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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 00-05

Food Stamp Certification Manual

Issuance Date: 03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers – Annual Update

Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in counties that have been identified as labor surplus areas by the Department of Labor (DOL). In Arkansas, DOL identified 40 counties and two cities as labor surplus areas for the period beginning October 1, 1999, and ending September 30, 2000.

### **RTW Waivers Effective January 1, 2000**

Effective January 1, 2000, the State will waive the RTW in the city of Hot Springs in Garland County and the city of Jacksonville in Pulaski County. The RTW will also be waived in the following counties:

1 Ashley County	15 Hempstead County	29 Ouachita County
2 Boone County	16 Hot Spring County	30 Perry County
3 Bradley County	17 Izard County	31 Phillips County
4 Calhoun County	18 Jackson County	32 Poinsett County
5 Chicot County	19 Jefferson County	33 Prairie County
6 Clay County	20 Lafayette County	34 Randolph County

7 Cleveland County	21 Lawrence County	35 Searcy County
8 Columbia County	22 Lee County	36 Sevier County
9 Conway	23 Lincoln County	37 Sharp County
10 Cross County	24 Little River County	38 St. Francis County
11 Dallas County	25 Mississippi County	39 Union County
12 Desha County	26 Monroe County	40 Van Buren County
13 Drew County	27 Nevada County	41 Woodruff County
14 Green County	28 Newton County	

These waivers are effective until further notice.

### **Waiver Application**

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service

county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

### **Counties Where The RTW Waiver Is Being Continued**

The RTW waiver will continue without interruption in the following areas:

1 Ashley	12 Izaard County	24 Perry County
2 Bradley County	13 Jackson County	25 Phillips County

3 Calhoun County	14 Lafayette County	26 Poinsett County
4 Chicot County	15 Lawrence County	27 Prairie County
5 Clay County	16 Lee County	28 Randolph County
6 Columbia County	17 Lincoln County	29 Searcy County
7 Conway County	18 Little River County	30 Sharp County
8 Dallas County	19 Mississippi County	31 St. Francis County
9 Desha County	20 Monroe County	32 Union County
10 Drew County	21 Nevada County	33 Van Buren County
11 Hempstead County	22 Newton County	34 Woodruff County
	23 Ouachita County	

No special actions are required in these counties.

**Counties Where An RTW Waiver Is Effective January 1, 2000**

Effective January 1, 1999, the RTW waiver will apply either for the first time or after a break of one year in the following counties and cities:

1 Boone County	4 Greene County	7 Sevier County
2 Cleveland County	5 Hot Spring County	8 City of Hot Springs (Garland County)
3 Cross County	6 Jefferson County (entire county)	9 City of Jacksonville (Pulaski County)

These counties will no longer be required to track RTW compliance, to apply exemptions to individuals who would have otherwise been disqualified for failure to comply with the RTW, or to submit a report of exemptions to the Food Stamp Section.

### **Counties Where No RTW Waiver Applies**

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. If so, that individual will be granted an exemption from the RTW requirement. The decision to exempt an individual from the RTW must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10<sup>th</sup> of each month for the prior calendar month. The report may be e mailed or faxed to the Manager of the Food Stamp Program. The fax number in the Food Stamp Section is (501) 682-1469.

Inquiries to:

*Betty Helmbeck, Food Stamp Section, (501) 682-8284*

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 00-06

Food Stamp Certification Manual

Issuance Date: 03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

**Subj: Converting Cases From the SFSP to the Regular Food Stamp Program**

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The State of Arkansas will no longer operate a Simplified Food Stamp Program (SFSP) for Transitional Employment Assistance (TEA) families. This directive provides instructions for converting the households participating in the SFSP to the regular Food Stamp Program.

### **PROVIDING FOOD STAMP BENEFITS TO TEA APPLICANTS**

Food stamp benefits continue to be a vital means of assistance to families participating in the TEA Program. In order to insure that food is immediately available to households that submit a TEA application, the following rules will become effective March 1, 2000.

**Rule 1:** Counties will no longer certify households under SFSP rules. The household will be asked to complete and submit both an *Application for Transitional Employment Assistance* (DCO-180) and a *Food Stamp Application* (DCO-220). The DCO-180 has been revised to remove questions related to food stamp eligibility. See Attachment 1. NOTE: As ANSWER becomes operational, one integrated application form will be used. Counties will be provided specific instructions regarding that form when ANSWER is implemented.

**Rule 2:** Counties will be allowed, but not required, to conduct a joint interview for TEA and food stamp benefits. If a joint interview is not conducted, the household should not be required to return on another day or at another time to be interviewed for food stamp benefits. Rather, the county office should schedule both interviews on the same day unless:

- a. The household requests an interview on another day;
- b. The household is entitled to expedited service (see rule 3 below); or
- c. The household can be seen for the food stamp interview sooner than the date scheduled for the TEA interview and agrees to be seen on another day.

Under no circumstances should the food stamp interview be held on a day later than the TEA interview.

**Rule 3:** Coordination of interview times will not apply if the household is entitled to expedited service. Instead, the household will be interviewed, and the food stamp application processed in accordance with the policy governing expedited processing.

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## **CONVERTING EXISTING SFSP CASES TO THE REGULAR FOOD STAMP PROGRAM**

### **1. Conversion Period**

**Effective March 1, 2000, households will be allowed to continue participating in the SFSP only until the end of the household's current certification period; until any case action occurs in the TEA or food stamp case or until September 30, 2000, whichever occurs first.**

Many households currently participating in the SFSP will become subject to quarterly reporting. (See [FSC 11510](#) for a list of households exempt from the quarterly reporting requirements. According to [FSC 11520](#), a household may enter quarterly reporting only when an initial application or an application for recertification is approved. Therefore, if SFSP conversion occurs at a case action other than an application approval (initial or recertification), the household will not become subject to quarterly reporting. Instead, the household will be subject to the occasional reporting requirements described in [FSC 11350](#).

In order to insure that all former SFSP households are properly classified as a quarterly reporting household or an occasional reporting household, all households participating in the SFSP as of March 1, 2000, must be recertified by September 30, 2000. (This applies even if the household was converted from the SFSP to the regular Food Stamp Program.) At the time of recertification, the household's situation will be evaluated to determine if the household is subject to quarterly reporting.

### **2. Method of Conversion**

Households converting from the SFSP to the regular Food Stamp Program will experience changes in the way the budget is calculated. Income will be handled differently with some income that is excluded under SFSP rules being counted under regular Program rules. The county standard will no longer be used as the household's shelter costs. Also, households will be required to report changes under Food Stamp Program rules rather than SFSP rules. To convert a case, the household's budget must be recalculated using regular Food Stamp Program rules.

- a. **Resources** - Households containing at least one member who receives a TEA benefit are classified as categorically eligible households. See [PD FSC 99-21](#). Categorically eligible households do not have to meet the Food Stamp Program resource limits.
- b. **Income** – Categorically eligible households do not have to meet gross or net income limits. However, the worker must insure that the income declared by the household is not handled differently under regular Food Stamp Program rules. For example, if a member of the SFSP household is an eligible student, some income disregarded under SFSP rules may be counted under regular Food Stamp Program rules. See [FSC 5000](#) for an explanation of countable income.

- c. **Deductions** – The worker must carefully examine the household’s most recent application (DCO-180 or DCO-220) to determine if there is adequate information to determine the household’s current deductible expenses. This includes dependent care costs, medical costs for disabled members and/or members age 60 or older, and shelter costs. The rules for determining allowable deductions under regular Food Stamp Program rules may be found in the 6000 section of the Food Stamp Certification Manual.

Example 1 – A household contains a member who receives SSI. The household is currently using its actual shelter costs in place of the county shelter standard. No medical expenses or dependent care costs were declared. This case contains adequate information to determine the household’s current expenses.

Example 2 – No member of the household receives SSI benefits, and on the most recent application, the household declared a rent amount but no utility costs. This case does not contain adequate information to determine the household’s current expenses.

If additional information is needed to determine the household’s current expenses, the worker must use the attached notice with a *Notice of Action* (DCO-1) to request the needed information. See Attachment 2. The household will be allowed ten days to provide the requested information. If the information is not provided, the expense will be disallowed. The case will not be closed solely because the household failed to provide requested information about expenses.

When a household is converted from the SFSP to the regular Food Stamp Program prior to recertification, either the household’s actual utility costs or the utility standard will be used in the budget. Any costs incurred by the household for rent or mortgage payments, real estate taxes on the home or homeowner’s insurance will also be allowed as a shelter cost.

Based on the information provided by the household on the notice, the worker will determine if the household is entitled to use the utility standard of \$172 when the food stamp budget is calculated.

If the household is not entitled to the utility standard, the household’s actual declared utility expenses will be used in the budget. When actual utility costs are allowed, the telephone standard of \$25 must be used as the telephone cost if the household incurs a telephone expense.

If the household is entitled to the utility standard, the worker will determine if the household’s actual declared utility expenses (including the \$25 telephone standard for households that incur a telephone expense) amount to more than the utility standard of \$172. If yes, the actual utility costs will be used in the budget. If no, the utility standard will be used in the budget.

- d. **Issuance of Benefits** – A categorically eligible household with one or two members will always receive at least \$10 in food stamp benefits. Categorically eligible households with three or more members will receive a minimum benefit of \$2.00 only if the Thrifty Food Plan reduced by 30% of the household’s net income is at least \$1.00. If the benefit calculation is less than \$1.00, the household will not receive benefits and will be handled as an otherwise eligible household as explained in [FSC 8641](#).

- e. **Change Reporting Requirements** – Prior to conversion from the SFSP to the regular Program at recertification, SFSP cases will be subject only to the TEA reporting requirements. See TEA 10300 for an explanation of handling changes reported to the TEA worker.

Once a household is converted back to the regular Program, that household becomes subject to both the TEA reporting requirements and the Food Stamp Program reporting requirements. See [FSC 11100 – 11200](#) for an explanation of the food stamp reporting requirements.

If the household is being converted prior to recertification, the worker must issue to the household a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope.

If the household is being converted at recertification and will become subject to quarterly reporting as explained in [FSC 11510](#), the worker must issue to the households a copy of the pamphlet, *Food Stamp Quarterly Reporting* (Pub-360). The worker should briefly cover the information in the pamphlet with the household. Former SFSP households not subject to quarterly reporting will be given a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope. The worker should explain to the household the items to be reported for TEA purposes and the items to be reported for food stamp purposes.

- f. **Certification Periods** – At the time of conversion, the worker must note the household's certification period. If the last month in the certification period is October 2000 or later, the worker must shorten the certification period at the time of conversion. Enter the new ending month and year of certification via the automated system in use in your county. DO NOT REKEY THE BEGINNING MONTH OF CERTIFICATION.
- g. **Notices/Forms** – At the time the case is converted from the SFSP to the regular Food Stamp Program, the household must be notified of the change in reporting requirements. If the household's food stamp benefit amount will change, the household must be notified of this change. If the household will receive fewer benefits as the result of the change, the notice must act as an advance notice of adverse action. A notice has been prepared to use with the *Notice of Action* (DCO-1) to serve this function. See Attachment 3. At any recertification, the household must be issued a copy of the pamphlet, *Food Stamp Program, Your Rights and Your Responsibilities* (PUB-279). See [FSC 10540](#).

### **SHORTENING CERTIFICATION PERIODS**

If a household participating in the SFSP has a certification period ending in October 2000 or later, that household's certification period must be shortened to end in September 2000 or earlier. Each county office will be allowed to determine how to schedule the recertifications for these households. A report was supplied to each county office accompanied by a memorandum of instruction. This report furnished the following information:

- Casehead Name
- Casehead SSN
- SFSP Code
- Categorical Eligibility Status Code
- Certification Beginning and Ending Dates



- TEA Amount

Copies of this report were maintained in the Food Stamp Section.

A second report will identify each household not classified as a SFSP household if the household meets the SFSP criteria and has been assigned a 12-month certification but is not subject to QR. This report, which

will only be generated once, is intended to help the county office identify cases that are being handled as SFSP cases even though the case is improperly coded. If the county is handling the case as a SFSP case, the coding must be corrected. If the certification period ends in July or later, the household's certification period should be shortened using the county office's predetermined criteria. If the household should not be classified as a SFSP case, the county office should determine if the household should have been assigned a 12-month certification period according to [FSC 8710](#). If not, the certification period should be shortened.

To shorten a certification period, the worker must enter the new ending month and year of certification. THE BEGINNING MONTH OF CERTIFICATION MUST NOT BE REKEYED.

On the night of the third workday, A *Notice of Expiration* (DCO-239) is automatically generated for all households with a certification period ending the following month. For example, on February 3, DCO-239s will be generated for all households with a certification period ending in March. If shortening the household's certification period means that a DCO-239 will not automatically be generated, the county office must manually prepare a DCO-239 to be issued to the household. See [FSC 11430](#) for additional information about shortening certification periods. See [FSC 10210](#) for instructions about completion of the DCO-239.

The DCO-239 and an application must be mailed to the household so that the household will receive the form any day of the next to last month of the shortened certification period. (Example – If the certification period ends in May, the household must receive a notice of expiration any day during the month of April.)

### **MAINTAINING SFSP RECORDS**

All records pertaining to a household's participation in the SFSP must be maintained for three full years from the month of origin in either the food stamp case file or the TEA case file.

### **POLICY ISSUES**

#### **1. Changes Reported to the TEA Worker**

Changes reported to the TEA worker are considered to be information known to the agency. These changes must be reflected in the food stamp case even if the household is subject to quarterly reporting. See [FSC 12300 to FSC 12330](#) for instructions on processing changes reported to the TEA worker and issuing notices to these households.

#### **2. Special Payments**

Any Employment Bonus ([FSC 5701.2](#)) must be counted in the food stamp budget in the month of anticipated receipt. Any Extended Support Transportation Payment ([FSC 5701.3](#)) must be counted in the food stamp budget in the month of anticipated receipt to the extent that the payment does not exceed the household's actual job-related costs of transportation. These rules apply to both quarterly reporting and occasional reporting households.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 00-14

Food Stamp Certification Manual

Issuance Date: 10-01-2002

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance Chart

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front Exhibit A	10/1/99	Exhibit A	10/1/00
Back Exhibit B	10/1/99	Exhibit B	10/1/00
Appendix D	1/1/00	Appendix D	10/1/00

### Summary of Changes:

Effective October 1, 2000, maximum food stamp benefit amounts and income levels for household increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction remains \$134.
2. Standard utility allowance remains \$172.
3. Maximum excess shelter deduction changed to \$300; Aged/Disabled households have no limit on maximum excess shelter deduction.
4. The exclusion on licensed vehicles remains \$4650.

Aggregate allotment issued in September for October should be based on the 10-1-00 chart.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 01-10

Food Stamp Certification Manual

Issuance Date: 10-01-2001

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance Chart

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### Summary of Changes:

Effective October 1, 2001, maximum food stamp benefit amounts and income levels for household increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction remains \$134.
2. Standard utility allowance will increase to \$195.
3. Maximum excess shelter deduction changed to \$354; Aged/Disabled households have no limit on maximum excess shelter deduction.
4. On [\[Appendix D\]](#), SSI Only-Individual will increase to \$531, SSA/SSI Individual will increase to \$551, SSI Only-Individual Reduced will increase to \$354, and SSA/SSI Individual Reduced will increase to \$374

Aggregate allotment issued in September for October should be based on the 10-1-01 chart.

See [Basis of Issuance p.1 FSC 01-10 10-01-01](#) and [Basis of Issuance p.2 FSC 01-10 10-01-01](#)

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

## Non-Categorically Eligible

EXHIBIT A			FOOD STAMP BENEFITS BASIS OF ISSUANCE						
		REGULAR HOUSEHOLDS				***AGED-DISABLED HOUSEHOLDS			
HOUSEHOLD SIZE	*PRETEST INCOME	*MAXIMUM NET INCOME	MAXIMUM BENEFITS	MINIMUM **BENEFITS	165% INCOME	HOUSEHOLD SIZE	*MAXIMUM NET INCOME	MAXIMUM BENEFITS	MINIMUM **BENEFITS
1	931	716	135	10**	1182	1	716	135	10**
2	1258	968	248	10**	1597	2	968	248	10**
3	1585	1183	356	2	2013	3	1183	356	2
4	1913	1471	452	10	2427	4	1471	452	10
5	2240	1723	537	20	2843	5	1723	537	20
6	2567	1975	644	52	3258	6	1975	644	52
7	2894	2226	712	44	3673	7	2226	712	44
8	3221	2478	814	70	4088	8	2478	814	70
9	3549	2730	916	97	4504	9	2730	916	97
10	3877	2982	1018	123	4920	10	2982	1018	123
11	4205	3234	1120	149	5336	11	3234	1120	149
12	4533	3486	1222	176	5752	12	3486	1222	176
13	4861	3738	1324	202	6168	13	3738	1324	202
14	5189	3990	1426	229	6584	14	3990	1426	229
15	5517	4242	1528	255	7000	15	4242	1528	255
16	5845	4494	1630	281	7416	16	4494	1630	281
17	6173	4746	1732	308	7832	17	4746	1732	308
18	6501	4998	1834	334	8248	18	4998	1834	334
19	6829	5250	1936	361	8664	19	5250	1936	361
20	7157	5502	2038	387	9080	20	5502	2038	387
21	7485	5754	2140	413	9496	21	5754	2140	413
22	7813	6006	2242	439	9912	22	6006	2242	439
23	8141	6258	2344	465	10328	23	6258	2344	465
24	8469	6510	2446	491	10744	24	6510	2446	491
25	8797	6762	2548	517	11160	25	6762	2548	517

EXHIBIT A			FOOD STAMP BENEFITS BASIS OF ISSUANCE						
26	9125	7014	2650	543	11576	26	7014	2650	543
27	9453	7266	2752	569	11992	27	7266	2752	569
28	9781	7518	2854	595	12408	28	7518	2854	595
29	10109	7770	2956	621	12824	29	7770	2956	621
30	10437	8022	3058	647	13240	30	8022	3058	647
* <u>REGULAR HOUSEHOLDS</u> are subject to gross income pretest and the maximum net income.									
<u>AGED/DISABLED HOUSEHOLDS</u> are subject only to the maximum net income limit for their household size.									
** <u>MINIMUM BENEFITS</u> - For one or two person households the minimum monthly benefit allotment is \$10.									
*** <u>INCAPACITATED/AGED - LIVING WITH OTHERS</u> - See <a href="#">[Policy FSC 1630]</a> number 4.									
See reverse side for <u>CATEGORICAL ELIGIBLE</u> household (Exhibit B).									

## Categorically Eligible

EXHIBIT B					FOOD STAMP BENEFITS BASIS OF ISSUANCE		
				Household Size	Maximum Benefits	Minimum **Benefits	
				1	135	10**	** 1 and 2 person households that
				2	248	10**	are categorically eligible are
				3	356	1****	entitled to at least \$10.
				4	452	1****	
				5	537	1****	
				6	644	1	
				7	712	1	
				8	814	1	
				9	916	1	
				10	1018	1	
				11	1120	1	
				12	1222	1	
				13	1324	1	
				14	1426	1	

EXHIBIT B					FOOD STAMP BENEFITS BASIS OF ISSUANCE		
				15	1528	1	
				16	1630	1	
				17	1732	1	
				18	1834	1	
				19	1936	1	
				20	2038	1	
				21	2140	1	
				22	2242	1	
				23	2344	1	
				24	2446	1	
				25	2548	1	
				26	2650	1	
				27	2752	1	
				28	2854	1	
				29	2956	1	
				30	3058	1	
**** CATEGORICALLY ELIGIBLE HOUSEHOLDS do not have to meet regular households net income levels							
Categorically eligible households with three or more members will be entitled to benefits of at least \$2 if the Thrifty Food Plan reduced by 30% of their net income is at least \$1. (\$1.00 benefit allotments are automatically rounded to \$2.00 before issuance.							
See Categorically Eligible FSC Policy for details.							

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 02-02

Food Stamp Certification Manual

Issuance Date: 02-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Employment and Training (E&T) Program

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### Introduction

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) has contracted with the Arkansas Department of Workforce Education (DWE) to administer a Food Stamp E&T Program in three counties: Mississippi, St. Francis, and Union.

### II. Program Description

The Department of Human Services, the agency responsible for administration of the Food Stamp Program, has contracted with the Arkansas Department of Workforce Education (DWE) to operate the Food Stamp E&T program in Mississippi, St. Francis and Union counties through local adult education centers and vocational-technical schools.

Participation in the Food Stamp E&T Program is voluntary. No individual will be penalized for failure or refusal to participate in the Food Stamp E&T Program.

### III. County Office Responsibilities

#### A. Make Referrals

In Mississippi, St. Francis and Union counties, county office workers will refer to the local DWE office all food stamp recipients who are subject to the Requirement to Work (RTW). This includes all able-bodied, non-exempt individuals between the ages of 18 and 49. The following individuals are exempt from the RTW:

1. Anyone age 17 or younger.
2. Anyone age 50 or older.



3. Anyone medically certified as physically or mentally unfit for employment. This includes any individual who:
    - Meets the definition of disabled as provided in the [\[Glossary\]](#), definition of Aged/Disabled.
    - Receives services through Arkansas Rehabilitative Services.
    - Receives Worker's Compensation or sick pay benefits.
  - Receives a decision of disability from the Medical Review Team.
  - Provides a statement from a physician or licensed, certified psychologist indicating the cause of the disability and anticipated duration of the disability.
1. Any natural, adoptive or step-parent of a minor dependent child age 17 or younger so long as the dependent child lives with the parent. If both parents are in the home, then both parents are exempt under this provision. This provision also applies to individuals who are exercising parental control over a child age 17 or younger in the absence of a parent. If a couple (e.g., grandmother and grandfather) both exercise parental control, both individuals are exempt under this provision.
  2. Any pregnant woman - This exemption covers all trimesters of pregnancy. If the pregnancy is not obvious, verification may be requested from a medical professional such as a physician, a certified nurse midwife or an employee of the Health Department.
  3. - This includes:
    - Anyone who is responsible for the care of a dependent child under the age of 6 or an incapacitated person of any age.
    - Anyone who is receiving TEA cash assistance.
    - Anyone who is currently receiving unemployment benefits or anyone who has applied for unemployment benefits but is not yet receiving them;
    - Anyone who is participating in a drug addiction or alcoholism treatment and rehabilitation program on either an inpatient or outpatient basis;
    - Anyone who is employed and either working a minimum of 30 hours weekly or receiving weekly earnings equivalent to the federal minimum wage multiplied by 30; and
    - Any student age 18 or older who is attending a high school or an institution of post secondary education on at least a half-time basis or attending an institution of higher education on any basis.

#### B. Mailing Referrals

A *Food Stamp E&T Program Referral* (DCO-205) will be completed on each individual subject to the RTW and mailed to the Department of Workforce Education at the address shown below:

Mississippi County	Ms. Elizabeth Thompson Cotton Boll Technical Institute Adult Education Program P.O. Box 36 Burdette, AR 72321
St. Francis County	Mr. Walter Meals, III Crowley's Ridge Technical Institute Adult Education Program P.O. Box 925 Forrest City, AR 72336-0925
Union County	Ms. Patricia Bates South Arkansas Community College Adult Education Program P.O. Box 7010 El Dorado, AR 71731-7010

#### C. Continued Food Stamp Program Participation

After Food Stamp E&T Program participants become employed, DCO will attempt to assure that eligible households continue to receive food stamp benefits.

#### D. Authorizing Reimbursements

The only Food Stamp Program E&T expenditure that may be reimbursed directly to program participants is transportation. Each E&T participant will be eligible to receive reimbursement up to a maximum of \$25 per calendar month for transportation necessary to enable the individual to comply with required component activities.

Reimbursement for transportation will be based on actual expenses of \$.20 per mile or the actual costs (e.g., for bus service or transportation provider) up to a maximum of \$25 reimbursement per calendar month per participant (*NOTE: This reimbursement will not be counted as income in the food stamp budget. See [FSC 5411](#).*)

Reimbursements will be authorized by the DHS county office worker through the WISE system based on reports provided by DWE. Each time a reimbursement is to be authorized, the worker must check the client's mailing address displayed on WISE to be sure it is the current/correct one. The WISE mailing address can be corrected from INPS if necessary but this needs to be done before a reimbursement check is authorized.

To key transportation for an E&T case, the county office worker must go to RSRP, key the SSN of the individual to receive the reimbursement and <Enter>. This should bring in the Participant Name, County, and Category.

After that the worker must complete the following steps:

- Tab to Reason field and key T1.
- Tab to Mnth-Yr and key a numeric entry. (Example – Key January 2002 as 01-02.

- Tab to Reim Amount and key 2500. (This equals \$25.00).
- Tab to COMP and key NCA.
- Tab to WA Cat and key FS.
- Tab to Provider # and key the letter C.
- <Enter>.

After the first enter, the message "Press Enter To Update Screen" will appear. <Enter> again to process the payment. If everything processes OK, the message "Update Complete" will appear.

#### IV. Contractor Responsibilities

The Department of Workforce Education (DWE) operates Arkansas' system of adult education centers, vocational schools and community colleges. Adult education centers, vocational schools and community colleges are partners in the state's 10 full-service one stops.

DWE will report to the Division of County Operations (DCO) on a monthly basis about slots offered, slots filled, attendance, completion, job placement, etc. The original report will be forwarded to the Manager, Food Stamp Program, Slot S335. A copy of the report will be maintained in the county office files in chronological order – by year and month.

#### Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 02-13

Food Stamp Certification Manual

Issuance Date: 08-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

### I. RTW Waivers Effective August 1, 2002

Effective August 1, 2002, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

1. Arkansas County	16. Drew County	31. Newton County
1. Ashley County	16. Fulton County	31. Ouachita County
1. Baxter County	16. Grant County	31. Perry County
1. Boone County	16. Greene County	31. Phillips County
1. Bradley County	16. Hot Spring County	31. Poinsett County
1. Calhoun County	16. Independence County	31. Polk County
1. Chicot County	16. Izard County	31. Randolph County
1. Clay County	16. Jackson County	31. Searcy County

1. Cleveland County	16. Jefferson County	31. Sharp County
1. Columbia County	16. Lafayette County	31. St. Francis County
1. Conway County	16. Lawrence County	31. Union County
1. Cross County	16. Lee County	31. Van Buren County
1. Crittenden County	16. Lincoln County	31. Woodruff County
1. Dallas County	16. Mississippi County	
1. Desha County	16. Monroe County	

These waivers are effective until further notice.

## II. **Waiver Application**

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in [\[FSC 1301\]](#) – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

## III. **Counties Where The RTW Waiver Is Being Continued**

The RTW waiver will continue without interruption in the following areas:

1. Arkansas County	14. Drew County	27. Ouachita County
1. Ashley County	14. Greene County	27. Perry County
1. Boone County	14. Hot Spring County	27. Phillips County

1. Bradley County	14. Izaard County	27. Poinsett County
1. Calhoun County	14. Jackson County	27. Randolph County
1. Chicot County	14. Jefferson County	27. Searcy County
1. Clay County	14. Lafayette County	27. Sharp County
1. Cleveland County	14. Lawrence County	27. St. Francis County
1. Columbia County	14. Lee County	27. Union County
1. Conway County	14. Lincoln County	27. Van Buren County
1. Cross County	14. Mississippi County	27. Woodruff County
1. Dallas County	14. Monroe County	
13. Desha County	14. Newton County	

No special actions are required in these counties.

**IV. Counties Where An RTW Waiver Is Effective June 1, 2001**

Effective August 1, 2002, the RTW waiver will apply either for the first time or after a break of one year in the following counties and cities:

Baxter County	Grant County
Crittenden County	Independence County
Fulton County	

These counties will no longer be required to apply exemptions to individuals who would have otherwise been disqualified for failure to comply with the RTW or to submit a report of exemptions to the Food Stamp Section.

**V. Counties Where An RTW Waiver No Longer Applies**

Until August 1, 2002, an RTW waiver applied in the following counties. Effective August 1, 2002, this waiver has ended.

Hempstead County
Howard County
Little River County
Logan County
Nevada County
Prairie County

These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

**VI. Actions Required In Counties Where No RTW Waiver Applies**

Unless a county is listed in item I of this directive as a county where an RTW waiver applies, the county must apply RTW exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See [[FSC 3500](#)].) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

**Exemptions will not be granted to:**

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,

- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first quarterly report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10<sup>th</sup> of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is Georgia.Gilkey@mail.state.ar.us.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284



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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 02-15

Food Stamp Certification Manual

Issuance Date: 10-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Changes

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### Introduction

On May 13, 2002, the President signed Public Law 107 which includes the Food Stamp Program reauthorization. As a result of this law, several Food Stamp Program changes are effective October 1, 2002.

NOTE: These changes are made in addition to the normal NBI changes that occur on October 1 of each year.

#### Change 1 – The Standard Deduction – FSC 6300

Old Policy: The standard deduction was \$134 for all households.

New Policy: The standard deduction will vary according to household size. The new standard deduction amounts are:

Household size 1 \$134

Household size 2 \$134

Household size 3 \$134

Household size 4 \$134

Household size 5 \$147

Household size 6 and up \$168

The standard deduction amount will be adjusted each October at the time of the NBI.

#### Change 2 – Resource Limits for Aged/Disabled Households – FSC 4300

Old Policy: The resource limit was \$3,000 for all households with at least one member age 60 or older. For all other households, including households with disabled members, the resource limit was \$2,000.

New Policy: The resource limit will be \$3,000 for all households with at least one member who is either age 60 or older or disabled as defined in the [Glossary](#), definition of "Aged/Disabled Household."

Change 3 – Eligibility of Disabled Aliens – FSC 1621.1, item 3.

Old Policy: Any alien who was lawfully present in the United States on August 22, 1996, and who is currently receiving one of the disability benefits listed in the [Glossary](#), definition of "Aged/Disabled Household" may receive food stamp benefits indefinitely if otherwise eligible.

New Policy: Any alien who is lawfully present in the United States and who is currently receiving one of the disability benefits listed in the [Glossary](#), definition of "Aged/Disabled Household" may receive food stamp benefits indefinitely if otherwise eligible. *(There is no longer a requirement that the alien must have been present in the United States on August 22, 1996.)*

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 03-08

Food Stamp Certification Manual

Issuance Date: 07-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

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### Summary of Changes:

1. [FSC 1300](#) – Added procedures for closing and transferring the food stamp case when a participating household moves from one county to another.
2. [FSC 1622.20](#) – Added two items: 1) Instructions for handling situations where an individual is disqualified based on a drug-related felony conviction but the charges are later dropped or the individual's record is expunged of the charges; and 2) a guide for imposing disqualifications for drug-related felony convictions.
3. [FSC 1623](#) – Added policy references to list of disqualification reasons.
4. [FSC 3600](#) – Updated to include information about the current E&T Program. (Incorporates PD FSC 03-03.)
5. [FSC 3610](#) – Added a statement to clarify that a DCO-260 must be issued to notify households when household members are subject to the work registration requirements.
6. [FSC 3620](#) – Added instructions for referring volunteers to the E&T Program. Added instructions for issuing a DCO-260 and DCO-205 to advise households when members have been work registered and/or referred to the E&T Program.
7. [FSC 3630](#) – Revised section to provide information about reimbursement to E&T Program participants.
8. [FSC 3631](#) – Added new section that contains information about authorizing transportation reimbursements only. Revised instructions for keying transportation reimbursements to refer to Wise Online Help.
9. [FSC 3650](#) – Added new section that contains instructions for advising E&T Program worker when food stamp case containing an E&T participant closes or when an E&T participant is removed from a food stamp household.

10. [FSC 4450](#) – Under item 6, added information about excluding payments to the children of women who are Vietnam veterans if that individual has one or more covered birth defects. Under item 14, corrected the provisions for exclusion of earned income tax credits.
11. [FSC 4600](#) – Earned income tax credits are no longer listed as an example of a countable resource.
12. [FSC 5405](#) – Added a new item 12 that contains information about excluding payments to the children of women who are Vietnam veterans if that individual has one or more covered birth defects. (All following items were renumbered.)
13. [FSC 5410](#) – Added information to clarify that all SSI recoupments will be excluded as income in the food stamp budget because SSA currently has no method of classifying overpayments as intentional program violations.
14. [FSC 5412](#) – Added information to clarify that benefits excluded as income in the third-party beneficiary's food stamp budget must be counted as income in the intended beneficiary's food stamp budget if both households receive food stamp benefits.
15. [FSC 6100](#) – Updated paragraph 2 to remove information about the amount of the standard deduction.
16. [FSC 6300](#) – Updated the section to incorporate PD FSC 02-15 which mandated different standard deductions for different household sizes.
17. [FSC 6610](#) – Portions of this section have been rewritten to clarify that shelter costs incurred by food stamp households may be allowable even if the household has not paid this cost.
18. [FSC 8130](#) – Added information to item 9 to clarify that complete food stamp applications should be registered no later than the end of the first working day after the date the application was received. Revised item 12 to reflect that Food Stamp Nutrition Education is not currently offered in all counties in the state.
19. [FSC 8142](#) – Added information about handling applications when the applicant moves to another county after the application is registered but before it is approved.
20. [FSC 8504](#) – Revised this policy to incorporate the use of 002, 003, 004, or 005 denial codes when applications that may be reinstated are denied.
21. [FSC 8505](#) – Added a new item 2 about explaining the use of EBT to access food stamp benefits.
22. [FSC 9200](#) – Updated the policy.
23. [FSC 9300](#) – Revised policy to:
  - Include instructions for screening certain applications for recertification.
  - Remove instructions for shortening the certification period, which is no longer allowed.
  - Expand the instructions for determining income, resources, and shelter costs during screening
  - Add instructions for screening for expedited services using the Request for Assistance
24. [FSC 9321](#) – Added instructions for documenting on the Request for Assistance when the household is not entitled to expedited service.
25. [FSC 9323](#) – Updated instructions for determining non-receipt of benefits when an applicant has moved to Arkansas from another state.

26. [FSC 9325](#) – Updated the instructions for use of the expedited indicator. Retitled section as “Tracking Expedited Applications.”
27. [FSC 9400](#) – Added a phrase to clarify how type “L” applications are tracked.
28. [FSC 9410](#) – Added a statement about reclassifying applications if the worker finds the household is not entitled to expedited service.
29. [FSC 9420](#) – Updated the language about changing the expedited indicator when a second appointment is scheduled for an expedited applicant.
30. [FSC 9442](#) – Updated the policy to show that household members who wish to participate must supply an SSN.
31. [FSC 9443](#) – Added instructions for referring appropriate individuals to the E&T Program in E&T counties.
32. [FSC 9444](#) – Updated the section to reflect current citizenship policy.
33. [FSC 9445](#) – Updated the resource chart.
34. [FSC 12330](#) – Revised last paragraph to incorporate information about issuing a request for contact instead of shortening the household’s certification period.
35. [FSC 14132](#) – Added instructions for use of DCO-238, Declaration of Food Loss.
36. [FSC 14320](#) – Added a “NOTE” to clarify that the PIN remains the same when a new EBT card is requested unless the household also requests a new PIN.
37. [FSC 14350](#) – Added a reference FSC 15810 where instructions are provided for canceling benefits to avoid an overpayment.
38. [FSC 14400](#) – Added instructions for handling situations where a household may incur a loss due to the county office’s failure to correctly handle the household’s report of a lost or stolen EBT card.
39. [FSC 14800](#) – Revised information to state that all EBT conversions to food stamp coupons will be handled in the Central Office EBT Unit.

Inquiries to:

Betty Helmbeck, Food Stamp Section, 501-682-8284, [Betty.Helmbeck@mail.state.ar.us](mailto:Betty.Helmbeck@mail.state.ar.us)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 03-14

Food Stamp Certification Manual

Issuance Date: 10-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

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### Summary of Changes:

Effective October 1, 2003 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached [Basis of Issuance Charts](#). See also the revised [\[Appendix D\]](#), Current Standards.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, 3 and 4.
2. Household size 5 will change from \$147 to \$149.
3. Household size 6 and up will change from \$168 to \$171.
4. Standard utility allowance will remain \$212.
5. Maximum excess shelter deduction will change from \$300 to \$378. Aged/Disabled households have no excess shelter deduction limit.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 04-02

Food Stamp Certification Manual

Issuance Date: 01-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Employment and Training (E&T) Program

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### Summary of Changes:

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) will continue to contract with the Arkansas Department of Workforce Education (DWE) to administer a Food Stamp E&T Program in the following counties:

1. Benton	8. Garland	15. Mississippi
2. Cleburne	9. Grant	16. Pope
3. Craighead	10. Hempstead	17. Pulaski
4. Crawford	11. Independence	18. St. Francis
5. Crittenden	12. Jefferson	19. Union
6. Drew	13. Lee	20. Washington
7. Faulkner	14. Miller	21. White

### **Reimbursement Changes**

Effective 12-01-03, reimbursement for mileage will increase from \$.29 cents per mile to \$.31 per mile. This means mileage traveled on or after 12-01-03 will be reimbursed at \$.31 per mile. Mileage traveled before 12-01-03 will be reimbursed at \$.29 per mile. Actual costs (e.g., for bus service or transportation provider) may still be reimbursed, and the maximum monthly reimbursement for an E&T participant continues to be \$285.00 per calendar month. (This includes all reimbursements - transportation, books, tuition, etc.)

## Addresses

An updated address list is attached. The E&T Coordinators' names, addresses, telephone numbers, fax numbers and e-mail addresses are provided on this list.

### FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM ADDRESSES

County: Benton Ms. Ann Lambert, E&T Coordinator Northwest Arkansas Community College Adult Education Program Mailing Address: One College Drive Bentonville, AR 72712 Business: 479-986-6930 Business Fax: 479-986-6933 E-mail: <a href="mailto:alambert@nwacc.edu">alambert@nwacc.edu</a>	County: Crittenden Ms. Melissa Chun, E&T Coordinator Mid-South Community College Adult Education Program Mailing Address: 2000 West Broadway West Memphis, AR 72301 Business: 870-733-6760 Business Fax: 870-733-6799 E-mail: <a href="mailto:mchun@midsouthcc.edu">mchun@midsouthcc.edu</a>
County: Cleburne Mr. Peter Farhatt, E&T Coordinator Foothills Technical Institute Adult Education Program Mailing Address: P.O. Box 909 Searcy, AR 72143 Business: 501-207-4053 Business Fax: 501-268-0263 E-mail: <a href="mailto:pfarhatt@foothills.tech.ar.us">pfarhatt@foothills.tech.ar.us</a>	County: Drew Ms. Arlicia Thompson, E&T Coordinator Monticello School District Adult Education Center Mailing Address: 809 Hwy 278 East Monticello, AR 71655 Business: 870-367-4070 Business Fax: 870-367-4071 E-mail: <a href="mailto:thompsonarlicia@hotmail.com">thompsonarlicia@hotmail.com</a>
County: Craighead Mr. Keith Little, E&T Coordinator Jonesboro School District Adult Education Center Mailing Address: 613 North Fisher Jonesboro, AR 72491 Business: 870-933-5896 Business Fax: 870-933-5889 E-mail: <a href="mailto:littlek@adulthood.jps.k12.ar.us">littlek@adulthood.jps.k12.ar.us</a>	County: Faulkner Ms. Carol Zabel, E&T Coordinator Conway School District Adult Education Program Mailing Address: 615 Robins Street Conway, AR 72032 Business: 501-450-4810 Business Fax: 501-450-4818 E-mail: <a href="mailto:czabel@conwaycorp.net">czabel@conwaycorp.net</a> Website: <a href="http://www.caec.org">http://www.caec.org</a>



<p>County: Crawford  Mr. Patrick McClelland, E&amp;T Coordinator Van Buren School District  Crawford County Adult Education Program  Mailing Address:  605 Alma Blvd. Circle  Van Buren, AR 72956  Business: 501-471-0019  Business Fax: 501-471-0021  E-mail: <a href="mailto:pisesiiii@hotmail.com">pisesiiii@hotmail.com</a></p>	<p>County: Garland  Ms. Karen Adams, E&amp;T Coordinator National Park Community College  Adult Education Program  Mailing Address:  101 College Drive  Hot Springs, AR 71913  Business: 501-760-4339  Business Fax: 501-767-0224  E-mail: <a href="mailto:blinsky@npcc.edu">blinsky@npcc.edu</a></p>
<p>County: Grant  Ms. Summer Scott, E&amp;T Coordinator Sheridan School District  Grant County Adult Education Program  Mailing Address:  106 North Oak  Sheridan, AR 72150  Business: 870-942-4402  Business Fax: 870-942-5503  E-mail: <a href="mailto:summerscott@sheridanschools.org">summerscott@sheridanschools.org</a></p>	<p>County: Lee  Ms. Sandra Taylor, E&amp;T Coordinator Crowley's Ridge Technical Institute  Adult Education Program  Mailing Address:  P.O. Box 925  Forrest City, AR 72336-0925  Business: 870-633-5411  Business Fax: 870-633-9328  E-mail: <a href="mailto:sandra@crti.tec.ar.us">sandra@crti.tec.ar.us</a></p>
<p>County: Hempstead  Mrs. Elicha Hunt, E&amp;T Coordinator Hope School District  Adult Education Program  Mailing Address:  601 West 6<sup>th</sup> Street  Hope, AR 71801  Business: 870-722-2744  Business Fax: 870-722-2745  E-mail: <a href="mailto:elichamhunt@hotmail.com">elichamhunt@hotmail.com</a></p>	<p>County: Miller  Ms. Jean Works, E&amp;T Coordinator \Texarkana School District  Adult Education Program  Mailing Address:  3512 Grand  Texarkana, AR 71854  Business: 870-774-8545  Business Fax: 870-772-7952  E-mail: <a href="mailto:rjworks@txk.k12.ar.us">rjworks@txk.k12.ar.us</a></p>
<p>County: Independence  Ms. Connie Lawrence, E&amp;T Coordinator University of Arkansas  Community College at Batesville  Adult Education Program  Mailing Address:  P.O. Box 3350  Batesville, AR 72503  Business: 870-612-2085  Business Fax: 870-793-4988  E-mail: <a href="mailto:clawrence@uaccb.edu">clawrence@uaccb.edu</a></p>	<p>County: Mississippi  Ms. Murlene Walker, E&amp;T Coordinator Arkansas Northeastern College  Adult Education Program  Mailing Address:  P.O. Box 1190  Blytheville, AR 72316-1109  Business: 870-762-1020  Business Fax: 870-838-7675  E-mail: <a href="mailto:dia@arkansas.net">dia@arkansas.net</a></p>

<p>County: Jefferson  Ms. Monica Samuels, E&amp;T Coordinator  SouthEast Arkansas (SEARK) College  Adult Education Program  Mailing Address:  1900 Hazel Street  Pine Bluff, AR 71603  Business: 870-543-5915  Business Fax: 870-543-5951  E-mail: <a href="mailto:msamuels@seark.edu">msamuels@seark.edu</a></p>	<p>County: Pope  Mr. Mark Plumb, E&amp;T Coordinator Russellville  School District  Adult Education Program  Mailing Address:  P.O. Box 928  Russellville, AR 72801  Business: 479-968-5244  Business Fax: 479-968-6081  E-mail: <a href="mailto:etprogram@yahoo.com">etprogram@yahoo.com</a></p>
<p>County: Pulaski  Ms. Tami Caron, E&amp;T Coordinator  Pulaski County Special School District  Adult Education Program  Mailing Address:  4300 Haywood St.  North Little Rock, AR 72117  Business: 501-945-6055  Business Fax: 501-864-7180  E-mail: <a href="mailto:etcoordinator@hotmail.com">etcoordinator@hotmail.com</a></p>	<p>County: Washington  Ms. Juanita Moore, E&amp;T Coordinator Northwest  Technical Institute  Adult Education Program  Mailing Address:  P.O. Box 2000  Springdale, AR 72765  Business: 501-751-8824  Business Fax: 501-750-7272  E-mail: <a href="mailto:jmoore@nti.tec.ar.us">jmoore@nti.tec.ar.us</a></p>
<p>County: St. Francis  Ms. Sandra Taylor, E&amp;T Coordinator Crowley's  Ridge Technical Institute  Adult Education Program  Mailing Address:  P.O. Box 925  Forrest City, AR 72336-0925  Business: 870-633-5411  Business Fax: 870-633-9328  E-mail: <a href="mailto:sandra@crti.tec.ar.us">sandra@crti.tec.ar.us</a></p>	<p>County: White  Mr. Peter Farhatt, E&amp;T Coordinator  Foothills Technical Institute  Adult Education Program  Mailing Address:  P.O. Box 909  Searcy, AR 72143  Business: 501-207-4090  Business Fax: 501-268-0263  E-mail: <a href="mailto:pfarhatt@foothills.tech.ar.us">pfarhatt@foothills.tech.ar.us</a></p>
<p>County: Union  Ms. Paula Pratt, E&amp;T Coordinator  South Arkansas Community College  Adult Education Program  Mailing Address:  P.O. Box 7010  El Dorado, AR 71731-7010  Business: 870-862-8131 Ext. 182  Business Fax: 870-864-7180  E-mail: <a href="mailto:ppratt@southark.edu">ppratt@southark.edu</a></p>	

**Inquiries to:**

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 04-03

Food Stamp Certification Manual

Issuance Date: 04-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

**Subj: List of Forms Added as Appendix A, List of Current Directives, etc. – Updated to show current directives and the appendices.**

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Tables of Contents		Tables of Contents	04/01/04
None		Appendix A	04/01/04

### Summary of Changes:

The Tables of Contents for each section have been updated. The date of each section has been added to the Tables of Contents. You may use the Tables of Contents as a checklist.

A list of current directives, list of current appendices, and a list of 2003 policy issuances has been included with the Tables of Contents. You may use these lists to insure that your manual contains only the correct information.

A new list of forms is provided as the new [Appendix A](#). This list provides the following information:

- Form number
- Form name
- Revision date
- Use
- How to access the form

### Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 04-04

Food Stamp Certification Manual

Issuance Date: 04-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Allowable Costs

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Pages to be Deleted:	Pages to be Added:
Front 6626.2 to 6627	6626.2 to 6627
Back 6627 to 6700	6627 to 6700
Front 6700 to 6700	6700 to 6700
Back 6700 to 6710	6700 to 6710
Front 6710 to 6722	6710 to 6722
Back 6723 to 6730	6723 to 6730
Front 6800 to 6800	6800 to 6800
Back 6800 to 6800	6800 to 6800

### Summary of Changes:

[FSC 6700](#) - This section was updated to include additional examples of expenses that are not allowable even if the cost is incurred by the household.

[FSC 6710](#) - The policy was revised so that rent "paid in advance" will now be an allowable shelter cost.

[FSC 6800](#) - The chart was updated to reflect the current policies for allowing standard deductions and dependent care costs.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 04-09

Food Stamp Certification Manual

Issuance Date: 07-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers – Annual Update

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### Summary of Changes:

Effective July 1, 2004, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

1. Arkansas	16. Grant	31. Ouachita
2. Ashley	17. Greene	32. Perry
3. Baxter	18. Hot Spring	33. Phillips
4. Bradley	19. Independence	34. Poinsett
5. Calhoun	20. Izard	35. Polk
6. Chicot	21. Jackson	36. Prairie
7. Clay	22. Jefferson	37. Pulaski
8. Cleveland	23. Lawrence	38. Randolph
9. Craighead	24. Lee	39. Searcy
10. Crittenden	25. Lincoln	40. Sharp
11. Cross	26. Lonoke	41. St. Francis
12. Dallas	27. Marion	42. Stone
13. Desha	28. Mississippi	43. Union
14. Drew	29. Monroe	44. Van Buren
15. Fulton	30. Newton	45. White
		46. Woodruff

These waivers are effective until further notice.

### **WAIVER APPLICATION**

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the

alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

Participation in the E&T Program is in no way related to waiver or non-waiver status.

If any county has an E&T Program operating, the county office workers must refer all food stamp participants who are subject to the RTW to the E&T Program regardless of whether: A) the county has an RTW waiver OR B) a personal exemption has been granted to this individual.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

#### **COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED**

No special actions are required in these counties where the waiver is continued without interruption.

#### **COUNTIES WHERE AN RTW WAIVER IS EFFECTIVE JULY 1, 2004**

This year there are no counties where an RTW waiver will be effective for the first time or after a break of one year.

#### **COUNTIES WHERE AN RTW WAIVER NO LONGER APPLIES**

Until July 1, 2004, an RTW waiver applied in the following counties. Effective July 1, 2004, this waiver has ended.

1. Conway	2. Lafayette
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These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

#### **ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES**

There is no RTW waiver in the following counties:

1. Benton	11. Garland	21. Nevada
2. Boone	12. Hempstead	22. Pike
3. Carroll	13. Howard	23. Pope
4. Clark	14. Johnson	24. Saline
5. Cleburne	15. Lafayette	25. Scott
6. Columbia	16. Little River	26. Sebastian
7. Conway	17. Logan	27. Sevier
8. Crawford	18. Madison	28. Washington
9. Faulkner	19. Miller	29. Yell
10. Franklin	20. Montgomery	

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See FSC 3500.) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is Georgia.Gilkey@arkansas.gov.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.



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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 04-15

Food Stamp Certification Manual

Issuance Date: 10-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/03	Food Stamp Basis of Benefit Issuance	10/01/04
Appendix D	01/01/04	Appendix D	10/01/04

### Summary of Changes:

Effective October 1, 2004 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain **\$134** for household sizes 1, 2, 3 and 4.
2. Household size 5 will change from \$149 to **\$153**.
3. Household size 6 and up will change from \$171 to **\$175**.
4. Standard utility allowance will increase to **\$229**.
5. Maximum excess shelter deduction will change from \$378 to **\$388**. Aged/Disabled households have no excess shelter deduction limit.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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**Policy Directive**

**Issuance Number: FSC 04-18**

**Food Stamp Certification Manual**

**Issuance Date: 10-15-2004**

**From: Joni Jones, Director**

**Expiration Date: Until Superseded**

**Subj: Accepting Faxed Applications**

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Faxed applications or Requests for Assistance (DCO-215) will be accepted as valid applications in the Food Stamp, Medicaid and TEA Programs.

When a faxed application is received, the application date will be the date the fax is received. Caseworkers should request that the client provide the original application form. However, no application will be denied or delayed for approval due to non-receipt of the original form.

The faxed application must contain the applicant's name, address and signature of the applicant, authorized representative or a responsible household member. If the faxed application is not signed, it will be returned for signature. The date of application will be the date the signed application is received.

If any information, including the signature, on the faxed application is not legible, the caseworker will follow up with the applicant to secure a legible form, either through fax or mail. The date the original illegible fax was received will be the date of application.

Applications received in the wrong office will be faxed by the receiving office to the correct location the day of receipt. The original date of receipt will be preserved as the date of application.

**Inquiries to:**

Jack Tiner, 501-682-8259

Betty Helmbeck, 501-682-8284

Gerry Reed, 501-682-8253

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 05-01

Food Stamp Certification Manual

Issuance Date: 01-15-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/04	Appendix D	01/01/05

### Summary of Changes:

The Appendix D have been updated to provide the maximum SSI payments and Medicare premium effective 01/01/05.

#### **Current SSI Maximum Payments**

- SSI Only-Individual will increase to \$579
- SSA/SSI-will increase to \$599
- SSI Only-Individual Reduced will increase to \$386
- SSA/SSI Individual Reduced will increase to \$406

#### **Current Medicare Premium-\$78.20**

### Inquiries to:

Erica Scott, Food Stamp Section, (501) 682-8286 [Erica.Scott@arkansas.gov](mailto:Erica.Scott@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 05-02

Food Stamp Certification Manual

Issuance Date: 03-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program-Exclusion of Combat Pay

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### LEGAL AUTHORITY

On December 8, 2004, the President signed the Consolidated Appropriations Act, 2005, Public Law 108-447. This law contains a provision that excludes from consideration as income in the Food Stamp Program additional pay received by military personnel as a result of deployment to a combat zone. Public Law 108-447 reads in pertinent part:

“Notwithstanding section 5(d) of the Food Stamp Act of 1977, any additional payment received under chapter 5 of title 37, United States Code, by a member of the United States Armed forces deployed to a designated combat zone shall be excluded from household income for the duration of the member’s deployment if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.”

Due to legislative requirement, this policy is retroactive to October 1, 2004.

### DEFINITIONS

#### **A. Combat Pay**

The definition of combat pay under Public Law 108-447 is: Any additional payment received...by a member of the United States Armed forces deployed to a designated combat zone...if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.

The law also stipulates that the additional combat pay must be received under chapter 5 of title 37, United States Code. Combat pay received under this law includes:

SECTION OF THE LAW	TYPE OF PAY
§ 301	Incentive pay: hazardous duty
§ 305	Special pay: hardship duty pay
§ 310	Special pay: duty subject to hostile fire or imminent danger

## **B. Combat Zones**

Combat zones are designated by law or by executive order. See Attachment I for a list of designated combat zones.

## **C. Establishing Deployment to a Combat Zone**

Deployment to a combat zone may be established by any of the following methods:

- Public record – Frequently, entire units are deployed to a combat zone and the deployment is a matter of public record. In this case, it would only be necessary to document in the case record pertinent information about the deployment –e.g., the name of the deployed household member and his or her relationship to the head of the household, the name of the unit, and the date of deployment.
- Copies of orders issued to the deployed household member by the military.
- A copy of the deployed household member's Leave and Earnings Statement (LES). When the household back home has a copy of the LES, it will identify combat pay being received and may be used by the household to establish deployment to a combat zone.

## **INSTRUCTIONS FOR EXCLUDING COMBAT PAY**

### **A. Existing Policy**

Under existing policy FSC 5702, allotments from a member of the U.S Armed Forces to a dependent are counted as unearned income. Under existing policy FSC 5300, money deposited in a joint account by an absent household member is counted as unearned income if the household member has access to the account. Under existing policy FSC 5705, contributions are recurring payments received by a household member from a relative, friend or organization.

When a household member who is a member of the armed services is called to active duty and as a result leaves the household, workers have been counting as income:

- Allotments paid to a dependent,
- Amounts deposited into a joint checking account, and
- Contributions sent directly to the household.

Regardless of the arrangement made by the absent family member for his or her military pay, only that portion of the military pay to which the household has access is counted when determining the household's income for food stamp purposes.

## **B. New Policy**

Under the new policy DHS county office workers will continue to count the same types of payments as unearned income when a household member has been deployed to a combat zone as a member of the U.S. Armed Forces.

However, as a result of the above noted changes in the law, county office workers will now be required to determine if any part of the countable income received by the food stamp household from a member of the U.S. armed forces who has been deployed to a combat zone should be excluded as combat pay.

Often the household will have access to a military Leave and Earnings Statement (LES) that indicates the amount of combat pay being received by the military person. When the food stamp household has the military person's LES, this statement can be used to establish the amount of combat pay to be excluded when the food stamp budget is run.

If the household does not have access to the LES, the county office worker will

1. Establish, for food stamp purposes, the amount of the military person's pay that was actually available to the household prior to the deployment of the military person to a designated combat zone. If the military person was a member of the food stamp household prior to deployment, this will be his or her net military pay. If the military person was not a member of the household prior to deployment, this is the amount made available to the household prior to deployment. (See the NOTE below in regard to National Guard and Reservists called up for active duty.)
2. Next, determine the amount of the deployed person's military pay that he or she is currently making available to his or her family.
3. Last, determine if there has been a change in the amount made available to the deployed person's household and:
  - If the amount of military pay made available to the household is equal to or less than the amount the household was receiving prior to deployment, continue to count the same amount in the food stamp budget; OR
  - If the amount of military pay made available to the household has increased, exclude that portion of the military pay that exceeds the amount the household was receiving prior to his or her deployment.

If benefits are calculated and the household subsequently provides an LES to the DHS county office worker, the worker will allow the household to choose whether to continue using the amount calculated by the DHS county office worker as excluded combat pay or to begin excluding the actual combat pay as established by the LES.

## **C. National Guard or Reserve Deployment**

When members of a National Guard Unit or a Reserve Unit are "called up", the Unit is not immediately deployed. Before deployment, the military person must be activated. This means that the individual is added to the military payroll. Usually, there is also a period of specialized training. So, for the purposes of determining the amount of combat pay to exclude, the worker must use the income received by the

household in the month prior to deployment to a combat zone and NOT the income received by the household prior to the “call-up.”

**D. Effective Date of the Policy**

This policy is retroactive to 10-01-04.

For initial applicants, this income exclusion will be applied when the application is processed. For affected households that are currently participating in the Food Stamp Program, the income exclusion will be applied at the next semi-annual report, reported change, or recertification, whichever occurs first. However, if any affected household contacts the DHS county office to request that combat pay be excluded, the request will be honored within 10 days of the date of the request.

**E. Restoration of Benefits**

If any household lost benefits on or after 10-01-04 due to an increase in income attributed to the receipt of combat pay, the DHS county office must restore those lost benefits to the household at the time the income exclusion is first calculated. See FSC 13310 for instructions on authorizing a restoration.

**F. ANSWER Instructions**

If the service member is not included in the household, then the income would be entered as a MILITARY ALLOTMENT and an adjustment reason of COMBAT PAY will be entered for the amount to be excluded. (Even if the service member deposits income into a joint account thus making his or her income available to the food stamp household, the income will be entered to ANSWER as a MILITARY ALLOTMENT. This will insure that ANSWER handles the excluded combat pay correctly.)

If the service member is present in the household (e.g., has just returned from a combat zone and is still in receipt of combat pay), then the income would be entered to ANSWER as SALARY-WAGES and an adjustment reason of combat pay will be entered for the amount to be excluded.

## ATTACHMENT I

### **COMBAT ZONES**

#### **BY EXECUTIVE ORDER 12744 (EFFECTIVE 17 JAN 1991)**

Arabian Sea Portion that lies North of 10 degrees North Latitude and West of 68 degrees East Longitude including:

- Bahrain
- Gulf of Aden
- Gulf of Oman
- Iraq
- Kuwait
- Persian Gulf
- Qatar
- Oman
- Red Sea
- Saudi Arabia
- United Arab Emirates

#### **IN DIRECT SUPPORT OF EXECUTIVE ORDER 12744**

- Turkey (effective 1 Jan 2003)
- Israel (effective 1 Jan 2003)
- Jordan (effective 19 Mar 2003)

#### **BY EXECUTIVE ORDER 13239 (EFFECTIVE 19 SEP 2001)**

- Afghanistan

#### **IN DIRECT SUPPORT OF EXECUTIVE ORDER 13239**

- Pakistan (effective 19 Sep 2001)
- Tajikistan (effective 19 Sep 2001)
- Jordan (effective 10 Sept 2001)
- Incirlik AFB Turkey (effective 21 Sep 2001)
- Kyrgyzstan (effective 1 Oct 2001)
- Uzbekistan (effective 1 Oct 2001)
- Philippines (applies only to troops with orders that reference OEF – effective 9 Jan 2002)
- Yemen (effective 10 Apr 2002)
- Djibouti (effective 1 Jul 2002)

#### **BY EXECUTIVE ORDER 13119 (EFFECTIVE 24 MAR 1999)**

#### **BY PUBLIC LAW 106-21 ESTABLISHING KOSOVO AS QUALIFIED HAZARDOUS DUTY AREA (EFFECTIVE 24 MARCH 1999)**

- The Federal Republic of Yugoslavia (Serbia/Montenegro)
- Albania
- The Adriatic Sea
- The Ionian Sea north of the 39th parallel



**PUBLIC LAW 104-117 ESTABLISHING A QUALIFIED HAZARDOUS DUTY AREA (EFFECTIVE NOV 1995)**

- Bosnia
- Herzegovina
- Croatia
- Macedonia

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 05-04

Food Stamp Certification Manual

Issuance Date: 02-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised DCO-1, Notice of Action, Revised PUB-279, Food Stamp Program, Rights and Responsibilities

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
DCO-1	07/97	DCO-1	02/05
PUB-279	12/03	PUB-279	02/05

### Summary of Changes:

1. DCO-1-The DCO-1 has been updated and information about how to contact Arkansas Legal Services has been added to the form.
2. PUB-279-Information about how to contact Arkansas Legal Services has been added to this pamphlet.

### Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 05-13

Food Stamp Certification Manual

Issuance Date: 10-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/04	Food Stamp Basis of Benefit Issuance	10/01/05
Appendix D	01/01/04	Appendix D	10/01/05

### Summary of Changes:

Effective October 1, 2005 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, 3 and 4.
  - a) Household size 5 will change from \$153 to \$157.
  - b) Household size 6 and up will change from \$175 to \$179.
2. Standard utility allowance will increase to \$240.
3. Maximum excess shelter deduction will change from \$388 to \$400.
  - a) Aged/Disabled households have no excess shelter deduction limit.

### Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 06-11

Food Stamp Certification Manual

Issuance Date: 07-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program – Recertification Changes

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### Introduction

New procedures for recertification of Food Stamp Program participants will be implemented in August 2006. The new procedures will include:

- A new *Application for Recertification* (DCO-268) has been designed. This form will be used to re-determine food stamp eligibility at the time of recertification. It may also be used to re-determine Medicaid eligibility if a household member receives Medicaid.
- A recertification packet including an *Application for Recertification* (DCO-268), a notice of expiration, an explanation of the household's rights & responsibilities, and a list of required verification will be sent directly to the food stamp household.
- When the household returns the DCO-268, a DCO county office worker will schedule an appointment for an interview using the *Notice of Food Stamp Recertification Appointment* (DCO-286).
- Telephone interviews will be conducted at recertification unless a face-to-face interview is requested.
- If the household misses their scheduled interview, a *Notice of Missed Appointment* (DCO-269) will be issued.

### POLICY CHANGES

Revisions have been made to FSC 10000 and were issued via Manual Transmittal FSC 06-05 dated July 1, 2006. The entire section was reissued to accommodate these changes. Major changes include:

- The revised policy explains the use of a recertification packet containing an *Application for Recertification*, a notice of expiration, and other information.
- The policy has been revised to state that no appointment for an interview will be scheduled until the household returns their *Application for Recertification* and to provide guidelines for scheduling interviews when a household returns an *Application for Recertification*.

- The policy has been revised to provide instructions for conducting telephone interviews at recertification.
- The policy has been revised to provide a definition of a failure to participate in a telephone interview and instructions for issuing a *Notice of Missed Interview*.
- Instructions have been added for accepting *Applications for Recertification* as a valid application whenever it is submitted.
- A new section listing the forms & notices that may be required at recertification has been added.

#### NEW FORMS

Title of Form	Form Number	Purpose of Form
Application for Recertification	DCO-268	Used to submit an application for food stamp recertification.  NOTE: This form may also be used to re-determine Medicaid eligibility for households receiving Medicaid. <b><u>However</u></b> , failure to return the application or failure to complete the application process will not result in closure of the Medicaid case unless the regular Medicaid re-evaluation is due.
Notice of Recertification Appointment	DCO-286	Used to schedule a telephone or face-to-face interview for households that submit an Application for Recertification. The form also allows the county to request required verification not submitted with the Application for Recertification.
Notice of Missed Appointment	DCO-269	Sent to households that miss their appointment for an interview at recertification.

#### CHANGES IN COUNTY PROCEDURES

Current Method	New Method
A DHHS county office worker mails the <i>Notice of Expiration</i> (DCO-239) to the household with a <i>Request for Assistance</i> (DCO-215).	A recertification packet that includes an <i>Application for Recertification</i> (DCO-268), a notice of expiration, an explanation of the household's rights and responsibilities and a list of required verification will be sent to the household from the Central Office.

Current Method	New Method
In most counties, a DHHS county office worker schedules the appointment for an interview before the DCO-239 is mailed to the household.	An appointment for an interview will not be scheduled until the household returns the DCO-268. The <i>Notice of Food Stamp Recertification Appointment</i> (DCO-286) has been designed to use to schedule the appointment and also to request any required information that was not submitted with the DCO-268. If the household needs to return required information, a BRM envelope will be furnished.
Face-to-face interviews are conducted in the DHHS county office unless the household qualifies for a telephone interview and requests one.	Telephone interviews will be conducted at recertification unless the household requests a face-to-face interview.
If the household misses their appointment for an interview at recertification, they are not notified.	A <i>Notice of Missed Appointment</i> (DCO-269) will be issued to the household on the day that they miss their appointment for a recertification interview.

## IMPLEMENTATION INSTRUCTIONS

### New Tasks for DHHS county offices

- Reviewing returned *Application for Recertification* (DCO-268) and using a *Notice of Food Stamp Recertification Appointment* (DCO-286) scheduling either a face-to-face or telephone interview and requesting required verification not returned with the DCO-268.
- For households that request a telephone interview, contacting households at the appointed time and conducting the telephone interview.
- Issuing a *Notice of Missed Appointment* (DCO-269) if the household misses the scheduled appointment.

## IMPLEMENTATION TIMELINE

MONTH	IMPLEMENTATION TASK
June 2006	PSSs and Trainers provided with policy, form, and training material.
July 2006	County offices are trained and make implementation plans.
August 2006	Recertification Packet is system generated and mailed to food stamp households with certification periods that expire in September 2006. Food stamp households begin returning <i>Application for Recertification / Medical Evaluation</i> (DCO-268). Counties begin scheduling interviews – telephone or face-to-face – as indicated by the households.

MONTH	IMPLEMENTATION TASK
September 2006	Counties begin telephone interviews. Counties process applications for recertification. Counties begin issuing notices of missed interview.

### **TRAINING**

Training material has been provided to all the Areas.

### **INTERVIEW GUIDE**

An interview guide has been developed to assist workers as they begin to conduct telephone interviews. It is attached to this directive. The interview guide is not a required form. Counties may modify this guide or develop their own guides so long as the contents of the guide are compliant with the existing FSC policy manual.

### **Inquiries to:**

Larry Crutchfield, Food Stamp Section, 501-682-8283, [Larry.Crutchfield@arkansas.gov](mailto:Larry.Crutchfield@arkansas.gov)  
Erica Scott, Food Stamp Section, 501-682-8286, [Erica.Scott@arkansas.gov](mailto:Erica.Scott@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 06-14

Food Stamp Certification Manual

Issuance Date: 10-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/05	Food Stamp Basis of Benefit Issuance	10/01/05
Appendix D	01/15/06	Appendix D	01/01/07

### Summary of Changes:

Effective October 1, 2006 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

- Standard deduction will remain **\$134** for household sizes 1, 2, and 3.
  - Household size 4 will change from \$134 to **\$139**.
  - Household size 5 will change from \$157 to **\$162**.
  - Household size 6 and up will change from \$179 to **\$186**.
- Maximum excess shelter deduction will change from \$400 to **\$417**. Aged/Disabled households have no excess shelter deduction limit.
- Standard utility allowance will remain **\$240**.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)



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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 07-01

Food Stamp Certification Manual

Issuance Date: 01-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Drug Conviction Chart

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Pages to be Deleted:		Pages to be Added:	
Front	1622.9 to 1622.20	Front	1622.9 to 1622.20
Back	1622.20 to 1622.20	Back	1622.20 to 1622.20

### Summary of Changes:

The Drug Conviction Chart included in the FSC 07-01 Issuance of Corrections and Clarifications has been revised to delete the following drug offenses:

- Possession with intent to deliver or manufacture;
- Conspiracy to possess drug paraphernalia with intent to manufacture and/or deliver.

**Note:** Until further notice, all felony drug convictions regarding the “intent” to manufacture or deliver should be sent to the Office of Program Planning & Development to obtain a legal opinion from the Office of Chief Counsel. The requests may be sent via mail to Slot S-335, or via fax to 501-682-1469, Attn: Food Stamp Policy Unit.

### Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, [Larry.crutchfield@arkansas.gov](mailto:Larry.crutchfield@arkansas.gov)  
Erica Scott, Food Stamp Section, 501-682-8286, [Erica.scott@arkansas.gov](mailto:Erica.scott@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 07-05

Food Stamp Certification Manual

Issuance Date: 10-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/06	Food Stamp Basis of Benefit Issuance	10/01/07
Appendix D	01/01/07	Appendix D	10/01/07

### Summary of Changes:

Effective October 1, 2007 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, and 3.  
Household size 4 will change from \$139 to \$143.  
Household size 5 will change from \$162 to \$167.  
Household size 6 and up will change from \$186 to \$191
2. Maximum excess shelter deduction will change from \$417 to \$431.  
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain \$240.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 07-06

Food Stamp Certification Manual

Issuance Date: 10-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers – Annual Update

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Pages to be Deleted:	Date:	Pages to be Added:	Date:

### I. RTW WAIVERS EFFECTIVE JULY 1, 2007

Effective July 1, 2007, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

Arkansas County	Fulton County	Nevada County
Ashley County	Grant County	Ouachita County
Baxter County	Greene County	Phillips County
Bradley County	Hempstead County	Poinsett County
Calhoun County	Independence County	Prairie County
Chicot County	Izard County	Pulaski County
Clark County	Jackson County	Randolph County
Clay County	Jefferson County	Searcy County
Cleveland County	Lafayette County	Sharp County
Columbia County	Lawrence County	St. Francis County
Craighead County	Lee County	Stone County
Crittenden County	Lincoln County	Union County
Cross County	Lonoke County	Van Buren County
Dallas County	Marion County	White County
Desha County	Mississippi County	Woodruff County
Drew County	Monroe County	City of Hot Springs

These waivers are effective until further notice.

## II. WAIVER APPLICATION

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in [FSC 1301 – 1304](#). When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

### **Participation in the E&T Program is not related to waiver or non-waiver status.**

If any county has an E&T Program operating, the county office workers must refer all food stamp participants who are subject to the RTW to the E&T Program regardless of whether:

- A) the county has an RTW waiver OR
- B) a personal exemption has been granted to this individual.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the **work registration requirements** but not the RTW may be referred if they volunteer.

## III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED

No special actions are required in these counties where the waiver is continued without interruption.

## IV. COUNTIES WHERE AN RTW WAIVER IS EFFECTIVE JULY 1, 2007

This year there are five counties and one city where an RTW waiver will be effective for the first time or after a break of one year.

Clark County	Columbia County	Hempstead County
Lafayette County	Nevada County	City of Hot Springs

## V. COUNTIES WHERE AN RTW WAIVER NO LONGER APPLIES

Until July 1, 2007, a RTW waiver applied in the following counties. Effective July 1, 2007, this waiver has ended.

Hot Spring County	Newton County
Perry County	Polk County

These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

## VI. ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES

There is no RTW waiver in the following counties:

Benton County	Howard County	Polk County
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Boone County	Johnson County	Pope County
Carroll County	Little River County	Saline County
Cleburne County	Logan County	Scott County
Conway County	Madison County	Sebastian County
Crawford County	Miller County	Sevier County
Faulkner County	Montgomery County	Washington County
Franklin County	Newton County	Yell County
Garland County	Perry County	
Hot Spring County	Pike County	

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See [FSC 3500](#).) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in [FSC 3500](#).

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month

for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is [Georgia.Gilkey@arkansas.gov](mailto:Georgia.Gilkey@arkansas.gov).

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, [Larry.crutchfield@arkansas.gov](mailto:Larry.crutchfield@arkansas.gov)  
Erica Scott, Food Stamp Section, 501-682-8286, [Erica.scott@arkansas.gov](mailto:Erica.scott@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 08-01

Food Stamp Certification Manual

Issuance Date: 01-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

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### I. RTW WAIVERS EFFECTIVE JULY 1, 2007

Effective July 1, 2007, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

All counties in Arkansas except:

1. Benton County
2. Washington County

These waivers are effective until further notice.

### II. WAIVER APPLICATION

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

**Participation in the E&T Program is not related to waiver or non-waiver status.**

If any county has an E&T Program operating, **all food stamp participants who are subject to the RTW** will be referred to the E&T Program regardless of whether:

- A) the county has an RTW waiver **OR**
- B) a personal exemption has been granted to this individual.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

### **III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED**

No special actions are required in these counties where the waiver is continued without interruption.

### **IV. COUNTIES WHERE AN RTW WAIVER IS BEING NEWLY APPLIED OR AFTER A BREAK OF AT LEAST ONE YEAR**

Counties previously required to apply and report RTW personal exemptions will no longer be required to do so. Counties previously required to evaluate RTW status at any case action will no longer be required to do so.

### **V. ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES**

There is no RTW waiver in the following counties:

1. Benton County
2. Washington County

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties without an RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. ([See FSC 3500.](#)) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system developed should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.



At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. Emails should be sent to [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov).

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, [Larry.crutchfield@arkansas.gov](mailto:Larry.crutchfield@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 08-05

Food Stamp Certification Manual

Issuance Date: 07-31-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers – Annual Update

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### I. INTRODUCTION

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) will continue to provide a Food Stamp E&T Program for the current fiscal year. The DHS Division of County Operations has entered into 12 contracts with entities such as the adult education centers, public schools, vocational schools and community colleges to provide employment and training services for program participants. The current year contractors will operate a Food Stamp E&T Program in the following counties:

- |               |                 |
|---------------|-----------------|
| 1. Cleburne   | 8. Independence |
| 2. Craighead  | 9. Lee          |
| 3. Crittenden | 10. Miller      |
| 4. Drew       | 11. Pope        |
| 5. Faulkner   | 12. St. Francis |
| 6. Grant      | 13. Union       |
| 7. Hempstead  | 14. White       |

For the current E&T Program year, some contractors are providing E&T services to more than one county. No fundamental changes have been made to E&T policy. Participation in the Food Stamp E&T Program is still voluntary and participants will not be penalized for failure or refusal to participate.

### II. REIMBURSEMENT CHANGES

**County office staff should be mindful that the mileage rate will be automatically adjusted up or down as the State mileage reimbursement rate changes.** Actual costs (e.g., for bus service or transportation provider) may still be reimbursed, and the maximum monthly reimbursement for an E&T participant continues to be \$285.00 per month. (This includes all reimbursements – transportation, books, tuition, etc.)

### III. AUTOMATED REFERRALS

The Division of County Operations (DCO) provides to the E&T contractors a list of able-bodied adults without dependent children (ABAWDS) who are subject to the requirement to work (RTW) each month. Per current DHS requirements, this list is sent via encrypted CDs. E&T referrals will occur at certification, recertification and reinstatement of SR cases. (FACTS action types – “A2”, “A4”, “C2”, “C4”, and “RI”). Household members with the work participation code “Mandatory E&T” or “Mandatory – Food Stamps” (FACTS – work registration code “1”) will be selected for automated referral if none of the following General Client Characteristics are selected: Felony Drug Conviction, Fleeing Felon, Fraud-IPV conviction, Ineligible Student, Parole Violator, or Probation Violator, the member status code is “Active”. (FACTS member status code is “1”, “2” or “3” and the aged/disabled indicator for the member is “0”).

The local E&T Coordinator will be provided with the following information about each household member selected as a mandatory E&T referral:

- Member Name
- Member SSN
- Casehead Name
- Casehead SSN
- Address
- Telephone Number (if available)
- Beginning month in certification period
- Ending month in certification period
- Total by county

A copy of the list of referrals will be provided to the Food Stamp Section and to the DHS county office.

A list of cases closed for any reason listed below will be sent to the local E&T Coordinator if a household member has been referred to the E&T Program under the criteria shown above:

001 – Residence not established	010 & 011 & 012 & 013 – Resources exceed maximum	020 – Transfer to another county
002 – Income not verified	014 - Death	021 – Client’s request
003 – Other mandatory verification not provided	015 – Moved from State	026 – Semi-annual report not processed
004 – Questionable information not verified	016 – Refused to cooperate	034 – COLA closure
008 & 009 – Income exceeds maximum	018 – Other	

The list of closures will provide the following information for each case listed:

- Member Name
- Member SSN
- Casehead Name
- Casehead SSN

- Beginning month in certification period
- Ending month in certification period
- Total by county

A copy of the list of closures will be provided to the Food Stamp Section and to the DHS county office.

#### **IV. COUNTY OFFICE RESPONSIBILITIES**

**Referral of ABAWDs at Reported Change** – DHS county office workers must continue to refer work registered, non-exempt ABAWDs to the local E&T office if the ABAWD is added to the case as the result of a reported change including those changes reported on the semi-annual report.

**Providing Information to the Local E&T office** – DHS county offices must report address changes to the local E&T office if a household member is participating in the E&T Program and the household reports the address change during the household's certification period. (This includes address changes reported on the semi-annual report.) DHS county offices must also report to the E&T office if an E&T program participant, either a mandatory referral or a volunteer, is dropped from an active case during a certification period, or when a food stamp case containing an E&T participant is closed.

**Referral of Volunteers** – Any food stamp recipient who is work registered but not classified as an ABAWD may participate in the E&T Program as a volunteer. For example, a parent of a minor child could be referred to the E&T Program if that parent is work registered and wishes to volunteer. Or, a child age 16 to 17 who is not in school and who is work registered may be manually referred as a volunteer if he or she would like to participate. Volunteers who are work registered may be reimbursed for any expenses related to E&T participation. The reimbursement rate for work registered volunteers is the same as the reimbursement rate for ABAWDs who participate in the program. The reimbursement rate is \$285.00 per calendar month for all reimbursements – transportation, books, tuition, etc. County offices must manually refer work registrants, other than ABAWDs, who want to volunteer to participate in the E&T Program.

#### **V. E&T CONTRACTOR INFORMATION**

An updated E&T contractor list is attached. The E&T Coordinators' names, addresses, telephone numbers, fax numbers and e-mail addresses are provided on this list.

#### **CONTACT INFORMATION FOR F. S. E&T PROGRAM CONTRACTORS**

County: Cleburne Ms. Melissa Ritter, E&T Coordinator ASU Beebe Adult Education Program Mailing Address: P.O. Box 909 Searcy, AR 72143 Business Ph.: 501-593-5503 Business Fax: 501-268-0263 E-mail: <a href="mailto:mrutter@searcy.asub.edu">mrutter@searcy.asub.edu</a>	County: Drew Ms. Arlicia Thompson, E&T Coordinator Monticello School District Adult Education Program Mailing Address: 935 Scogin Drive Monticello, AR 71655 Business Ph.: 870-367-4074 Business Fax: 870-367-4073 E-mail: <a href="mailto:thompsonarlicia@hotmail.com">thompsonarlicia@hotmail.com</a>
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<p>County: Craighead  Mr. Jimmy Ward, E&amp;T Coordinator  Valley View School  Adult Education Program  Mailing Address:  2311 E. Nettleton, Suite G  Jonesboro, AR 72401  Business Ph.: 870-935-6205  Business Fax: 870-935-6208  E-mail: <a href="mailto:jward@vv.k12.ar.us">jward@vv.k12.ar.us</a></p>	<p>County: Faulkner  Ms. Carol Zabel, E&amp;T Coordinator  Superintendent of Conway Public Schools  Adult Education Program  Mailing Address:  615 East Robins St  Conway, AR 72032  Business Ph.: 501-450-4885  Business Fax: 501-450-4818  E-mail: <a href="mailto:zabel.carol@gmail.com">zabel.carol@gmail.com</a></p>
<p>County: Crittenden  Ms. Helen Workman, E&amp;T Coordinator  Mid-South Community College  Adult Education Program  Mailing Address:  2000 W. Broadway  West Memphis, AR 72301  Business Ph.: 870-733-6756  Business Fax: 870-733-6799  E-mail: <a href="mailto:hworkman@midsouthcc.edu">hworkman@midsouthcc.edu</a></p>	<p>County: Grant  Ms. Jennifer Castillo, E&amp;T Coordinator  Sheridan School District #37  Adult Education Program  Mailing Address:  512 W. Church St  Sheridan, AR 72150  Business Ph.: 870-942-0781  Business Fax: 870-942-4801  E-mail: <a href="mailto:jennifercastillo@sheridanschools.org">jennifercastillo@sheridanschools.org</a></p>
<p>County: Hempstead  Mr. Terry Bradford, E&amp;T Coordinator  Hope Public Schools  Adult Education Program  Mailing Address:  601 West 6<sup>th</sup> St  Hope, AR 71801  Business Ph.: 870-777-3454  Business Fax: 870-722-2745  E-mail: <a href="mailto:Terry.Bradford@hope.k12.ar.us">Terry.Bradford@hope.k12.ar.us</a></p>	<p>County: Miller  Mr. Billy Gardner, E&amp;T Coordinator  Texarkana School District  Adult Education Program  Mailing Address:  710 East St  Texarkana, AR 71854  Business Ph.: 870-774-8545  Business Fax: 870-772-7952  E-mail: <a href="mailto:bgardner@txk.k12.ar.us">bgardner@txk.k12.ar.us</a></p>
<p>County: Independence  Ms. Connie Lawrence, E&amp;T Coordinator  University of Arkansas Community  College at Batesville  Adult Education Program  Mailing Address:  P. O. Box 3350  Batesville, AR 72503  Business Ph.: 870-612-2166  Business Fax: 870-793-4988  E-mail: <a href="mailto:connie.lawrence@uaccc.edu">connie.lawrence@uaccc.edu</a></p>	<p>County: Pope  Mr. Mark Plumb, E&amp;T Coordinator  Russellville School District  Adult Education Program  Mailing Address:  P.O. Box 928  Russellville, AR 72811  Business Ph.: 479-890-0118  Business Fax: 479-968-6081  E-mail: <a href="mailto:markplumb@gmail.com">markplumb@gmail.com</a></p>

<p>County: Lee</p> <p>Ms. Sandra F. Taylor, E&amp;T Coordinator</p> <p>Crowley's Ridge Technical Institute</p> <p>Adult Education Program</p> <p>Mailing Address:</p> <p>P. O. Box 925</p> <p>Forrest City, AR 72336</p> <p>Business Ph.: 870-633-5411</p> <p>Business Fax: 870-633-9328</p> <p>E-mail: <a href="mailto:Sandra@crti.tec.ar.us">Sandra@crti.tec.ar.us</a></p>	<p>County: St. Francis</p> <p>Ms. Sandra F. Taylor, E&amp;T Coordinator</p> <p>Crowley's Ridge Technical Institute</p> <p>Adult Education Program</p> <p>Mailing Address:</p> <p>P. O. Box 925</p> <p>Forrest City, AR 72336</p> <p>Business Ph.: 870-633-5411</p> <p>Business Fax: 870-633-9328</p> <p>E-mail: <a href="mailto:Sandra@crti.tec.ar.us">Sandra@crti.tec.ar.us</a></p>
<p>County: Union</p> <p>Ms. Judy Williams, E&amp;T Coordinator</p> <p>South Arkansas Community College</p> <p>Adult Education Program</p> <p>Mailing Address:</p> <p>P. O. Box 7010</p> <p>El Dorado, AR 71731</p> <p>Business Ph.: 870-862-8131, ext. 311</p> <p>Business Fax: 870-864-7180</p> <p>E-mail: <a href="mailto:Jwilliams@southark.edu">Jwilliams@southark.edu</a></p>	<p>County: White</p> <p>Ms. Melissa Ritter, E&amp;T Coordinator</p> <p>ASU Beebe</p> <p>Adult Education Program</p> <p>Mailing Address:</p> <p>P. O. Box 909</p> <p>Searcy, AR 72143</p> <p>Business Ph.: 501-593-5503</p> <p>Business Fax: 501-268-0263</p> <p>E-mail: <a href="mailto:mritter@searcy.asub.edu">mritter@searcy.asub.edu</a></p>

Inquiries to:

Dorothy Vance, Food Stamp Section, (501) 682-8290, [dorothy.vance@arkansas.gov](mailto:dorothy.vance@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 08-10

Food Stamp Certification Manual

Issuance Date: 10-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Benefit Basis of Issuance	10/01/07	SNAP Basis of Issuance	10/01/08
Appendix D	01/01/08	Appendix D	10/01/08

### Summary of Changes:

Effective October 1, 2008 maximum SNAP (food stamp) benefit amounts and income levels increase as indicated on the attached Basis of Issuance Chart. The minimum benefit allotment have increased from \$10 to \$14 for one or two person households.

Budget deductions will change as follows:

1. Standard deduction will change from 134 to **\$144** for household sizes 1, 2, and 3.  
Household size 4 will change from \$143 to **\$147**.  
Household size 5 will change from \$167 to **\$172**.  
Household size 6 and up will change from \$191 to **\$197**.
2. Maximum excess shelter deduction will change from \$431 to **\$446**.  
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will change from \$240 to **\$247**.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 09-04

Food Stamp Certification Manual

Issuance Date: 04-01-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Stimulus Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP Benefit Basis of Issuance	10/01/08	SNAP Stimulus Basis of Issuance	04/01/09

### Summary of Changes:

Effective April 01, 2009 maximum SNAP benefit amounts and income levels increase as indicated on the attached Basis of Issuance Chart. The minimum benefit allotment will increase from \$14 to \$16 for one or two person households.

Budget deductions will remain the same as follows:

1. Standard deduction will remain **\$144** for household sizes 1, 2, and 3.  
Household size 4 will remain **\$147**.  
Household size 5 will remain **\$172**.  
Household size 6 and up will remain **\$197**.
2. Maximum excess shelter deduction will remain **\$446**.  
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain **\$247**.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)



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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 09-04

Food Stamp Certification Manual

Issuance Date: 03-09-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Requirement to Work (RTW) Waivers - Annual Update

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### **I. RTW WAIVERS EFFECTIVE IMMEDIATELY**

Effective immediately, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) statewide. The waiver will continue through 9/30/2010 and is a result of the passage and implementation of the American Recovery and Reinvestment Act of 2009 (ARRA).

### **II. E & T PROVISIONS**

Participation in the E&T Program is not related to waiver or non-waiver status.

If any county has an E&T Program operating, the county office workers must remember that all SNAP participants who are subject to the RTW are mandatory for the E&T Program.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

### **III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED**

No special actions are required in these counties where the waiver is continued without interruption.

### **IV. ACTIONS REQUIRED IN BENTON AND WASHINGTON COUNTIES**

For the duration of this directive, these counties are no longer required to grant, track, and report RTW personal exemptions.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, [Larry.crutchfield@arkansas.gov](mailto:Larry.crutchfield@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 09-19

Food Stamp Certification Manual

Issuance Date: 10-01-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP NBI Charts and ANSWER Instructions

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/08	Appendix D	10/01/09
Issuance Chart	04/01/09	Issuance Chart	10/01/09

### Summary of Changes:

Effective October 1, 2009 maximum SNAP benefit amounts will remain the same. The income levels will increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as listed below:

1. Standard deduction will **decrease** from \$144 to **\$141** for household sizes 1, 2, and 3.  
Household size 4 will increase from \$147 to **\$153**.  
Household size 5 will increase from \$172 to **\$179**.  
Household size 6 and up will increase from \$197 to **\$205**.
2. Maximum excess shelter deduction will increase from \$446 to **\$459**.  
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will increase from \$247 to **\$271**.

### Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, [Curtisteen.Brooks@arkansas.gov](mailto:Curtisteen.Brooks@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 10-01

Food Stamp Certification Manual

Issuance Date: 03-01-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Implementation of Electronic Case Records

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**The Electronic Case Record is here!!**

Document imaging is taking the place of the paper case record. Pulaski South, Pulaski East, Grant and Jefferson Counties have been serving as the pilot counties. Preparation is being made for a statewide rollout to begin in March. As part of the preparation, policy and procedures have been developed for moving from the paper case record to the electronic record. Please refer to <https://dhsshare.arkansas.gov/DCO/Shared%20Documents/Image%20Training%20Material/Imaging%201-4-10.ppt> for access to the Electronic Case Record Training Manual.

### **Electronic Case Record**

All forms and supporting documents related to an individual, family, or household will be imaged and filed in the individual's or household's electronic case record in ANSWER. Application forms and other forms and documents relating to a budget unit will be filed in the Budget Unit Notebook. Forms and documents relating to a specific individual will be filed in the Client Notebook. The tabs within ANSWER will serve as the case record "dividers". For statewide consistency, each form and type of document has an assigned place within the ANSWER tabs. Refer to the above link to access the "Document Types" portion of the electronic case record training manual for a listing of all forms and documents and their assigned locations within ANSWER. As forms and documents are scanned, it is the responsibility of the county worker to ensure that they are filed (indexed) in the appropriate place in the ANSWER electronic case record.

### **Transition from Paper Record to Electronic Record**

Until the Electronic Case Record is rolled-out in a county, all forms and documents will continue to be filed in the paper case record according to the current policy and procedures for the 4-part folder.

During the week prior to a county's roll-out, open and closed paper records will be sent to Xerox to be scanned. See the next section on this process.

As soon as the county rolls-out to Electronic Case Record, then retention of the paper case record format is no longer required. However, all paper documents utilized for determining eligibility will be retained in the county for four weeks after the documents have been scanned. These documents and forms do not have to be retained in a 4-part folder. They can be retained in a manila folder housed in a file cabinet in date order. The purpose of this is to ensure the paper versions are available for a period of time after scanning in the event one or more did not get scanned into the record and the client states it was provided or other issues arise regarding the scanned version. We will re-assess the 4 week retention period after full statewide roll-out and reduce the timeframe if appropriate at that time.

### **Xerox "mass scanning" of case records**

As part of the ARRA funding, DCO has arranged for Xerox to scan all non-LTC open and closed case records as a "mass scanning" project. The county worker is responsible for scanning the Long Term Care and TEFRA cases once their county office has officially rolled out into an electronic environment. Each county will box their records according to instructions issued separately from this directive for transport to the Xerox facility for scanning. Each county's records will be scanned during the week of the county's scheduled ECR roll-out. As cases are scanned, they will be available for retrieval and viewing starting the first day of the county's roll-out week. **All** county records will be available by the end of the ECR roll-out week.

The paper records will be stored at the facility for a maximum of 30 days while the quality assurance review process is occurring to ensure the documents were scanned and indexed accurately. Once DCO has signed off on the scanned documents, the paper documents will be destroyed at the facility. They will not be returned to the county office. At that point, the Electronic Case Record will be the only existing case record for the individual or household and will be the agency's official case of record.

### **Viewing Electronic Documents**

Documents that have been scanned and indexed to ANSWER can currently be viewed by all ANSWER Users (except terminal server users) including users in counties that have not yet rolled-out. (Although the documents are accessed through ANSWER, they are actually stored in a repository called Docushare.) Each form and type of document has an assigned place within the ANSWER tabs. Refer to the "Document Types" portion of the electronic case record training manual for a listing of forms and documents and their assigned location within ANSWER. Remember, you must be on the Tab where the correlating information is filed.

During the Xerox scanning, most documents over twelve months old were indexed for viewing as "Archived." Certain documents such as birth certificates and applications were indexed to the

appropriate places in ANSWER regardless of their age as well as other documents under 12 months old. Refer to the instructions for the mass scanning project for further explanation.

To view documents in ANSWER, click on the “**Find Related Documents**” icon. It is the last icon that looks like a little notebook with tiny glasses. This will give you access to the electronic case file. The **Find Related Documents** icon will populate the window with the LIST of documents with a hyper-link appearance related to that tab.

To review the actual document, click on the hyper-link and the selected document will appear in the window. The client’s SSN will always appear in the window if you are in the client notebook. The BU ID will appear if you are in the budget unit notebook. If you wish to go back to the list so you can view other documents, click the **RETURN** button.

Often clients want copies of documents they have provided to the county office or in some **RARE** instance, we may need hard copies of information. Information can still be printed if needed. Once the document you wish to print is in the window, click the print button. This will print the document that appears in the window.

#### **Viewing Archive Documents( Over 12 months old and scanned by Xerox)**

The “Find Archived Documents” icon is next to the “Find Related Documents.” The Archived Documents are the documents which were over 12 months old when scanned in by Xerox. Because of the large size of this repository in Docushare, access to these documents is limited to the county Program Eligibility Coordinator and the Program Eligibility Analyst. If it is necessary to view one of these documents for the current eligibility determination, request your PEC or PEA to access it.

#### **Legal Opinions**

A SharePoint site will be developed for Legal Opinions to be submitted by the county and responded to by DCO/OPPD. You will be notified when the site is available and procedures will be issued. Until then, continue with the current process for submission to OPPD.

#### **Out Stationed Workers and Others on Terminal Server**

Out stationed workers and others using terminal server such DWS workers currently do not have access to view electronic documents within ANSWER. We are working on a process to allow this in the future.

#### **Inquiries to:**

Medicaid Policy Unit 501-682-8259  
SNAP Policy Unit – 501-682-8284  
TEA Policy Unit 501-682-8182

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number:FSC 10-10

Food Stamp Certification Manual

Issuance Date:10-01-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Regular Basis of Issuance

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Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	January01,2010	Appendix D	October01,2010
Issuance Chart	October01,2010	Issuance Chart	October01,2010

### SUMMARY OF CHANGES

Effective October 1, 2010 maximum SNAP benefit amounts will remain the same. The income levels will also remain the same. The 2010 Desk Guide will be gold.

Budget deductions will change as listed below:

1. Standard deduction will **increase** from **\$141 to \$142** for household sizes 1, 2, and 3.  
Household size 4 will remain **\$153**.  
Household size 5 will remain **\$179**.  
Household size 6 and up will remain **\$205**.
2. Maximum excess shelter deduction will decrease from **\$459 to \$458**.  
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain **\$271**.

Inquiries to:

Curtisteen Brooks, SNAP, [curtisteen.brooks@arkansas.gov](mailto:curtisteen.brooks@arkansas.gov), (501) 682-8285

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 11-01

Food Stamp Certification Manual

Issuance Date: 12-30-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Access Arkansas: Implementation of SNAP, TEA, and TEA Medicaid Online Applications

It's finally here!! On January 05, 2011, DHS will release a new version of Access Arkansas that will allow individuals to apply for SNAP, TEA, and TEA Medicaid online in addition to the existing ARKids, MSP, and Child Care Assistance programs. While the procedures for ARKids and MSP will basically remain the same and be processed, in most cases, by the State Central Processing Units for those programs, the new SNAP, TEA, and TEA Medicaid online applications will be processed by county office staff. While many of the application processes for the new online applications will be the same as the paper process, there are some differences that will streamline the process for more efficient processing, especially with telephone interviews. The purpose of this directive is to give staff an overview of the Access Arkansas online process and Admin screens and to explain where the processes are the same and where they are different from paper applications received.

All staff who will be processing the online applications should have already attended Access Arkansas training where they were provided a "walk-through" of the system and general instructions. A Users Guide which provides detailed information for the Admin screens is also available to all staff, and we encourage everyone to refer to the guide as needed. The information in this directive focuses more on the specific program issues and processes for accepting, assigning, registering, and processing the applications that are submitted through Access Arkansas.

### **Citizen Portal vs. County Office Contact**

The Citizen Portal is the Access Arkansas portal through which an applicant can inquire to the system to see what benefits he or she is potentially eligible for. For those programs in which an online application can be made, the applicant may create an Access Arkansas account and apply for the selected benefit(s).

Applicants with a valid Arkansas State issued ID can also “upgrade” their accounts in the Citizen Portal to check the status of their online applications. The requirement that applicants must have an Arkansas ID to upgrade is a security measure taken to prevent unauthorized access to applicants’ case information.

□ *Helpful Hint: If an applicant, through Access Arkansas, upgrades his or her account, telephone inquiries to county offices may potentially be reduced. Encourage your online applicants to upgrade their accounts if they haven’t done so when you make contact. It could save you some time.*

□ *Helpful Hint: An applicant can reset his or her password in Access Arkansas without speaking to a person and if an applicant has other technical difficulties with the website, a link is provided to leave feedback.*

### **Electronic Application vs. Paper Application (DCO-215)**

Access Arkansas provides the applicant the opportunity to apply for multiple programs at the same time just as the DCO-215 does. However, when an applicant applies for multiple programs in Access Arkansas, a separate application is created for each program at the end of the process with the electronic signature. The electronic signature is created by the applicant checking a box to acknowledge the electronic signature and then by entering his or her name and submitting the application.

The online application is designed to capture more detailed information to facilitate a telephone interview and streamline the application process. However, like paper applications, online applications may be submitted with minimum information, i.e., name, signature, and address. A mailing address is required for online applications so that written notices can be mailed to the applicant in the event no other means of contact is made, e.g., telephone.

**Note: Applicants who do not list an address as they are completing the online application are advised that they must submit a paper application to the county office.**

The following required forms for each program have been incorporated into the application and therefore are not required in conjunction with the electronic application:

- All Programs – The Client Declaration
- TEA Cash – The Notice of Good Cause (DCO-90), the Personal Responsibility Agreement (DCO-217), and Assignment of Child Support (DCO-237) forms
- TEA Medicaid – The Notice of Good Cause (DCO-90) and Assignment of Medical Support (DCO-237).

The following required forms will be distributed differently for online applications:

- SNAP – A link to the Change Report and Addendum forms (DCO 234 and 234A) and the Semi Annual Reporting Pamphlet are provided to an applicant in his or her welcome message from



Access Arkansas with the following text:

*FOR SNAP APPLICANTS ONLY: If approved for benefits, your caseworker will discuss reporting requirements with you. Please follow the link below to view or download your Change Report Form (DCO 234 (A)). You may also view or download your Semi Annual Reporting Publication (PUB 360) if applicable.*

<http://www.arkansas.gov/dhs/dco/NewDCO/Food%20stamp%20page.html>

- TEA Medicaid – A link to the Third Party Liability form (DCO-662) is provided for the applicant to complete and mail if health insurance is declared.

### **Electronic Inbox vs. Mail or Counter**

When applications are submitted in Access Arkansas, the applications are assigned an application ID number and sorted by application date in the Access Arkansas Admin Screen (Electronic Inbox). The application date is shown on the Admin Screen.

Access Arkansas will determine the date of application as follows:

- If submitted prior to 4:30 PM on a business day, the date of application will be the same day the application is signed and submitted.
- If submitted after 4:30 PM on a business day or at any time during a non-business day, the date of application will be the following state business day.

Receipt of Online Application Responsibilities – County Office or State Central Processing Unit

At this time, online applications will be processed by the county office or State Central Processing Units (CPU) as described below. However, Field Operations may reassign processing responsibilities if needed due to staffing or workload shifts in the future.

***SNAP, TEA Cash, TEA Medicaid*** – The county office in the county in which the applicant resides will process the online application.

***MSP and/or ARKids with SNAP, Tea Cash, or Tea Medicaid***- The county office in the county in which the applicant resides will process the online application.

***MSP and/or ARKids only*** – The appropriate SCPU or county office as outlined below.

- Any MSP or ARKids online application received prior to January 5, 2011 will be processed by the appropriate SCPU.
- If an online MSP and/or ARKids application is submitted online within 30 days or less of the SNAP, TEA, or TEA Medicaid application date, the MSP or ARKids application will be processed by the appropriate county office.
- If an MSP or ARKids application is submitted online more than 30 days after the submission of the SNAP, TEA, or TEA Medicaid application, the MSP and/or ARKids application will be processed by the SCPU for that program. (If the MSP or Arkids application contains information

that would be considered a change in the SNAP case (if open), the SCPU will notify the county where the SNAP case is being managed of the change.)

## **Registering and Assigning Online Applications**

### *Clerical Interface Admin Screen*

Online applications will be registered within one day of receipt just as paper applications are registered. Designated county office staff will review submitted applications and determine if a Budget Unit exists in ANSWER for the program for which the applicant has applied. (Applicants are matched by name and SSN in ANSWER). If a usable Budget Unit exists, the application will be registered in ANSWER using the existing Budget Unit. If a Budget Unit is not identified, a Budget Unit will be created and the application registered in ANSWER. When an application is registered, the worker will select "Access Arkansas" from the drop down menu in the Application Origin field.

After the application has been registered, designated staff will assign the application to a worker in Admin and will document in ANSWER that the application has been registered and assigned. After the application is assigned and the Budget Unit ID number entered, a PDF copy of the created application form will be moved into the electronic case file (DocuShare) during night batch process.

☐ *Helpful Hint: When a usable Budget Unit is identified, copy the Budget Unit ID number displayed on the Clerical Interface screen and paste it into the Budget ID field when assigning the application instead of typing it.*

☐ *Helpful Hint: Split screens will allow staff to key to ANSWER while reviewing the online application from the Admin screen. Place the cursor on the taskbar at the bottom of the screen and right-click. When the window pops up, select "Show Windows Side-by-Side." This will enable worker to view both ANSWER and the Access Arkansas screen at the same time.*

**Note: The worker assignment can be changed in Admin until the application moves into ANSWER during the overnight batch process. After that, the worker assignment is locked in Admin but can still be changed in ANSWER.**

### **Potentially Expedited SNAP Applications**

- *If an application is potentially eligible for SNAP expedited processing as determined by preset data in Access Arkansas, the application will be "flagged" by displaying a green button with a checkmark in the Expedite column on the Admin screen. Those identified as potentially expedited applications will be listed above all other applications until assigned.*
- *If it is determined after reviewing the application information that the application does meet the expedite criteria, the application will be registered appropriately, assigned, and processed according to SNAP policy timeframes for expedited applications.*
- *If the Case Worker processes the expedited application on the same day it is received, the*

*application must be viewed and the interview conducted from the application viewable in the Admin screen since the form will not have moved to ANSWER until the night batch process.*

- *Unassigned potentially expedited SNAP applications will sort to the top of the application listing with the most recently received on top and descending in date order, remaining there until assigned.*

**Note:** If any application has not been assigned within 72 hours after receipt, an email alert will be sent to designated staff throughout the state. At this time, this notification cannot be limited to only the county or SCPU responsible for processing the application.

☐ *Helpful Hint: The county office is advised to designate a member of staff to check the Admin screen periodically throughout the day for new applications to ensure that applications are registered and assigned timely.*

## **Processing the Application**

### *Caseworker Interface Admin Screen*

The Case Worker will view all applications assigned to him or her in the Caseworker Interface screen in Admin. Data from SOLQ, OCSE, ANSWER, Vital Statistics, and the Arkansas Department of Motor Vehicles (DMV) will be available via the Caseworker Interface screen.

☐ *New to DCO staff is access to the DMV records for viewing SNAP applicants' state identifications to verify identity. Case Workers should only access DMV records if there is no ID already in the case file. An ID will only be required from new applicants if an ID for the person is not found in the AR DMV records.*

Because DCO is moving to a paperless environment, information from these sources will be viewed and thoroughly documented in ANSWER. Documentation should be clear and specific to the match. There is no need to print, copy, or scan images or information from these sources.

The tabs in the Caseworker Interface screen will show all the information that has been matched to the Access Arkansas applicant's case in ANSWER. The tabs identified below will provide information from screens that are currently accessed through Mainframe and ANSWER.

- **Access Arkansas Detail** – shows the information the applicant provides on the Access Arkansas application.
- **Profile** - shows all the information from the application and ANSWER on all household members listed on the application.
- **Cases** – shows details and authorizations associated with the Access Arkansas applicant in ANSWER.

**Reminder:** In addition to the Caseworker Interface screen, the “To Do” list in ANSWER will also list the applications that have been assigned to a case worker.

### *Telephone Interviews*

We have received approval from USDA, FNS to waive the face-to-face interview requirement for initial SNAP applications received through Access Arkansas. For consistency with SNAP, the face-to-face interview requirement for TEA is also being waived for online TEA cash applications. Telephone Interviews will be conducted on SNAP and TEA Cash applications. Information needed to process the TEA Medicaid application, if submitted, will be gathered during the phone interview. If only a TEA Medicaid application is submitted, a phone interview will be conducted only if necessary. (Refer to Policy Directive MS 04-06 regarding Medicaid interviews.)

**Note: If an applicant submits an online application but requests a face-to-face interview or a telephone interview is not feasible, the face-to-face interview will be used.**

### *Suggested Procedure for Initial Phone Contact:*

Before scheduling an interview, workers are strongly encouraged to attempt to contact the applicant by telephone during the timeframes indicated on the application as the best contact time and conduct the interview right then if possible. If the applicant is contacted but cannot interview at that time, the interview will be scheduled by telephone and ANSWER documented. If no contact is made, an interview will then be scheduled as described below.

County office management staff should ensure that appointment scheduling procedures within the county are reviewed and changes are implemented as soon as possible to accommodate this initial telephone contact procedure for online applications. The caseworkers who are assigned to process online applications should be assured some amount of “free” time, i.e., no formally scheduled appointments, during both the morning and afternoon so that these calls and potential interviews can be conducted. It is not expected that all counties will be able to implement this procedure immediately. However, it is expected for all counties to be making plans and adjusting scheduling procedures so that it can be implemented in the near future.

### *Scheduling the interview*

Interviews that are not conducted or scheduled during the initial telephone contact with the applicant will be scheduled using the Notice of Appointment (DCO-272). The interview will be scheduled for a time as soon as possible (allowing for mail time) and for SNAP must be completed within 20 days of the application date in compliance with policy requirements. If the SNAP applicant fails to respond to the scheduled interview, a Notice of Missed Appointment (DCO-269) will be mailed. No additional interviews will be scheduled unless requested by the applicant.

TEA Cash will follow established program guidelines for missed appointments. The TEA Medicaid application will be processed if all information needed to establish eligibility is provided. If additional information is needed, the Request for Information (DCO-191) will be

sent requesting the information. If the requested information is not provided, the application will be denied.

The DCO-272 may also be used to request needed verification. Since such information may be received by mail in the county office prior to the interview, the Budget Unit ID for the application will be entered on the form to facilitate scanning and indexing the information upon receipt. The case worker will review the application prior to sending the DCO-272 and request only the verification needed. A Business Reply Envelope will be sent with the notice.

### *Conducting the Interview*

The telephone interview will be conducted in the same manner as other interviews. The information provided on the application will be reviewed with the applicant to ensure accuracy and any corrections or changes the applicant may make will be documented in ANSWER. For TEA cash, the worker will review appropriate forms such as the PRA as a reminder to the applicant of his or her responsibilities even though the forms are included and have already been signed with the electronic application.

The applicant will be informed of the type of reporter (e.g., Limited, Occasional) the household is and the reporting requirements of that household type.

☐ Applicants will be told that they can check their email (if provided) or the message board in the Citizen Portal to access the link to the site where the Change Report form will be located. The link will be entitled "Change Report."

If it is determined that additional information is needed, the Request for Information (DCO-191) will be sent requesting the needed verification. The interview will be documented in ANSWER.

### **Application Disposal**

Eligibility will be determined and the application will be processed in ANSWER in the same manner as all other applications.

### **Simplified Medicaid Application for Pregnant Women (PW) or Family Planning (FP)**

SNAP applicants who inquire about Pregnant Women or Family Planning coverage during the telephone interview, while the application is pending or within 30 days after approval, will be sent form DCO-241, Simplified Medicaid Application for Pregnant Women and Family Planning, (included with this Directive and available on DHS Share) to complete and return for a PW or FP eligibility determination.

Because an online application is not available for these programs, this form was developed so that the applicant does not have to re-enter household, income and resource information already submitted on the SNAP application. The information from the DCO-241, along with the

information provided on the SNAP application and during the telephone interview, will be used to determine eligibility in accordance with Medicaid policy. This form will only be used for individuals who applied online and inquired about the programs. If the DCO-241 is not returned, an application for Pregnant Women or Family Planning has not been made and no further action is required. If the form is received, the date of the PW or FP application is the date the DCO-241 is received in the county office.

## **Admin Reports**

Access Arkansas allows the generation of several reports in Admin that will be helpful to county management personnel. Some reports are program specific while some can be generated for all programs.

Program-specific reports include reports such as the *Assignment Log*, the *Applications Not Assigned List*, the *Application Count by Case Worker List*, etc., (See “Reports” in the Admin screen.)

Reports that are not program specific include the *Member Contact/Feedback Report*, the *Screener Counts by Month* list, and the *Voter Registration* report.

## ***Voter Registration Report***

When an applicant applies for DCO program eligibility through Access Arkansas, he or she will be given the opportunity to register to vote by linking them to the Arkansas Secretary of State website. If the applicant indicates that he or she does want to register to vote, this selection will be captured and included in the Voter Registration report. County staff responsible for sending the Voter Registration report to Field Operations must take this data and add it to the report submitted each month.

## ***Technical Difficulties – County Staff***

As with current technical problems, county staff will contact the help desk at 682-HELP (4357) when having technical difficulties in Access Arkansas Admin screens.

Inquiries to: SNAP Unit, 682-8284  
TEA Unit, 682-8182  
Medicaid Unit, 682-8259

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: TEA98-7, FSC 98-15

Food Stamp Certification Manual

Issuance Date: 07-01-1998

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Implementation of the Simplified Food Stamp Program

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### I. PURPOSE

Under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, the State is allowed to operate a Simplified Food Stamp Program (SFSP) for households participating in the Transitional Employment Assistance (TEA) Program. Effective August 1, 1998, the State of Arkansas will operate a SFSP under a plan approved by the Department of Agriculture, Food and Nutrition Service.

The SFSP will be a basic element of the TEA Program in Arkansas. It will provide TEA Program recipients with their basic food needs while the parent or other adult relative works toward increasing his or her earning potential. It is expected that once TEA recipients become more self-sufficient and the household's earnings increase, the household's food stamp benefits will be significantly reduced. Some TEA households will no longer require assistance with their food needs after completing the TEA Program.

This transmittal contains a basic explanation of how the SFSP works. A full explanation is provided in the new 10000 section of the TEA Manual. The county should receive this policy on or before the first work day of August 1998. **The SFSP contains several points at which each individual county office must make a decision about SFSP administration. These decision points are highlighted both in the directive and in the policy.**

### II. WHO WILL PARTICIPATE IN THE SIMPLIFIED FOOD STAMP PROGRAM

The following households will participate in the SFSP:

- Households where all members receive TEA Cash Assistance
- Households where all members receive a combination of TEA Cash Assistance and SSI
- Households where all members receive TEA Cash Assistance except for children not added to the TEA Cash Assistance solely due to the Family Cap

### **III. APPLYING FOR THE PROGRAM**

The TEA Application (DCO-180) has been revised. The questions on page 1 of the revised DCO-180 (along with the remainder of the form) will provide the information needed to determine eligibility for either the regular Food Stamp Program or the Simplified Food Stamp Program.

If the TEA application can be completed within 30 days and the household is entitled to participate in the SFSP, the household's food stamp benefits will be authorized under the SFSP rules. However, under the following conditions, food stamp benefits for TEA applicants will be authorized under the regular Food Stamp Program rules:

- The household is entitled to expedited service, but the TEA application cannot be certified within seven calendar days;
- The household is not entitled to expedited service, but the TEA application cannot be completed within 30 calendar days;
- The TEA application is approved and the household is eligible for food stamp benefits but is not entitled to participate in the SFSP; or
- The TEA application is denied, but the household is eligible to receive food stamp benefits.

#### **DECISION POINT**

The county office must decide how to handle TEA applications when the household's food stamp benefits must be approved under the regular Food Stamp Program rules. It is not required that the same county office worker determine the TEA eligibility and the food stamp eligibility.

TEA applicants certified under regular Food Stamp Program rules will be assigned a three month certification period. If the TEA Cash Assistance application is approved before the end of the three month certification, the household will be converted to the SFSP as described in item IV below and assigned a twelve month certification period.

#### **DECISION POINT**

The county office must decide how to monitor SFSP cases to ensure that the household's food stamp certification does not expire. The county may choose when to extend the household's certification as long as there is some contact with the household at the time the certification is extended. Page 2 of the revised TEA application contains a tool for tracking the certification periods on SFSP participants. County offices may not develop forms or questionnaires to be completed signed and returned by the household.

If the TEA application is denied or the household is not entitled to participate in the SFSP, the food stamp household will undergo the regular recertification process at the end of the three month certification period.

### **IV. CONVERSION OF CASES TO THE SFSP**



Cases will be converted from the regular Food Stamp Program to the SFSP when the food stamp household is composed entirely of TEA Cash Assistance recipients and SSI recipients. If a TEA applicant is currently participating in the regular Food Stamp Program, conversion will occur at the time of TEA Cash Assistance approval.

For households currently receiving TEA Cash Assistance, conversion may occur at the first case action in either the TEA or the food stamp case after the implementation of the SFSP. Conversion will consist of recalculating the budget and extending the household's certification period. The household's extended certification period may be no longer than 12 months.

## **V. DETERMINING ELIGIBILITY UNDER THE SFSP**

*Household Composition* - Husbands and wives, parents and their children under age 22, and siblings under age 18 who live in the same dwelling will continue to be restricted from participating as separate households in the SFSP.

*Resources* - Households participating in the SFSP will only be required to meet TEA resource limits unless there is a child in the home affected by the family cap provisions. In that case, the household must meet the Food Stamp Program resource limits. Countable resources will be determined using TEA guidelines.

*Income* - Households participating in the SFSP will only be required to meet TEA income limits. Countable income will be determined using TEA guidelines.

*Budgeting* - The household's food stamp benefit amount will be determined using normal food stamp budgeting procedures.

*Shelter Costs* - Except for SFSP households with an aged or disabled member, the shelter cost for each SFSP household will always be a standard amount. The shelter standard, which differs from county to county, includes the rent or mortgage payment, taxes and insurance and utility costs. Households which contain either an aged (age 60 or older) or disabled (SSI recipient) member will be allowed to choose between the shelter standard and the household's actual shelter costs.

*Certification Periods* - Households participating in the SFSP will be assigned a 12 month certification period. However, there is no recertification process. Instead, the certification period is extended for up to 12 additional months whenever the agency has contact with the household.

*Authorizing Benefits* - There will be no change in the method or schedule for authorizing food stamp benefits.

## **VI. MAINTAINING ELIGIBILITY**

*Changes* - Households participating in the SFSP will have no reporting requirements in addition to the TEA Program reporting requirements.

*Notices* - Notices will be issued at initial approval, when there is an increase or decrease in the food stamp benefit amount, when the SFSP case is closed or to notify a household when a restored benefit or

supplemental benefit has been authorized. Whenever possible, the SFSP notice will be combined with the TEA notice.

## **VII. MISCELLANEOUS**

Hearings - Households aggrieved by an action in the SFSP will be entitled to an administrative hearing in accordance with the TEA policy.

Quality Assurance Reviews - Quality Assurance (QA) reviews will be conducted on SFSP cases.

## **VIII. PROGRAM ADMINISTRATION**

Procedural Issues - Each county must provide general guidelines for the local county office procedures on keying SFSP approvals and denials. Each county must determine how to maintain records of SFSP records in the TEA case record.

Training - Training will be conducted by the Area Trainers.

### **DECISION POINT**

The county office must decide which county office workers will receive SFSP training.

Technical Assistance - Technical assistance will be provided through the normal chain of command. Program Support Specialists should seek clarification of TEA-related policy issues (e.g. - how to determine countable income and resources) from the TEA Unit. However, questions related to the SFSP procedures will be directed to the Food Stamp Policy Unit. When necessary, these two Units will consult on clarifications before the information is released to the field.

FACTS Codes - Effective 8/1/98, one of the following codes must will be keyed in field 12 of the WFSM screen to indicate SFSP status: REG for a food stamp household which is not eligible to participate in the SFSP; SSI for a SFSP household with at least one member who receives SSI; SFC for a SFSP household with at least one member affected by the family cap provisions; or SO for a SFSP household when all members are included in the TEA Cash Assistance. If there are both SSI and household members affected by the family cap provisions, SFC should be keyed in field 12 of WFSM.

**Inquiries to:** Betty Helmbeck, Food Stamp Section, (501) 682-8284

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 98-18

Food Stamp Certification Manual

Issuance Date: 11-01-1998

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Handling Special Payments in the Food Stamp Program

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This directive provides instructions for handling TEA Diversion Payments, Employment Bonuses and Extended Support Services Transportation Benefit payments in the Food Stamp Program.

**DIVERSION ASSISTANCE** – Diversion Assistance is a one-time payment to or on behalf of the family that will resolve a financial problem so that the adult can maintain and/or obtain employment. Diversion Assistance is available to an adult only once during his or her lifetime. See [TEA 2010](#) for additional information.

*In the Food Stamp Program, Diversion Assistance payments will be excluded as a nonrecurring lump sum payment. See [FSC 4950](#) for instructions on handling lump sum payments.*

**EMPLOYMENT BONUS** – An Employment Bonus cash payment will be made to any family who becomes ineligible for TEA cash assistance due to employment or who requests the TEA case be closed due to employment, unless the family has already received an Employment Bonus within the preceding twelve months. The amount of the bonus payment will be equal to the amount of the last regular TEA cash payment. See TEA 5130 for additional information.

*In both the regular Food Stamp Program and the Simplified Food Stamp Program, Employment Bonuses payments will be counted as unearned income in the food stamp budget in the month received.*

**EXTENDED SUPPORT TRANSPORTATION PAYMENTS** – When a TEA case closes due to employment, the family is automatically eligible to receive two months of Extended Support Transportation payments in the amount of \$200 each month. These payments are intended to help the family meet transportation costs in the first two months following termination of TEA cash assistance. See TEA 5140 for additional information.

*In both the regular Food Stamp Program and the Simplified Food Stamp Program, Extended Support Transportation benefit payments will be excluded as a reimbursement for a job-related expense to the extent that these payments do not exceed actual job-related expenses for transportation costs.*

*Example A household member receives an Extended Support Transportation payment in the amount of \$200. The member's transportation expenses total \$150. \$50 will be shown as unearned income in the food stamp budget.*

*Transportation costs may include the expenses of purchasing, repairing or maintaining a car.*

*Transportation costs may also include payments made for public or private transportation to the employment site. Transportation costs will be verified to the extent that it is practical to do so. For example, a household may be able to verify the costs of repairing a car or purchasing tires. However, they may not be able to furnish receipts for gas. In that case, the county office worker may use the current State reimbursement rate of \$.28 per mile times the round trip mileage to the work site to determine the cost of transportation to work.*

Inquiries to:

[Betty Helmbeck], Food Stamp Section

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 99-6

Food Stamp Certification Manual

Issuance Date: 02-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

**Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update**

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Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in counties that have been identified as labor surplus areas by the Department of Labor (DOL).

### **RTW Waivers Effective January 1, 1999**

In Arkansas, DOL identified 33 counties and one city as labor surplus areas for the period beginning October 1, 1998, and ending September 30, 1999. Effective January 1, 1999, the State will waive the RTW in:

- |                    |   |                     |
|--------------------|---|---------------------|
| 1. Ashley County   | 12. Jackson County                          | 23. Ouachita County |
| 1. Bradley County  | 12. Jefferson County, city<br>of Pine Bluff | 23. Perry County    |
| 1. Calhoun County  | 12. Lafayette County                        | 23. Phillips County |
| 1. Chicot County   | 12. Lawrence County                         | 23. Poinsett County |
| 1. Clay County     | 12. Lee County                              | 23. Prairie County  |
| 1. Columbia County | 12. Lincoln County                          | 23. Randolph County |

- |                     |                         |                        |
|---------------------|-------------------------|------------------------|
| 1. Dallas County    | 12. Little River County | 23. Searcy County      |
| 1. Desha County     | 12. Mississippi County  | 23. Sharp County       |
| 1. Drew County      | 12. Monroe County       | 23. St. Francis County |
| 1. Hempstead County | 12. Nevada County       | 23. Union County       |
| 1. Izard County     | 12. Newton County       | 23. Van Buren County   |
|                     |                         | • Woodruff County      |

These waivers are effective until further notice.

#### **Waiver Application**

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply.

When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW. If a household member is currently disqualified for failure to comply with the RTW, the disqualification will be ended. However, no benefits will be restored and/or supplemented due to the lifting of the disqualification following the move.

#### **Counties Where The RTW Waiver Is Being Continued**

The RTW waiver will continue without interruption in the following areas:

- |                |                                      |                 |
|----------------|--------------------------------------|-----------------|
| Bradley County | Izard County                         | Nevada County   |
| Calhoun County | Jackson County                       | Ouachita County |
| Chicot County  | Jefferson County, city of Pine Bluff | Phillips County |
| Clay County    | Lafayette County                     | Prairie County  |



Columbia County	Lawrence County	Randolph County
Dallas County	Lee County	Searcy County
Desha County	Little River County	St. Francis County
Drew County	Mississippi County	Union County
Hempstead County	Monroe County	Van Buren County
		Woodruff County

No special actions are required in these counties.

#### **Counties Where An RTW Waiver Is Effective January 1, 1999**

Effective January 1, 1999, the RTW waiver will apply either for the first time or after a break of one year in the following counties:

Ashley Perry

Lincoln Poinsett

Newton Sharp

In these counties, each case must be reviewed at the next application approval, quarterly report, or reported change to determine if any household member is currently disqualified for failure to comply with the RTW. (Disqualifications that occurred prior to May 19, 1998, may still be in effect.) If a current household member is disqualified, the member will be added back to the household.

When a member who was disqualified is added back to the food stamp case, the worker must determine if benefits were lost after January 1, 1999, due to the imposition of a RTW sanction. If yes, benefits may be restored and/or supplemented to compensate for any loss occurring in January 1999, or later due to a RTW disqualification. See FSC 13000 – 13360 for instructions on authorizing supplemental and restored benefits.

#### **Counties Where No RTW Waiver Applies**

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. If so, that individual will be granted an exemption from the RTW requirement. The decision to exempt an individual from the RTW must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10<sup>th</sup> of each month for the prior calendar month. The report may be e mailed or faxed to Quranner Cotledge, Manager, Food Stamp Program. The fax number in the Food Stamp Section is (501) 682-1469.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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**Policy Directive**

**Issuance Number: FSC 99-18**

**Food Stamp Certification Manual**

**Issuance Date: 08-01-1999**

**From: Ruth Whitney, Director**

**Expiration Date: Until Superseded**

**Subj: Requests for Legal Opinions**

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This directive, which supersedes FSC 87-1, updates the procedures that county office workers should follow in determining whether a legal opinion should be requested in the Food Stamp Program.

While it is unreasonable to expect county office workers to be able to make legal determinations regarding resources, it is also impractical to require a written legal opinion for each case that has a resource. Therefore, a written legal opinion will be required for a case where the following conditions exist:

1. An individual whose resources must be considered is the sole or joint owner of a resource; and
2. Ownership of the resource or accessibility to the resources is questionable; and
3. The equity value of the resource, when combined with other resources, exceeds the resource limit or equity value cannot be determined.

A legal opinion may also be requested anytime the worker is unsure whether the resource should be disregarded. A request should be made even if you have requested a similar opinion in the past.

If a legal opinion is needed, a memo from the County Administrator or ES Supervisor must be submitted to Roy D. Kindle, Jr., Assistant Director, Office of Program Planning and Development, Slot 1220.

The memo must include:

1. The programs (food stamps only or food stamps and TEA or Medicaid) for which a clearance is being requested;
2. A complete description of the circumstances; and
3. Copies of all documentation (deeds, titles, etc.).

The Office of Program Planning and Development (OPPD) will either provide a clearance or will submit the request to the Office of Chief Counsel for an opinion. The Office of Chief Counsel will provide a written opinion to OPPD within 30 days. In either case, a written interpretation will be provided to the requesting office.

Inquiries to:

Betty Helmbeck, Food Stamp Program, (501) 682-8284.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 99-21

Food Stamp Certification Manual

Issuance Date: 12-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Categorical Eligibility

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### I. General Explanation

In Arkansas, the Transitional Employment Assistance (TEA) Program is funded through a Temporary Assistance for Needy Families (TANF) block grant. Under TANF rules, resources, particularly vehicles, are handled differently than they are in the Food Stamp Program. For example under TEA 2272, one vehicle is excluded for each household.

Households where all members receive TANF (TEA) benefits or a combination of TEA and SSI benefits are categorically eligible. Vehicles and other resources that are owned by members of categorically eligible households are excluded under food stamp rules. See FSC 4451.

The United States Department of Agriculture, Food and Nutrition Service (FNS) is aware that families that have moved from welfare to work often rely on food stamp benefits to provide their basic nutritional needs. In order to assist families that own vehicles over the Food Stamp Program resource limits make a successful transition to self-sufficiency, FNS has allowed each State to redefine categorical eligibility within certain parameters. Arkansas' new definition appears below.

### II. New Definition of Categorical Eligibility

**OLD POLICY** Households composed entirely of TEA and/or SSI recipients are classified as categorically eligible households.

**NEW POLICY** The definition of a categorically eligible household is being expanded to include:

1. Those households where all members receive or are certified to receive TEA cash assistance or certain non-cash TEA benefits; and
2. Those households where the entire household benefits because at least one household member receives one of the TEA benefits listed below in item III.

Example 1 When a household member receives TEA cash assistance, the entire household benefits from the additional financial support.

Example 2 When a household member is able to work because he or she is receiving child care assistance, the entire household benefits from the child care assistance.

*The expanded definition applies to a finding of eligibility by the county office. This means a household cannot be considered categorically eligible under these rules unless at least one household member made application to receive some type of TEA benefit provided through the DHS county office and was found eligible through the county office to receive such benefits.*

PLEASE NOTE: These provisions will not affect the selection of households required to participate in the Simplified Food Stamp Program (SFSP). Only households where all members, except family cap children, receive TEA cash assistance or a combination of TEA cash assistance and SSI benefits may participate in the Simplified Food Stamp Program.

Neither will this directive affect the policy at FSC 1631 which governs separate households. There are no changes in these provisions.

### **III. List of TEA Benefits**

A list of benefits provided through the DHS county office appears below. This list is all-inclusive. Other benefits funded in whole or in part by TANF funds will not confer categorical eligibility.

- Child-care assistance – (Since child-care assistance is funded by the CCDF with state MOE funds, child-care assistance will be considered the same manner as TANF funded assistance.) Child care assistance provided to eligible individuals when such assistance is necessary for an individual to participate in any TEA work activity will confer categorical eligibility. Extended child care assistance provided to former TEA recipients when the TEA cash assistance case is closed due to employment will also confer categorical eligibility.
- TEA cash assistance – These monthly payments are available to help meet the family's basic needs while the parent or other adult relative works toward increasing his or her earning potential. An eligible family may receive cash assistance for no longer than 24 months. TEA cash assistance is also available to help meet the needs of children who are being cared for by non-parent adult relatives. Assistance to such relatives is available without regard to a specified time limit.
- Mentoring services – This service is designed to provide clients with the support needed to move from welfare to work. Mentoring services will be provided as long as it is deemed appropriate by the worker, coordinator and mentee. If the TEA case closes due to employment, these services may be provided for up to six months after the date of closure.
- Case management services and extended case management services – Case management is the process of coordinating and brokering the multiple services needed to achieve progress towards self-sufficiency. Case Managers serve as a point of contact for the client and a point of accountability for the agency. Case management services will be provided to those individuals who need assistance before and after accepting employment. This service will be provided as

long as the client is eligible. Extended case management may be provided for up to 12 months after cash assistance has been terminated due to employment.

- Employment Bonus – An Employment Bonus cash payment will be made to any family that becomes income ineligible due to employment or who requests the cash assistance case be closed due to employment. Only one Employment Bonus may be authorized to a family within a 12-month period.
- Transportation assistance – When a TEA case closes due to employment (by agency determination or at the family's request), the family is automatically eligible to receive two months of Extended Support Services (ESS) Transportation assistance. There is no limit to the number of times a family may receive ESS Transportation assistance.
- Job retention payments – When a TEA case closes due to employment, the family may receive, during the 12-month period following case closure, a cash payment for the purpose of enabling the adult to retain his or her job. The amount of payment will be the actual amount needed to resolve the job-related need.

#### **IV. Impact of Categorical Eligibility on Participation in the Food Stamp Program**

Households found to be categorically eligible under these rules will be coded as a PA household on the FACTS system. Code "1C" will be used for these households.

A categorically eligible household does not have to meet the Food Stamp Program resource limits. Categorically eligible households do not have to meet gross income limits.

A categorically eligible household with one or two members will always receive at least \$10 in food stamp benefits. Categorically eligible households with three or more members will receive a minimum benefit of \$2.00 only if the Thrifty Food Plan reduced by 30% of the household's net income is at least \$1.00. If the benefit calculation is less than \$1.00, the household will not receive benefits and will be handled as an otherwise eligible household See FSC 8641.

The county office worker must determine if a household is categorical eligibility if:

- An application for food stamp benefits is about to be denied because the household has resources or income over the Food Stamp Program limits; or
- A food stamp case is about to be closed because the household has resources or income over the Food Stamp Program limit.

Any food stamp application denied or any food stamp case closed due to excess resources or income must contain documentation that the household is not categorically eligible. To assist in the process of applying these rules to households with excess resources and documenting the result, a categorical eligibility test has been developed. The test is attached to this directive. **The categorical eligibility test must appear in all food stamp denials and closures if the basis of the denial is excess resources or income.**

***NOTICES: Households denied benefits due to excess resources or income will be issued a manual denial notice. The notice must state that if any household member begins receiving TEA benefits, the***

*household may become categorically eligible and that the household may apply for food stamp benefits.*

## **V. Changes in the Household's Categorical Eligibility Status**

When a food stamp case is adjusted to remove a TEA cash assistance payment from the budget, the household's categorical eligibility status will be determined. If the household continues to be categorically eligible due to receipt of non-cash TEA benefits through the DHS County Office, the food stamp case will not be closed due to excess resources or income. If the household is no longer categorically eligible, the case will be closed if the household's income or resources exceed Food Stamp Program limits.

If a household subject to quarterly reporting is receiving non-cash TEA benefits, the household's categorical eligibility status will be reviewed each time the quarterly report is submitted. Each county should devise some method of insuring that categorical eligibility is monitored for households not subject to quarterly reporting. For example, the county office worker could assign a certification period to end no later than the month in which the household's non-TEA cash benefits are expected to end. If the household is no longer categorically eligible, the case will be closed if the household's income or resources exceed Food Stamp Program limits.

Inquiries to: Betty Helmbeck, Food Stamp Section, (501) 682-8284

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### **Categorical Eligibility Test**

#### **When to apply this test.**

This categorical eligibility resource test will only be used when a food stamp application is to be denied or a food stamp case is to be closed due to excess resources or income.

#### **How to apply this test.**

To determine if a household with excess resources or income is categorically eligible, the county office worker may follow these steps:

**STEP 1** Do all household members receive any combination of SSI benefits and/or TEA cash assistance?

**YES r NO r**

If yes, the household is categorically eligible. Process the application. (When all household members receive TEA cash assistance or a combination of TEA cash assistance and SSI benefits, the household participates in the Simplified Food Stamp Program. Households where only family cap children do not receive TEA benefits also participate in the SFSP.)

If no, go to STEP 2.

**STEP 2** Do all household members receive TEA benefits through the DHS County Office? **YES r NO r**

If yes, the household is categorically eligible. Process the application.

If no, go to Step 3.



**STEP 3** Do some, but not all, household members receive any TEA benefit through the DHS County Office? **YES r NO r**

If yes, the household is categorically eligible. Process the application.

If no, the household is ineligible. Deny the application.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: FSC 99-26

Food Stamp Certification Manual

Issuance Date: 11-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Vehicle Valuations

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The Food Stamp Section has gathered comments on the use of certain Internet sites versus the NADA book for determining the fair market value of vehicles. This directive provides guidance on the process to use when determining the value of vehicles. This directive applies only to the Food Stamp Program.

At the application interview or at the time of processing a change, the NADA book must be used to determine vehicle value. If the household's resources exceed the maximum due in part or entirely to the fair market value of the vehicle as listed in the book, then the worker will access one of the free web sites listed below and use the wholesale value. When the wholesale value is not available, a comparable value (i.e. trade-in or loan value) must be used. A copy of the web page showing the vehicle value must be printed and filed in the case record. The free web sites are [CarPrices.com](http://CarPrices.com), [Autopricing.com](http://Autopricing.com), [Intellichoice.com](http://Intellichoice.com), [Edmunds.com](http://Edmunds.com), and Kelley Blue Book ([kbb.com](http://kbb.com)). No other web sites will be considered acceptable.

Inquiries to:

Kissia Nathaniel, Food Stamp Section (501) 682-8286

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: SNAP 11-09

SNAP Certification Manual

Issuance Date: 06-29-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: 10 Day Request for Information

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The Division of County Operations has received a clarification of Federal SNAP regulations relating to Arkansas SNAP policy as a result of a QA arbitration hearing. Effective immediately, all households must be provided with 10 days to provide requested information no matter who is at fault and without regard for the amount of time remaining in the application process.

### Initial Applications

**Current:** SNAP policy states when an interview occurs after the 20<sup>th</sup> day, the household must furnish any requested verification by the 30<sup>th</sup> day or the application will be denied if the household is at fault for the delay.

### **New:**

Applications affected by the 10 day verification period extending beyond 30 days must not be denied but remain pending even if it goes overdue. If the information is received at any time during the 10 day period, benefits will be determined from the application date. Under these circumstances fault will not be assigned to the household. If the information is not returned within the 10 day period, the application will be denied. Processing will be resumed per current policy if the requested information is returned after the 10 day verification period has expired.

### **Example:**

Mr. Jones files an initial SNAP application on 6/1/11. Due to reschedules, he is interviewed on 6/27/11. He is issued a DCO-191 requesting income verification. We must allow him until 7/7/11 to provide the requested verification. His application will remain pending until 7/7/11 even though it will be overdue. If the required information is returned during the 10 day

period, the application will be approved from the original application date of 6/1/11. If the requested information is not returned by the end of the 10 day period, the application will be denied 7/7/11.

The DCO-191 must clearly state what verification is being requested from the household so the client can provide accurate and proper verification, thereby preventing any potential delays in processing.

### Periodic Reports (SRs & Midpoints)

#### **Current:**

SNAP policy states that when information is required to process Periodic Reports and the waiting period goes beyond the end of the report month, the case will automatically close and the case will be reinstated when requested information is returned.

#### **New:**

When the Semi-Annual or Midpoint Report requires further verification but the request and its waiting period will carry the eligibility determination process past the end of the month, the household must still be given 10 days to provide verification. While the county office is waiting for the household to return the requested information, the case must remain open when the 10-day period extends beyond the end of the report month. **Therefore the county must take necessary action to keep the case open while waiting for requested verification.** If verification is not provided by the 10<sup>th</sup> day, the case may be closed with an adequate notice and the household must reapply.

#### **Example:**

**Ms. Smith submits her SR on 6/23/11. The county determines she must provide income verification. A DCO-218 requesting the verification is issued 6/25/11. We must allow her until 7/5/11 to provide the requested verification. The county must take appropriate action to prevent her case closure on 6/30/11 while her notice is pending. If the required information is returned during the 10 day period, the case will remain open. If the information is not returned, the case will be closed and an adequate notice issued.**

**Note:** *Because the county is requesting necessary verification and applying the newly required “10 day minimum” rule, no overpayment will exist when a case remains open and benefits are subsequently reduced or the case closes due to non receipt or caseworker determination.*

The DCO-191 and the DCO-218 must clearly state what verification is being requested from the household so the client can provide proper verification. This will help prevent potential delays in processing.

Revisions to the following policy reflecting this change are forthcoming:

- SNAP 11000, processing standards for Semi-Annual Reports and Midpoint Reviews.
- SNAP 8000 , Initial Applications

Failure to comply with this regulation will result in a QA error if the case is pulled and it is found that the household was not allowed 10 days from the date of the request to provide the requested verification no matter how much time remains in the application or periodic report determination process.

Inquiries to:

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[larry.crutchfield@arkansas.gov](mailto:larry.crutchfield@arkansas.gov)

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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**Policy Directive**

**Issuance Number:SNAP 11-14**

**SNAP Certification Manual**

**Issuance Date:07-25-2011**

**From: Joni Jones, Director**

**Expiration Date: Until Superseded**

**Subj: SAVE Response Denial Notice**

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The Department of Human Services' access to the Systematic Alien Verification for Entitlement (SAVE) System is provided through an agreement with the Department of Homeland Security-U.S. Citizenship and Immigration Services (DHS – USCIS). As part of the agreement, DHS is responsible for providing a written adequate notice of denial to an individual who is denied SNAP, TEA, or Medicaid benefits based solely or in part on the SAVE response, along with the information needed to contact DHS-USCIS to correct his or her records.

Attached are the "How to Correct Your Records" fact sheet and the Notice of Action for the TEA, SNAP, and Medicaid Programs. Effective immediately, county offices are to begin sending the attached appropriate Notice of Action along with the "How to Correct Your Records" fact sheet when a household member is denied benefits based on the SAVE response. In this instance, a system-generated notice will not be sent. Sections I and II of the Notice of Action will be used to explain the denial or approval, including the amount of SNAP and/or TEA benefits for which the household was approved. The "Reason for Action" section will be used to detail which member of the household was not added to the case due to the SAVE response.

**Inquiries to:**

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: MS 11-15

SNAP 11-16

TEA 11-06

[Medical Services Policy Manual](#)

Issuance Date: 08-26-2011

[SNAP Certification Manual](#)

[Transitional Employment Assistance manual](#)

From: Joni Jones, Director

Expiration Date: Until Superseded

### Subj: Business Process Change: Transferring Cases and Applications

With the implementation of the electronic case record, there is no longer a need to transfer a paper file when a client moves from one county to another. The ability of any county to view documents in the electronic record enables us to streamline the transfer process and implement another positive change to our business processes.

Effective immediately, the receiving county may complete the transfer of a case or application in ANSWER. The following describes the procedures for either the transferring or receiving county to complete a transfer for an open case or a pending application.

#### Transferring an open SNAP, TEA, or Medicaid Case

If reported to receiving county:

1. Change the address in ANSWER.  
(SNAP only: Add new shelter costs to budget if reported or request verification of new shelter costs if questionable.)
2. Select the new county.
3. Transfer all open budgets.
4. Document pertinent information in ANSWER.

If reported to transferring county:

1. Change the address in ANSWER.
2. Select the new county.

3. Transfer all open budgets.
4. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
5. Document pertinent information in ANSWER.

#### **Transferring a non-LTC pending application**

If reported to receiving county:

1. The receiving county will deny the application using the "transfer" reason code for the appropriate benefit program.
2. Change the address.
3. Change the county code.
4. Re-register the application.
5. Transfer the application.
6. Document pertinent information in ANSWER.

If reported to transferring county:

1. Deny the application using the "transfer" reason code for the appropriate benefit program.
2. Change the address.
3. Change the county.
4. Re-register the application.
5. Transfer the application.
6. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
7. Document pertinent information in ANSWER.

#### **Transferring a Long Term Care Case:**

An eligibility determination must be made on a pending application prior to the transfer. This prevents the applicant from having to repeat the interview and documentation process.

When completing the approval:

1. Wait 48 hours for overnight edit before transferring the electronic case.
2. Change the address and county in ANSWER.
3. Change the name of the LTC facility in ANSWER.
4. Transfer the open budget.
5. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
6. Document all pertinent information in ANSWER.

If the applicant is not eligible, the application will be denied.

#### **Inquiries to:**

Medicaid Unit, (501)682-8254, SNAP Unit, (501) 682-8286  
TEA Unit, (501) 682-8182



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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: MS 11-17

SNAP 11-25

Medical Services Policy Manual

Issuance Date: 10-01-2011

SNAP Certification Manual

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: New Business Process and Policy Revision

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### I. Introduction

With the opening of the Access Arkansas Processing Center (AAPC), changes to our business processes are being implemented to reduce county work load, streamline business processes and improve overall case processing and timeliness. These changes will better facilitate the redirecting of work that will be processed by the AAPC and improve customer services.

In October 2011, the AAPC will begin processing:

- Annual Reviews (formerly called Mid-Points) for all SNAP cases
- SNAP Recertifications for 24 month cert cases
- All Medicare Savings Program (MSP) Annual Reviews including those with SNAP cases

Also in October 2011, several SNAP processes will change regarding interim reports:

- Neither SAR's nor Annual Reviews (Mid-Points) will automatically close if the form has been received but not processed.
- Cases that have been keyed as received but not processed by the end of the month will remain on FQTK for tracking purposes.
- Counties will only allow 10 days for SAR or Annual Review clients to return requested information.
- Counties will close a case after the expiration of the notice if requested information is not returned. The case will be closed the day after the notice expires but must be closed for the correct reason via a manual or system generated adequate notice according to SNAP policy 11570.

- Counties will reinstate cases in which the information that was requested is returned after the notice expires but within 30 days of the final date on the notice.

Effective 11/01/11, Arkansas will implement a medical standard for Aged/Disabled households. The addition of the medical standard should serve to increase the benefits received by many Aged/Disabled households participating in SNAP as well as streamline the eligibility process. Other changes are on the horizon pending federal approval and all will be beneficial to you in the way that they impact your work flow.

## II. **Access Arkansas Processing Center - Completion of the SNAP and MSP Annual Reviews**

The annual reviews for both SNAP and MSP will be completed at the Access Arkansas Processing Center (AAPC). Counties will no longer process the SNAP Annual Reviews (formerly Mid-Points) or any MSP reviews. We have implemented a joint annual review process for clients that participate in both MSP and SNAP (24 month cert or longer). SNAP recertifications for these type households will also be processed by the AAPC.

### **A. New and Revised Forms**

Form DCO-811, SNAP/MSP Annual Review, has been revised to merge the SNAP and MSP Annual Reviews into one report form. The new DCO-811 will also be used for SNAP recertifications. Forms DCO- 235 and DCO- 244 will no longer be used.

The first extract of the new form DCO-811 will occur September 23, 2011 to affect November benefits. The client must return the form in October. Future extracts will occur in the 11<sup>th</sup> month on the 6<sup>th</sup> working day from the end of the month. A BRM envelope is included with the form so it can be returned to the AAPC. If the form is returned to the county office, the county will advise the client to mail the form to the AAPC in the envelope provided or the county can mail the form to the AAPC. **Please do not scan the form in the county office.** The DCO-811 must be scanned by the AAPC because it will go through a workflow process. The workflow process applies only to the AAPC.

Form DCO-93, Notice of Action, has been developed to be system generated to the client when the DCO-811 has not been received by the due date.

Form DCO-103, SNAP/MSP Request For Information At Annual Review, has been revised to accommodate requests for information in both the SNAP and MSP program.

### **B. New ANSWER Functionality**

***SNAP Mid-point*** – In ANSWER, SNAP midpoint will now be referred to as SNAP Annual Review.

***SNAP Mid-point (Annual Review)*** - SNAP budget units will no longer be closed when the report form has been returned but not processed. The budget unit will remain open at the end of the month and it is the worker's responsibility to close the budget unit if necessary. Budget units will continue to close at the end of the certification period even if the form has been returned but not processed.

An edit has been added to ANSWER to alert workers when they are processing SNAP Annual Reviews or MSP reevaluations. In order to keep the associated Medicaid re-evaluation from going overdue and remain in synch with the SNAP case, both the SNAP and MSP review must be completed before the worker can exit the master case in ANSWER. The edit will be applied as follows:

- For Mid-point tasks that were created prior to the release (existing at the time of the release) the edit will not apply. For MSP tasks that were created prior to the release (existing at the time of the release) the edit will not apply. For example, a worker is completing a Mid-point task due 09/30/11 and the client has a pending MSP reevaluation task. The edit will not apply and the worker will be able to exit the Master Case without completing the MSP reevaluation. However, the worker should continue to follow the current Medicaid Directive, MS 01-14 and process the Medicaid re-evaluation with the Mid-point Review.
- When a worker processes an MSP re-evaluation task and a SNAP annual review task exists for the same case head, the worker will receive an alert to process the task for the SNAP annual review and will not be allowed to exit the master case until both tasks are cleared. The alert will read, "Client has a SNAP annual review task and must be processed at this time".
- When a worker processes a SNAP annual review task and an MSP re-evaluation task exists, the worker will receive an alert to process a MSP re-evaluation and will not be allowed to exit the master case until both tasks are cleared. The alert will read, "Client has an MSP re-evaluation task and must be processed at this time".
- **For SNAP approvals, the edit will not apply.** For example, a worker is approving a SNAP application in the month of October and the client is the budget unit head of an open MSP budget unit with a pending MSP reevaluation task. The edit will not apply and the worker will be able to exit the Master Case without completing the MSP reevaluation.

### **III. SNAP Periodic Review (SAR and Annual Review) Process Changes**

#### **A. No Closure When Form is Returned**

Currently counties can allow the system to close SAR and Mid-Point cases when the client is issued a DCO-218 or DCO-103 timely and the client does not respond by the end of the month. Beginning October 2011, these cases must be closed by the worker with an adequate system or manual notice related to the information request. They will not close automatically.

#### **B. Ten Day Notice Requirement**

Current processing standards for periodic reports require that any additional verification requests to the household via the DCO-218 or DCO-103 must not expire until the end of the report month.

- **Effective October 1, counties will provide the household with 10 days to furnish requested information. If the household fails to provide the requested information by the close of business on the date the notice expires, the case may be closed on the following work day.**

The current work around for SAR's referenced in screen message 2225 will no longer be applicable in October reports and thereafter. The system will leave open any case that has been assigned to a worker in ANSWER thus putting a Y in the received field on FQTK. By leaving the case showing on FQTK, it a counties' management team can track cases that didn't close but have not been completed.

- **Example #1:**

Mr. Smith submitted his SAR on 10/5/11. It was assigned to caseworker A through the task tab in ANSWER. A DCO -218 is sent to Mr. Smith for additional information on 10/16/11. His notice expires 10/26/11. Mr. Smith does not respond. Caseworker A can manually close the case on the following work day for failure to return information.

- **Example #2:**

Mr. Jones submitted his SAR on 10/22/11. It was assigned to the Caseworker B through the task tab in ANSWER. A DCO-218 was sent to Mr. Jones for additional information on 10/26/11. His notice expires 11/6/11. This case will

remain open as well. If he does not respond, Caseworker B can manually close the case at the end of the notice period.

- **Example #3:**

Ms. Burkes submitted her SAR on 10/5/11. It was assigned to Caseworker D through the task tab in ANSWER. A DCO-218 was sent to Ms. Burkes for additional information on 10/21/11. Her notice expires 10/31/11. Because her notice expires 10/31/11, she must be given ALL day to return the requested information. We cannot close her case until 11/1/11 and she will receive an additional month's benefits. The additional month's benefits would not be considered an overpayment or an error if the case was originally set up correctly at initial application.

If the last day of the month falls on a weekend or holiday, the client must be given until the following work day to provide the requested information. The client must have at least 10 days to provide the info.

To summarize, ALL cases with a Y in the received field on FQTK must be processed manually for closure and the correct reason must be used.

#### **C. Supplements and Overpayments**

If the client's notice runs into the following month and after processing the case, the client is due a supplement, you will issue it. However, no overpayment will be written on SRs or Annual Reviews that are processed in the month following the month they were due.

#### **D. New ANSWER Functionality**

***SNAP SAR process-*** SNAP budget units will no longer be closed when the DCO-285 has been returned but not processed. When the form has been entered as received, the budget unit will remain open at the end of the month and it will become the worker's responsibility to close the budget unit if necessary. Forms received but not processed will continue to show on FQTK until the SAR has been processed by the worker. Budget units will continue to close at the end of the certification period even if the form has been returned.

### **IV. NEW Reinstatement Rule for SR's and Mid-Points**

We have received approval from FNS to reinstate cases if all verification previously requested on the DCO-218 or DCO-103 is received after the case is closed but within 30 days of the date of closure. This will eliminate many of the re- applications that occur in these instances and save critical appointment slots for counties as well as streamline the process for clients.

- **Example #4:**

Ms. James submitted her SAR on 10/5/11. It was assigned to Caseworker C through the task tab in ANSWER. A DCO-218 was sent to Ms. James for additional information on 10/05/11. Her notice expires 10/15/11. No requested verification is received. Caseworker C closes Ms. James SNAP case on 10/16/11. On 11/8/11, Ms. James submits the requested verification. Her case is processed and reinstated for full November benefits.

## **V. Medical Standard Deduction**

Effective 11/01/2011 SNAP households with an Aged/Disabled household member will be allowed to choose between actual medical expenses and a medical standard. This means that recertifications in October for November and SAR's in October for November are eligible to choose the standard for November ongoing. The DCO- 268 and DCO-285 are being updated but will not have the medical standard option on it for October recerts or SAR's. At the first case action after implementation of the standard, eligibility for it will need to be determined.

### **A. How to handle October Initial applications:**

1. For October initial applications processed in October, enter medical expense per current policy.
2. For October initial applications processed beyond October, enter medical expenses per current policy and for November (ongoing) expenses using the medical standard if applicable.

### **B. Recert and SR Workaround to be used until DCO 268's and DCO 285's reflect information regarding the medical standard:**

1. Recertifications: Clients will have the medical standard explained and offered at recertification if it is verified that they have at least \$35.01 in verified eligible medical expenses.
2. Semi Annual Reports: Clients may be given the standard if it is verified that they have at least \$35.01 in verified eligible medical expenses and electing it does not result in a benefit decrease.
3. Since both the current forms require Aged/Disabled households to verify medical expenses for households eligible for the deduction, no new verification requirements are being added.

The SNAP 6000 section of policy has been updated and will be released in early October with an effective date of 11/01/2011. It has been updated to delete outdated Medicare Prescription policy and to add the medical standard as an option for aged disabled households. Other grammar, usage, and consistency issues have been addressed as well. You will find the medical standard policy in SNAP 6520. Some facts:

- If a household eligible for a medical deduction has at least \$35.01 in medical expenses, they will be given the medical standard of (\$138-\$35) \$103.00

- Medical expenses of at least \$35.01 must be verified at initial application and declared at subsequent case actions.
- The medical standard is optional if households have actual medical expenses that exceed \$138.00. We strongly recommend that the standard be used in all cases when it's beneficial for the household to use it. For instance, any household with actual medical expenses around \$138.00 would benefit from selecting the standard because it makes it easier for both the case worker and client to manage their case.

More specific information regarding the medical standard will be provided in the Implementation Transmittal that will accompany the policy update in early October.

### C. New ANSWER Functionality

***SNAP Medical Deduction-*** New expense type of Standard Medical Deduction has been added to the “Type of Expense” drop down on the Expense tab. This expense type should be used when an Aged/Disabled SNAP member has medical expenses that are equal to or greater than \$35.01, and the worker determines that the household meets the criteria for the Standard Medical Deduction. When this expense type is selected if the household meets the requirements that will allow them to receive a medical deduction they will receive a Standard amount of \$138. The \$35 deduction will be taken from this amount when calculating the budget. The Standard Medical deduction will be allowed per household and is not per aged/disabled member.

#### Inquiries to:

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: MS 12-11

SNAP 12-17

TEA 12-05

Medical Services Policy Manual

Issuance Date: 08-27-2012

SNAP Certification Manual

Transitional Employment Assistance manual

From: Joni Jones, Director

Expiration Date: Until Superseded

Subject: Client Name Usage

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Many government agencies require that the name a person uses to do business with them must match the name recorded with the Social Security Administration (SSA). This has not been the policy of DCO in the past based on a previous opinion from the Office of Chief Counsel (OCC).

In an effort to standardize our procedures with other government agencies and to streamline the processes the county staff uses to resolve name mismatches, an updated opinion was requested from OCC regarding the usage of client names. Effective immediately, in response to the receipt of this opinion, individuals will be required to use the name on record with SSA when applying for or receiving SNAP, Medicaid or TEA Cash assistance. The individual will be advised that the name used for SNAP, Medicaid and TEA programs **must** match the name on record with SSA. If the individual does not want to use that name, he/she will be instructed to change his or her name with SSA. The name recorded in our records will not be changed until the appropriate verification is received.



### Correcting SSN Mismatches due to Name

The worker will correct name mismatches by using the name that SSA has on file. If the electronic case record (ECR) contains a copy of the individual's Social Security card, the worker will change the name according to what is on the card. If the client does not have a Social Security card and a copy of the card is not in the ECR file, the worker will contact the casehead for the name that is shown on the household member's Social Security card. If the mismatch cannot be resolved face-to-face or by telephone, the household will be mailed a Request for Contact (RFC), advising the household of the mismatch and the steps needed to resolve the mismatch.

SNAP, Medicaid and TEA policy will be revised to include this change. This directive will remain in effect until that time.

### Inquiries to:

Medicaid Unit, (501) 682-8259

SNAP Unit, (501) 682-8286

TEA Unit, (501) 682-8182

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: SNAP 16-01

[SNAP Certification Manual](#)

Issuance Date: 02-04-2016

From: Mary Franklin, Interim Director

Expiration Date: Until Superseded

Subj: ABAWD Homeless Households

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Policy Directive SNAP 16-01 addresses changes that reflect a recent FNS clarification regarding the requirement to work (RTW) and ABAWD chronically homeless households.

FNS has clarified that homeless ABAWDs may be granted a medical exemption from the RTW since they may be considered “mentally or physically unfit” for employment.

Homeless households and homeless individuals are defined in the SNAP Glossary Appendix B as:

**An individual who lacks a fixed and regular nighttime residence or an individual whose primary nighttime residence is:**

- 1. A supervised shelter designed to provide temporary accommodations - e.g. a welfare hotel or a shelter for the homeless; or**
- 2. A halfway house or a similar institution that provides temporary accommodations for individuals as an alternative to institutionalization; or**
- 3. A temporary accommodation in the residence of another individual limited to 90 days; or**
- 4. A place not designed for, or ordinarily used as a regular sleeping accommodation for human beings. Examples are a hallway, a bus station, a lobby or similar places.**

If an ABAWD meets this definition of “homeless” on the date the action is taken on the SNAP case then the individual is considered to be chronically homeless.

If the ABAWD meets criteria 1, 2, and 4 above then the Work Participation Characteristic for the individual will be “Incapacitated Long Term”. They may be granted up to a twelve month certification period with a semi-annual report.

If the ABAWD meets criteria 3 above then the Work Participation Characteristic for the individual will be “Incapacitated Short Term” and they may be granted a 4 month limited reporting certification period.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: SNAP 03-16

[SNAP Certification Manual](#)

Issuance Date:08-29-2016

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: New Employment and Training (E&T) Provider and New E&T Counties

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On August 1, 2016, Goodwill Industries was added as an Employment and Training (E&T) provider and the E&T Program was launched in eight new counties. The new counties are:

- |              |               |
|--------------|---------------|
| 1. Baxter    | 5. Jefferson  |
| 2. Benton    | 6. Pulaski    |
| 3. Craighead | 7. Saline     |
| 4. Greene    | 8. Washington |

The new counties, in addition to our other twelve E&T counties, allow Arkansas to expand E&T services to 20 counties across the state to assist Able Bodied Adult individuals with improving their job skills and securing employment.

### Inquiries to:

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number:SNAP 16-11

SNAP Certification Manual

Issuance Date:12-30-2016

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Longer Certification Periods Allowed for certain Able Bodied Adults Households

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Now that the state has begun to adjust to the loss of the Able Bodied Adults Without Dependents waiver, the SNAP Unit has identified an opportunity to ease the burden on county staff as well as the clients we serve. Households that contain Able Bodied Adults may be eligible for a certification longer than 4 months in certain circumstances.

The information below is meant to provide guidance for determining which households may be certified for longer than 4 months.

A 4 or 12 month certification is based on the casehead. A determination would have to be made on how this individual could be effected by RTW requirements. The impact on the SNAP case will be the deciding factor of how long of a certification period should be given.

**\*Stable income will be defined as working for the same employer for a period of at least 4 months.**

**Situation #1: If the SNAP case head is the parent or custodian of a child age 17 or younger then the household may be certified for 12 months.**

**Example #1:** The SNAP case head is Betty, age 30. Her husband John, age 31, and their child Joey, age 4 also reside in the home. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Joey is reasonably expected to reside with his parents until he reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this

household Betty can be coded as *SNAP Cares for Child* and John can be coded as *SNAP/RTW Child in SNAP HH*.

**Example #2:** The SNAP case head is Carey, age 42. Also in the SNAP household is her child Katie, age 15 and Carey's sister, Connie, age 36. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Katie is reasonably expected to reside with her mother until she reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Carey and Connie can be coded as *SNAP/RTW Child in SNAP HH*. If Connie were to move out of the SNAP household, Carey and Katie would not be effected if otherwise eligible.

**Example #3:** The SNAP casehead is Julie, age 35. Also in the home is Julie's nephew, Sean, age 12 and Julie's boyfriend, Steve, age 37. Julie is Sean's custodian. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Sean is reasonably expected to reside with his aunt until he reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Julie and Steve can be coded as *SNAP/RTW Child in SNAP HH*. If Steve were to move out of the SNAP household, Julie and Sean would not be effected if otherwise eligible.

**Situation #2: If the household consists of a case head who is not the parent or custodian of a child age 17 or younger then the household may only be certified for 4 months.**

**Example #1:** Tina is the casehead. Tina is age 30. Cynthia, Tina's roommate and Cynthia's son, Jason also live with her and they all receive SNAP as one household. Cynthia is 25 and Jason is 3. This household may only be certified for 4 months.

**Explanation:** This household qualifies for a 4 month certification because Tina is not the parent or guardian of Jason. If Cynthia or Jason were to move out of the SNAP household, Tina would no longer be exempt. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Tina can be coded as *SNAP/RTW Child in SNAP HH* and *Cynthia SNAP Cares for child*.

**Situation #3: If the household consists of a disabled household member and his/her spouse who has stable income\*of 20 or more hours weekly or an average of 80 hours monthly, the household may be certified for 12 months with an SAR.**

**Example #1:** The SNAP case consists of Joan, the casehead, and her husband Bill. Joan is 46 and she receives SSI. Bill is age 46 and he works about 25 hours weekly at the local tire shop and has been there for the past 4 years. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Bill has stable income. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Joan can be coded as *Incapacitated Long Term* and Bill as *SNAP/RTW Work 20<30 hours*. If either Joan or Bill were to move out of the SNAP household either member would not be effected.

**Situation #4: If there is a single member household and the individual has stable income\* of 20 or more hours weekly or an average of 80 hours monthly, the case may be certified for 12 months with an SAR.**

**Example #1:** Bob is age 20. He has worked at Fred's for the past 6 months and he averages 80 hours monthly. He may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Bob has had stable income over four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Bob should be coded as *SNAP/RTW work 20< 30 hrs*.

**Example #2:** Karla is age 33. She works at Fred's but she just started this job two months ago. Karla will be certified for 4 months. At her recertification, if she is still employed at Fred's then she may be re-certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 4 month certification because Karla has not had stable income for the past four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Karla should be coded as *SNAP/RTW work 20< 30 hrs*.

**Situation #5: If there is a household made up of more than one able bodied adult and all have stable income\* of 20 or more hours weekly or an average of 80 hours monthly, then the household may be certified for 12 months with an SAR.**

**Example #1:** The household consists of Angus, age 26, is the casehead and Sunny 23. Both are working at least 20 hours weekly. Angus works in the kitchen at Red Lobster and began his job a year ago. Sunny works at Claire's Dress Shop and she started her job 8 months ago. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Angus and Sunny have stable income over four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Angus and Sunny can be coded as *SNAP/RTW 20 < 30 hrs*. If either Angus or Sunny were to move out of the SNAP household, the case would not be otherwise effected.

**Example #2:** Tammy, age 19, is the casehead and her sister Kimmy is 22. They receive SNAP together. Tammy isn't working but Kimmy has worked at the local pharmacy for the past 18 months and she works about 24 hours weekly. This household may be certified for 4 months.

**Explanation:** This household qualifies for a 4 month certification because Tammy is unemployed. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Tammy would be Mandatory SNAP and Kimmy *SNAP/RTW Work 20 < 30 hrs*.

### **Miscellaneous Situations:**

**Example #1:** Candi is the casehead and she is 27 years old. Her roommate, Anna, age 29 and Anna's child Sophia, age 2 also receive SNAP benefits with Candi. Candi works about 28 hours weekly as a secretary for an attorney's office and has worked there for 2 years. This household may be certified for 12 months with an SAR.

**Explanation:** This household qualifies for a 12 month certification because Sophia is reasonably expected to reside with her mother until she reaches 18 years old, and Candi has stable income. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Candi can be coded as *SNAP/RTW Child in SNAP HH* and Anna as *SNAP Cares for child*. If Anna and Sophia moved out of the SNAP household then Candi would not be effected if otherwise eligible and her work participation characteristic should updated to *RTW works 20<30*.

**Example #2:** Jamie is 19 and the case head and she is pregnant. Her 21 year old boyfriend, Mark also lives with her and he is working at Kroger an average of 80 hours monthly. This household may be certified for 12 months with an SAR.



**Explanation:** This household qualifies for a 12 month certification because Jamie is pregnant and Mark is working 80 hours monthly. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Jamie should be coded as *SNAP/RTW Pregnant* and Mark as *SNAP works 20< 30 hrs*. If Mark were to move out of the SNAP household, Jamie would not be effected if otherwise eligible.

**Example #3:** Joseph is 49. He works about 20 hours weekly at the local pawn shop. He may be certified for 12 months with an SAR regardless of how long he has been working if his birthday is within the first 6 month period of the certification.

**Explanation:** This household qualifies for a 12 month certification because Joseph will turn age 50 within the first six month period of the certification. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Joseph should be coded *SNAP works 20< 30 hrs*. At SAR, his code can be changed to *SNAP 50-60 yrs old*, since age is a higher priority than employment and he will have reach 50 years old.

**Example #4:** Martin is age 49, he will turn 50 in 3 months. He has applied for SNAP benefits for himself only. Martin was laid off from his employment and is not eligible for unemployment benefits. He has not met his 3 months of eligibility yet, and does not meet any other exemption from the RTW requirement. The SNAP case can be certified for 12 months since he is 49 and his birthday is within the first 6 months of his certification period.

**Explanation:** This household qualifies for a 12 month certification because Martin will turn age 50 within the first six month period of the certification. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Martin should be coded *SNAP Mandatory*. His Work Participation Characteristic must be updated no later than the SAR unless a change is report prior to the SAR. At either the SAR or reported change, his Work Participation Characteristic must be changed to *SNAP 50-60 yrs old*.

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## MANUAL TRANSMITTAL

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# Arkansas Department of Human Services

## Division of County Operations

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Policy Directive

Issuance Number: SNAP 17-01

SNAP Certification Manual

Issuance Date: 06-30-2017

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Act 566 Helping Our People Excel; Opting out of PRWORA of 1996, Section 115

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As of August 1, 2017 the State of Arkansas has elected to opt-out of the Personal Responsibility and Work Opportunity Act (PRWOA) of 1996 regarding drug related felony convictions. This policy directive supersedes SNAP 1620, SNAP 1622.20, SNAP 1623, SNAP 1623.2, SNAP 1920, SNAP 3621, SNAP 5514, and SNAP 17351. Policy and form revisions are currently going through review in preparation for the promulgation process.

Act 566 Helping Our People Excel or H.O.P.E will lift the restriction from participating in the Supplemental Nutrition Assistance Program for individuals who have been found guilty or pled nolo contendere to any State or Federal offense classified as a felony which has an element of the offense, distribution, manufacture, or the intent to manufacture or distribute a controlled substance. These individuals may now participate in SNAP if otherwise eligible.

Effective for the August benefit period, Re-certifications, Semi-Annual Reports, Annual Reviews, and reported changes that include household members currently disqualified for drug convictions must be processed including those same household members as "ACTIVE". When taking action on these cases, if anyone in the household is disqualified due to a drug conviction, the sanction must be removed and individual must be made "ACTIVE" in the case. The increase in household size may raise the allotment amount for some households. As always, narrating the case actions taken is of utmost importance.

### Initial Applications

An individual with a drug conviction applying in June as a single household is still ineligible and must be denied. Individuals with drug conviction applying in July as a single household member

may be approved with certification period beginning August 1<sup>st</sup>. An August budget must be run with the sanction removed and the individual must be included as an “ACTIVE” member. June applications received with the drug sanctioned individual included as a household member must be approved with the disqualified individual as sanctioned and placed as “INACTIVE FULL” as stipulated in policy. A reminder should be set to add the member to the budget unit in August. Applications approved in July with a drug sanctioned individual included as a household member must be approved with the disqualified individual as sanctioned and placed as “INACTIVE FULL” in the July budget. When the August budget is run, the sanction must be removed and the individual must be included as an “ACTIVE” member. To ensure the correct benefits are received, the August budget must be submitted after the July benefits extract. For cases approved in June, a reminder should be set to submit the August budget in order to add the individual as an “ACTIVE” member. July applications approved for August must have the sanction removed for the individual disqualified for a drug conviction for the August budget with July in the retro field.

#### Aggregate Benefits

When an initial application is received on or after July 16 and is approved on or before July 31, aggregate benefits must be authorized. August benefits must be entered into the retro field. Be sure the sanction is removed and the individual is added to the budget as “ACTIVE”. The allotment amount including the newly active household member must be entered in the retro field.

#### Recertifications

When processing a July application for an August recertification, if there is a household member with an active drug sanction, an August budget must be run after removing the sanction and adding the individual as “ACTIVE”.

June Recertifications received with the drug sanction individual included as a household member must be approved with the disqualified individual as sanctioned and placed as “INACTIVE FULL” as stipulated in policy. A reminder should be set to add the member to the budget unit in August. Applications approved in July with a drug sanctioned individual included as a household member must be approved with the disqualified individual as sanctioned and placed as “INACTIVE FULL” in the July budget. When the August budget is run, the sanction must be removed and the individual must be included as an “ACTIVE” member. For applications dated prior to July 16, the August budget must be submitted after the July benefits extract to ensure the correct benefits are received for August and ongoing.

### Changes, SRs, and Annual Reviews

When processing changes, SRs, and Annual Reviews, the case should be reviewed to determine if there is a member with a drug sanction in the household that should be added as an active member in the case. If the individual's income and resources are being counted in the household's budget, submit an August budget with the individual as "ACTIVE". If the person is disqualified but does not have income or resources included in the household's budget, send a Request for Contact to the household to determine whether or not this person is still a household member and should be active in the case.

### Work Registration and RTW

If the previously drug sanctioned individual is an able bodied adult, a *Notice of Work Registration and Requirement to Work for Abled Bodied Adults without Dependents* (DCO-260) must be sent to inform the individual of the Requirement to Work and related exemptions. The Work Registration Exemption Tool can be used to help determine if the new household SNAP case member is eligible for an exemption.

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