAEDC, SNAP - Missing Verifications*.

Operations Memos

EAEDC and TAFDC – ATM/POS Blocking and Intentional Program Violations (IPV)

EAEDC and TAFDC

Operations Memo 2013-56

State law prohibits the use of cash assistance (TAFDC and EAEDC) in certain establishments. That same law also prohibits the purchase of specified goods and services. This law applies to both Point-of-Sale (POS) transactions and ATM withdrawals in certain establishments. To enforce this law, DTA will block the use of EBT cash benefits at POS devices and ATMs in certain locations.

Operations Memo 2012-49 advised DTA staff about the prohibited items and prohibited establishments.

Operations Memo 2013-43 advised DTA staff that the Department began blocking POS devices and ATMs in certain establishments.

Operations Memo 2013-56 advises DTA staff that, effective with BEACON Build 45.9:

- There is a new type of Intentional Program Violation (IPV), EBT IPV;
- EAEDC and TAFDC clients who use their EBT cards to knowingly purchase prohibited goods and services or who use their EBT cards at prohibited establishments are considered to have committed an EBT Intentional Program Violation (IPV) and face penalties if found to have committed an EBT IPV after a combined Fair Hearing and Administrative Disqualification Hearing; and
- Notices will be sent by the Department to inform clients of the EBT IPV penalties.

TAFDC, EAEDC and SNAP: Photo EBT Card Procedures

All

Operations Memo 2013-57

Operations Memo 2013-57A

Chapter 65 of the Acts of 2013 requires that certain EBT cardholders be issued EBT cards with photographic images. The Department has begun implementation of this law. Operations Memo 2013-55 advised DTA staff about this change, a mailing to all clients impacted by this change and criteria for mandated and excepted clients.

Operations Memo 2013-57 outlines systems changes effective with BEACON Build 45.9 scheduled for November 25, 2013 and:

- advises staff about the new photo EBT card requirements and exceptions to the requirement;
- explains the types of photos available in BEACON;

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Operations Memos *(Continued from Page 3)*

- advises staff of their responsibilities;
- provides procedures for providing service to cardholders with an exception to the photo EBT card requirement; and
- advises staff of new notices, systems changes and automations.

Operations Memo 2013-57A was issued to clarify instructions in the “Photo EBT Cards Automated EBT Appointments” section and “Photo EBT Requirement” sections.

TAFDC, EAEDC and SNAP: Photo EBT Card Issuance

All

Operations Memo 2013-58

Operations Memo 2013-58A

Chapter 65 of the Acts of 2013 requires that certain EBT cardholders be issued EBT cards with photographic images. The Department has begun implementation of this law. Operations Memo 2013-55 and 2013-57 advised DTA staff about this change, a mailing to all clients impacted by this change and criteria for mandated and excepted clients.

Operations Memo 2013-58 outlines systems changes effective with the BEACON Build 45.9 scheduled for November 25, 2013 and:

- the new Photo EBT requirement and exceptions; and
- outlines procedures on the issuance of Photo and non-Photo EBT cards.

Operations Memo 2013-58A was issued to clarify instructions in the “Procedures for EBT Reconciliation” and the “Centrally Issued Card Processing” sections.



Training Corner

Using the BEACON Task List

Case managers have a variety of organizational tools at their disposal; everything from Post-It Notes to Outlook's calendar function. Whether you have to keep track of SNAP-ET Job Search Declarations or need to remind yourself about your pending interviews, here is another organizational tool available to you: the BEACON Task List.

PART I: CREATING A BEACON TASK

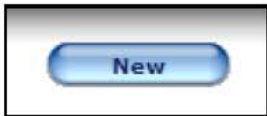
STEP 1 From your BEACON home screen, **click** on *My Tasks*.

Result: BEACON brings you to the *Tasks* tracker.



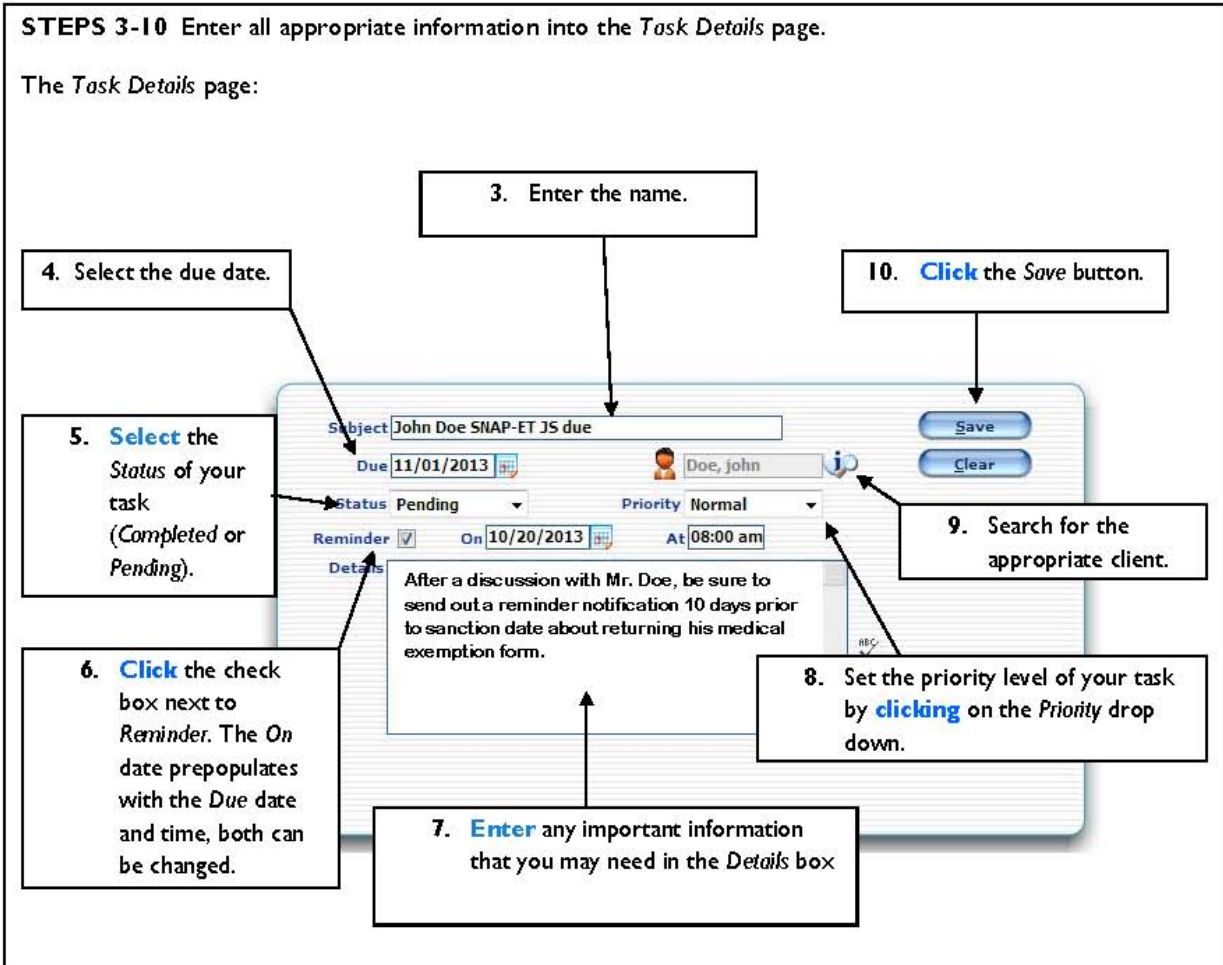
STEP 2 **Click** on *New*.

Result: BEACON brings you to the *Task Details* page.



STEPS 3-10 Enter all appropriate information into the *Task Details* page.

The *Task Details* page:



3. Enter the name.

4. Select the due date.

5. **Select** the *Status* of your task (*Completed* or *Pending*).

6. **Click** the check box next to *Reminder*. The *On* date prepopulates with the *Due* date and time, both can be changed.

7. **Enter** any important information that you may need in the *Details* box

8. Set the priority level of your task by **clicking** on the *Priority* drop down.

9. Search for the appropriate client.

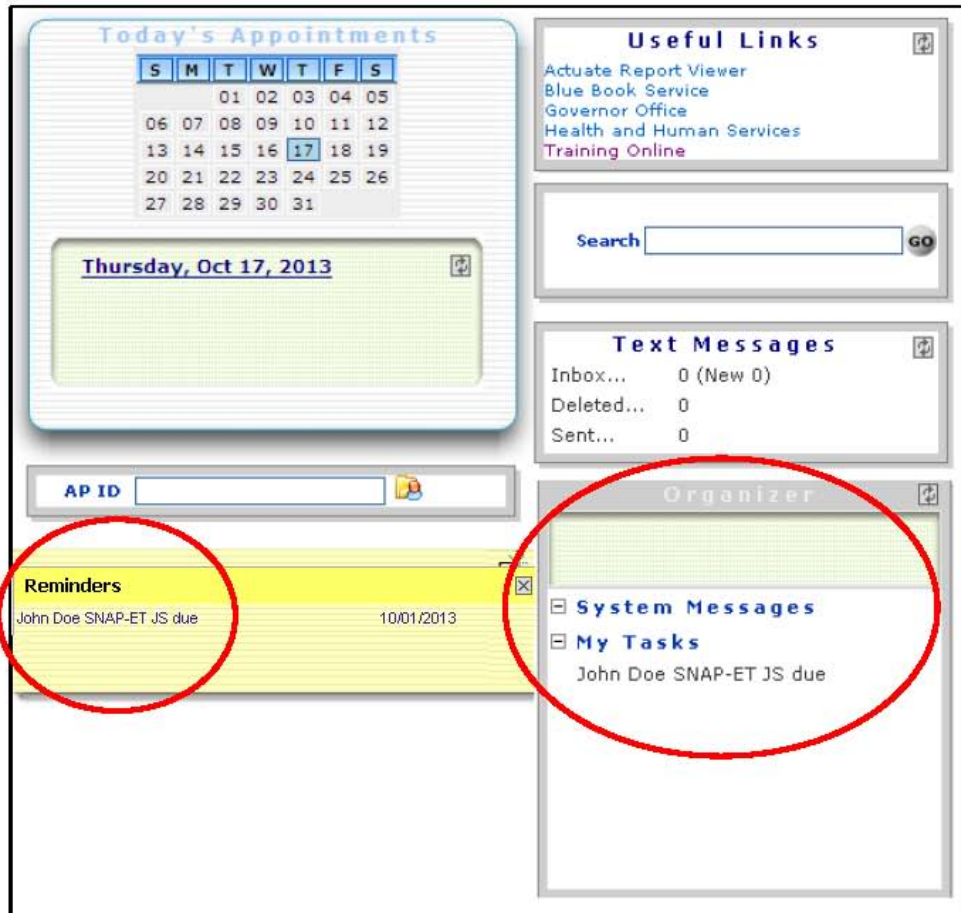
10. **Click** the *Save* button.

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Training Corner *(Continued from Page 5)*

PART II: REVIEWING A BEACON TASK

After saving your information in the *Task Details* page, BEACON displays your named task in the *Organizer* panel of your home screen AND provides you with a notification in the *Reminders* pane on the date and time you selected for your reminder in the *Task Details* page.



To add, edit, delete, or view the complete list of your pending tasks, click on *My Tasks* from the *My Office* panel on your BEACON home screen.

✓	Status	Subject	!	Due Date	Client
	Pending	John Doe SNAP-ET JS due		10/01/2013	Doe, john



From the Forms File

Revised Brochure

How to Use Your EBT Card to Get SNAP, TAFDC and EAEDC Benefits

18-825-1113-05)

18-826-1113-05(S)

EBT-TB (Rev. 11/2013)

The *How to Use Your EBT Card to Get SNAP, TAFDC and EAEDC Benefits* brochure has been revised in response to Chapter 65 of the Acts of 2013. This law requires certain EBT cardholders be issued EBT cards with photographic images. Please discard all old versions (Rev. 4/2013) of these brochures and use the revised (Rev. 11/2013) version.

New Form

Religious Exemption Certification Statement

18-859-1113-05

18-858-1113-05 (S)

EBT-16 (11/2013)

The *Religious Exemption Certification Statement* is to be used for those clients who do not wish to have their photo taken due to sincerely held religious beliefs, as protected under law. Those clients will be allowed to have a non-Photo EBT card. The form is available on Online Forms section of Policy Online. Refer to Operations Memo 2013-57A for more information.

Diversity Quote

Diversity is not focused on how we differ, it's about embracing one another's uniqueness.

Ola Joseph

TAO Meeting Notes