IN THE UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF MISSOURI
CENTRAL DIVISION

ASSOCIATION OF COMMUNITY
ORGANIZATIONS FOR REFORM NOW,

et al.,

Plaintiff,

v.

Case No. 08-4084-CV-C-NKL

DEBORAH E. SCOTT, et al.,

Defendant.

DEFENDANT LUCK AND SCOTTS’ RESPONSE TO PLAINTIFFS FIRST REQUEST FOR PRODUCTION OF DOCUMENTS

Director Deborah Scott does not have sufficient personal knowledge or information with which to answer these requests for production, except to the extent that she has produced the attached documents. The Director of the Missouri Department of Social Services ("DSS") is responsible for the overall administration of the Department of Social Services and not the day-to-day operations of specific programs. The Department is responsible for the administration of many complex programs, including: the MO Healthnet Program (also known as "Medicaid" or "Medical Assistance"), the food stamp program, TANF, the blind pension system, the foster care system, rehabilitation of youth who have committed criminal offenses and the child welfare system. The DSS Director, in compliance with state and federal law, has delegated responsibility for the administration of the National Voter Registration Act ("NVRA") to the Family Support Division (formerly known as the Division of Family Services), which is the agency responsible for the administration of the public assistance programs. DSS Director Scott does not have personal, specific knowledge of the details of the implementation of the NVRA by the Family Support Division. Director Scott is therefore not personally familiar with the details of the specific
REQUEST NO. 15: All documents concerning training of DSS or FSD personnel concerning the NVRA or voter registration, including the training materials used, and document sufficient to show the dates on which trainings were conducted, the agenda or training program, and name and title of each employee invited and who attended and completed the training.

ANSWER:

Defendants object that this request is insufficiently defined and encompasses documents irrelevant to this lawsuit and not reasonably calculated to lead to the discovery of admissible evidence. Defendants object to responding to this Request for the further reasons that it is overly broad, vague, unduly burdensome and oppressive in that:

- FSD has maintained an average of approximately 4,100 employees at any one time between January 1, 2005, to the present. There is employee turnover in these positions. Not all FSD employees are involved in the application or recertification process for public assistance programs and not all FSD employees are responsible for administering voter registration. A universal search for and identification of "all" documents that concern or relate to training of DSS or FSD personnel concerning the NVRA or voter registration would also be quite burdensome, expensive, and rapidly lead to diminishing or no return for the effort expended.

- Defendants further object on the grounds that individual offices and supervisors conduct locally based trainings from time to time which may or may not mention voter registration. Responding to Plaintiffs’ Request would require Defendants to conduct a survey of hundreds of supervisory employees to see whether they have such documents that might relate to this Request.
# Rights and Responsibilities of Food Stamp Customers

Applicants for and recipients of Food Stamps must be advised of the following rights and responsibilities. The IM-31B ‘Food Stamp Application Information’ form is used for this purpose.

<table>
<thead>
<tr>
<th>Rights</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have the right to:</td>
<td>* When you apply for food stamps, answer all questions completely and honestly. *</td>
</tr>
<tr>
<td>* Receive an application, and have your application accepted on the same day that you go to the food stamp office;*</td>
<td>* Sign your name to certify, under penalty of perjury, that all your answers are true.*</td>
</tr>
<tr>
<td>* Have a person who knows your situation apply for you if you cannot get to the food stamp office;*</td>
<td>* Provide proof that you are eligible.*</td>
</tr>
<tr>
<td>* Get your food stamps within 30 days after you apply if you do qualify for them;*</td>
<td>* Promptly report changes in EU circumstances to the FSD office.*</td>
</tr>
<tr>
<td>* Get food stamps within 7 days if you are in immediate need and qualify for faster service;*</td>
<td>* Do not put your money or possessions in someone else’s name in order to be able to get food stamps.*</td>
</tr>
<tr>
<td>* Not be discriminated against because you are elderly or because of sex, race, color, disability, religious creed, national origin, or political beliefs;*</td>
<td>* Do not make changes on any food stamp cards or documents.*</td>
</tr>
<tr>
<td>* Be told in advance if the food stamp office is going to reduce or end your benefits during your certification period because of a change in your situation that you did not report in writing;*</td>
<td>* Do not sell, trade, or give away your food stamps, or any food stamp cards or documents.*</td>
</tr>
<tr>
<td>* Look at your own case file and a copy of the Food Stamp Program rules; and*</td>
<td>* Use food stamps only to buy eligible items.*</td>
</tr>
<tr>
<td>* Have a fair hearing if you don’t think the rules were applied correctly in your case. At a fair hearing, you may explain to a hearing official why you don’t agree with what the food stamp office has done.*</td>
<td>People who break food stamp rules may be disqualified from the program, fined, put in prison, or all three.</td>
</tr>
<tr>
<td>* You can ask the food stamp office for a fair hearing in writing, in person, or over the phone. The office will give you information about the hearing rules. *</td>
<td></td>
</tr>
<tr>
<td>* You can ask a friend, relative or anyone else to help you prepare for the hearing and go to the hearing with you.*</td>
<td></td>
</tr>
<tr>
<td>* In some cases, you can continue to get your food stamps without a*</td>
<td></td>
</tr>
</tbody>
</table>
change while you are waiting for the hearing decision.

- If the official decides the food stamp office is right, you will have to repay the value of any food stamps you did not have a right to get. If the hearing official decides you are right, you will continue to get or begin to get the correct amount of food stamps. If the hearing official decides you are right and you did not get continued benefits, the amount of any food stamps you had a right to get will be given to you.

May 2007
FSD Orientation

Objectives

Upon completion of this online lesson, you should be able to:

- Name the eight Divisions comprising the Department of Social Services, and their roles.
- Identify the three primary program areas of the Family Support Division, and the services they provide.
- Access and navigate the Employee Learning Center to view your profile, training plan and training calendar.
- Navigate the DSS Human Resource Center website, and access the employee handbook and manuals.
- Describe the DSS policies regarding protection of computer information systems, applications, and data.
- Discuss DSS employees' responsibilities with regard to maintaining complete and accurate client records.
- Explain DSS policy regarding confidentiality, and what it means on a day-to-day basis to you in your job position.
- Locate and discuss DSS regulations in the employee handbook related to:
  - Human Resource Management: Probationary Periods; Performance; Code of Conduct; Work Rules; Expectations; Dress Code; Conflict of Interest; Outside Employment; Safety; Information Systems; and DSS Equipment.
  - Work Hours and Compensation: Attendance; Work Schedule; and Travel.
  - Leave: Annual Leave; Sick Leave; FMLA; Holidays; Inclement Weather; Administrative Leave and Leave Without Pay
  - FSD Office Safety
- Describe and discuss the importance of good customer service in your role with FSD.
- Discuss the various communication techniques which help to ensure effective communication, and how they can be used in each of the four parts of an interview.
- Identify effective responses to a frustrated or angry customer, in order to resolve problems and provide effective service.
- Describe local resources available to serve customers, and how to make referrals to them.
- Explain FSD's role in providing voter registration services.
- Demonstrate how translation services are accessed for customers who are LEP (Limited English Proficient).
- Navigate resources found on the FSD Training homepage, and identify additional training activities you will be scheduled to complete.
Linking Customers to Services - Voter Registration

One very important link FSD provides is Voter Registration services. The National Voter Registration Act of 1993 requires public agencies to provide their clients the opportunity to register to vote. The opportunity to register is to be offered at any application, recertification, reinvestigation or change of address, regardless of whether contact is made in person, by telephone, mail, e-mail, fax or home visit. Staff must provide customers the same level of assistance for voter registration as they would to complete FSD forms.

Take time to review section 0105.026.00 Voter Registration in the General Information section of the Income Maintenance manual. (Note: Voter Registration cards may not be photocopied due to specifications of weight of paper.)

The Missouri Secretary of State's office has provided training material to help familiarize employees of public assistance agencies with the requirements of the
National Voter Registration Act of 1993. Review the Implementation Guide on the Secretary of State's website for specific instructions on assisting with the registration process.
CASE SITUATION #1
HERMAN PETERSON

I. INTRODUCTION TO FOOD STAMPS

A. We will process the first case situation together as a class. We will walk through the entire Food Stamp application process together, screen by screen, learning Food Stamp policy and how to use FAMIS as we go along.

B. Review the teaching points:

1. Food Stamp basic eligibility requirements.

2. Expedited service screening.

3. Using the FAMIS controlled flow to take an application.

4. Accessing available resources to assist in case processing:
   a. Caseworker Reference Guide,
   b. On-Line Help,
   c. FAMIS User Guides,
   d. Food Stamp Policy Manual, and
   e. Food Stamp Memos.

5. Assigning DCN’s.

6. Financial eligibility:
   a. Budgeting earned income.
   c. Correct use of frequency codes.
   d. Correct calculation method selection.
7. Establishing a certification period.

8. Change reporting requirements.

9. Authorizing a case action and issuing benefits.

10. Assembling a paper file to support the FAMIS case record.

11. Setting a reminder.

C. FAMIS presents the eligibility questions one by one, and we input the applicant's responses into the system.

D. We will review each question and discuss the eligibility factor it relates to as we input the applicant's answers.

E. It is important to remember that the computer screens we complete constitute the application, and must be an exact representation of information provided by the applicant.

F. At the conclusion of the interactive interview, we will print the Interview Summary, FA-102, review it with the applicant and obtain his signature before proceeding.

G. FAMIS will make a recommendation of eligibility based on the information we input, which we will review for correctness.

H. When the specialist completes the necessary action on the application, FAMIS generates the appropriate forms and notices to the applicant and issues the Food Stamp benefits.

I. We will assemble the case record when the case is complete.
II. REVIEW THE APPLICATION PROCESS AND CHEAT SHEETS

**Trainer’s Note:**
Distribute HO #2, Creating a Supercase and FS Application Cheat Sheet

A. During this week of training, we will be using several handouts, including the Cheat Sheet you are receiving now.

B. This Cheat Sheet serves as a guide as you become familiar with working in FAMIS.

C. The first step of every application is clearing the individuals for participation. Handout #2 outlines the steps. This process determines whether they have been assigned a DCN (Departmental Client Number) and/or have previously received benefits in FAMIS.

D. Each individual in the Supercase must be cleared using the steps outlined on page 1 of Handout #2.

E. The remaining pages of Handout #2 provide an outline of the screens FAMIS presents, along with some information about the function of each screen and how information must be input.

F. This Cheat Sheet will probably be valuable to you as you begin work in your office until you become comfortable with the FAMIS.

G. You will want to keep it handy throughout this week. Should you misplace it, you will be able to print another copy from the FSD Intranet Homepage.

H. **Briefly review Handout #2, Creating a Supercase & FS Application Cheat Sheet. Discuss:**

1. The “A” to add information and the “U” to update information commands shown on each step.

2. Using the F keys to move between screens.

3. Dotted lines indicate screens that may not appear during the controlled flow.

I. **Refer to this handout frequently through each step of case processing.**
III. ACCESSING TRNG

A. We have already signed on to the Desktop.

B. We are ready to open a session to begin working in the FAMIS training region. From the Task Manager along the bottom of your screen, point your mouse to and single click on Session A.

C. This is the FSD main sign-on menu. In your office, you will be working in FAPC, FAMIS Production. In training, we will be working in TRNG, the FAMIS training region.

D. Handout #1 is your User ID Information. From this point on in this training, you will sign on to the computer system using this User ID. DO NOT USE YOUR REGULAR USER ID WHILE IN TRAINING.

E. Please follow these instructions for signing on:

1. From the Main Menu, type TRNG and press the Ctrl key to go to the Training region.

2. The screen, Missouri Department of Social Services Training CICS will appear.

3. Clear the screen by pressing the Pause/Break key.

4. Type CESN and press the Ctrl key.

5. Enter the User ID and Password on your Handout #1. Your User ID is different from everyone else’s in the room. You will be using this ID all week, so keep this information at hand. It will be collected at the end of this training session.

6. After entering your User ID and password, press the Ctrl key.

7. When you receive the message “Sign On Is Complete,” press the Pause/Break key to clear the screen.
IV. SETTING UP THE PRINTERS

A. We need to set up the printers so that we may print our applications and required forms this week. This is a process you may need to complete occasionally in the office if you need to change printers.

1. Be sure you are in Session A; type STRM and press the Ctrl key.

2. Type in the correct printer ID and press the F5 key.

3. You will receive the message, "Update Complete".

4. Press the Home key to return to the top of the screen.

V. USING FSD's INTRANET

A. Please leave the FSD Intranet open. We will be using it to research Food Stamp policy in the CRG and the Food Stamp Manual as we work on this first case.
VI. FAMIS PARTICIPATION CLEARING

A. *Review Handout #2, Creating a Supercase and FS Application Cheat Sheet.*

B. According to this handout, we will be entering the DCN or Social Security Number of each person in the household into FAMIS to check for FAMIS participation.

C. This handout tells us how to access the FAMIS Main Menu screen, by typing **FMPX** and pressing the **Ctrl** key.

D. *Ask trainees:* What are the three ways we learned in FAMIS Fundamentals to navigate in FAMIS?

E. *Expected answer:*

1. Menu system—by selecting any of the displayed menu items, you move through sub-menus from screen to screen.

2. Tran codes—four letter screen identifiers, as displayed on the top line of the screen.

3. User Friendly Tran codes, or Fast Path Commands—screen identifiers that are associated with the name of the screen. For example, the Fast Path Command for the FAMIS Main Menu is **FAMISMNU**, as shown on the second line of the screen display.

F. During this training, we will be using Fast Path Commands to navigate. As we begin working in FAMIS, we will look more closely at how to use those commands to move from screen to screen.
G. Our handout tells us to Fast Path to the FAMIS Participation screen. Type **FAMISPAR** on the command line and press the **Ctrl** key.

H. **Ask trainees:** At this point, we ask the applicant to provide Social Security Numbers for each member of the Supercase. Where can we find information regarding Social Security Numbers and any impact on eligibility for Food Stamps?

I. **Expected answer:** *Food Stamp Section* of the Casework Reference Guide; Basic Eligibility Charts; Food Stamp Manual Section **1105.040.00 Social Security Numbers.**

J. Look at requirement regarding Social Security Numbers in the CRG.

K. **Ask trainees:** What is the requirement regarding Social Security Numbers for the Food Stamp Program?

L. **Expected answer:** In order to receive Food Stamp benefits, each individual must provide or apply for a Social Security number. If an individual chooses not to do so, s/he will be ineligible to receive benefits.

M. According to the Food Stamp Manual, we are to use form **Your Rights As A Food Stamp Applicant/Participant, IM-31B** to inform the applicant of this requirement. Please pull that form from the forms packet you were instructed to bring to this training or access it on-line.

N. **Review IM-31B. Remind trainees that detailed instructions for completion and use of each individual form may be found in the Forms Manual in their office.**

O. The IM-31B must be reviewed with the applicant before s/he is asked for Social Security Numbers.
The handout you are now receiving contains information about your applicant, who is here to apply for Food Stamps. Your information is different from that of everyone else in the room. Each applicant has a different name and Social Security Number. As we move through this application, please be sure to input the information that is specific to your applicant.

**Q. Review the information on Handout #4.**

Handout #5 is a summary of information to be gathered during the interactive interview. In an actual interview, your client would be sitting across from you and you would ask the questions presented by FAMIS one by one, inputting the applicant’s answers. We will proceed with this interview as if Herman was here, and this handout summarizes his responses to those questions.

**S. Review Handout #5 and attachments.**

Handout #3, page 1 tells us to enter the DCN or SSN of the person being cleared. We do not know whether this applicant has a DCN, so key in your Herman’s Social Security Number and press the Ctrl key.
RIGHTS AND RESPONSIBILITIES OF APPLICANTS
VOTER REGISTRATION REQUIREMENT

MANUAL REFERENCE:

Explanation Required / Rights and Responsibilities: 0105.025.15.
MO HealthNet for Families / MO HealthNet for Kids Program Explanation:
0105.025.15.10
MO HealthNet for Pregnant Women Program Explanation: 0105.025.15.15
Voter Registration Requirements: 0105.026.00

REQUIREMENT:

In every application interview for Family Healthcare programs, the applicant must be
informed of his/her rights and responsibilities as outlined in the General Procedures section

The interview must include an explanation of the appropriate healthcare program(s) as

The National Voter Registration Act of 1993 requires that individuals be given the
opportunity to register to vote (or change their voter registration data) in elections for
federal office when applying for or receiving public assistance or services. This opportunity
must also be extended to those individuals coming to Family Support Division offices not
seeking public assistance but requesting voter registration services only. Offer to send Voter
Registration forms with the individual for persons in the household who may want to
register to vote but are not physically present in the office.

NOTE: Voter Registration forms with revision dates prior to January 2006 are not valid.
This section is the same as 2_rightsandresponsibilities.doc
# Screens Reviewed During All Case Readings

<table>
<thead>
<tr>
<th>Screens</th>
<th>Areas Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAMISPAR-FM0D</td>
<td>• Information only</td>
</tr>
<tr>
<td>REQUEST-FM0G (Application Information)</td>
<td>• Type of App-Initial, Timely-Non</td>
</tr>
<tr>
<td></td>
<td>• Date of app-Famis &amp; Paper match</td>
</tr>
<tr>
<td></td>
<td>• Appropriate delay codes entered.</td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> appl/recert processing</td>
<td></td>
</tr>
<tr>
<td>App Detail-(Accessed from REQUEST screen-F14)</td>
<td>Household Composition</td>
</tr>
<tr>
<td>0105.000.00 APPLICATION PROCESSING (Excluding Food Stamps and Childcare)</td>
<td>• Individuals in FAMIS same as on application and in household</td>
</tr>
<tr>
<td>1120.000.00 APPLICATION PROCESS (FS) IM-#27 March 19, 2004</td>
<td>• Included children under 22 living with parent</td>
</tr>
<tr>
<td>1102.015.60 Eligibility Unit Composition (FS)</td>
<td>• All mandatory EU members included</td>
</tr>
<tr>
<td>1105.015.00 Eligibility Unit Determination</td>
<td>• Purchase and Prepare addressed (FS) (Written stmt. not required but if questionable, verification should be obtained)</td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> appl/recert processing</td>
<td>• Comments made if needed to address these issues</td>
</tr>
<tr>
<td>**</td>
<td>EBT card requested/reissued if needed</td>
</tr>
<tr>
<td>**</td>
<td>Family Medicaid members coded correctly</td>
</tr>
<tr>
<td>**</td>
<td>Prior Quarter requested for Family Medical. Indication of income in each of prior qtr. mo's – (Appropriate budgets done on SELINC)</td>
</tr>
<tr>
<td>1120.010.00 APPLICATIONS MAILED TO THE OFFICE (FS) IM-#27 March 19, 2004</td>
<td>Mail in applications (Comments found at EUMEMROL)</td>
</tr>
<tr>
<td>0105.025.00 INTERVIEW PROCESS (TA) 0105.025.15 Temporary Assistance Program Explanation</td>
<td>• Date app received in office</td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> appl/recert processing</td>
<td>• Call to client-date and time</td>
</tr>
<tr>
<td></td>
<td>• If no response, date IM-31 sent</td>
</tr>
<tr>
<td></td>
<td>• If interview missed, date IM31M sent</td>
</tr>
<tr>
<td></td>
<td>• Why FTF waived</td>
</tr>
</tbody>
</table>
| INHOME-FM0L             | - Individuals not active and not in HHLD have been end dated  
|                        | - Does comment on EUMEMROL explain why or why not  
| (Shows EU member status on the case) |  

**ELEMENT:** eligibility unit

| SCMBR-FM0E             | - Identifies all household members  
|                       | - Marital status identified  
| (Supercase member screen) | - School District Identified  
| 1105.015.00 Eligibility Unit Determination | - Joint Custody Identified for Family Medical (F18 for details)  
|                       | - Correct EU members determined  

**ELEMENT:** appl/recert processing

| PRSNDTL-FM01           | - If a mailing address entered-is it current?  
| (Personal detail information) | (For FS Simplified Reporting HHLD- a change is not Required to be reported)  
| Accessed from SCMBR-F17 | - Is an EU member away from home, comment made to explain  
| **ELEMENT:** appl/recert processing | - Current telephone number entered  

Comments for case situation:

| 1102.015.25 Residency | - IMES-Date ran and information it showed  
| 1120.045.00 – 1120.045.30 Interview Policy | - ID & Residence-Verified and how  
| 1102.015.30 Identity | - Interview-In person, phone or home visit. Date held and anything unusual such as sanctioned or disqualified individuals. Anything to clarify household situation entered here. (FS) IM-31 date sent, date and time of appt. recorded. IM-31M date sent  
| 1102.015.55 Employment History (IMES) | - Separate HHLD status addressed if applicable-Non EU members excluded properly  
| 1102.015.60 Eligibility Unit Composition | - Purchase and Prepare addressed and verified if inconsistent or questionable (Could be addressed on Appl. Detail screen)  
| 1102.030.00 COMMENTS | - Room and Board situations reviewed  
| 1102.005.05 Examples of Documentary Verification | - Anticipated Changes-Set a reminder to check information known or reported at application  
|                       | - Address Change-Record info. Regarding the reported address change and new shelter expenses  
|                       | - Adverse Action status change  
|                       | - Hearing Request-Record date of request and action taken on pending action  

**ELEMENT:** appl/recert processing
<table>
<thead>
<tr>
<th>EUSUMM-FM0J (Inquiry screen)</th>
<th>ELEMENT: eligibility unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1105.015.05 Non-EU Members</td>
<td>Shows household members and sanctioned, disqualified, simplified reporting and period eligible. Information could indicate the need to look at other screens such as SANDISQ or to determine if changes for the EU were disregarded appropriately. Was the certification period adjusted from the std. for the EU?</td>
</tr>
<tr>
<td>1130.005.00 Processing Time Frames</td>
<td>Non-expedited applications processed timely</td>
</tr>
<tr>
<td>0205.015.00 School Attendance (TA)</td>
<td>Non-expedited individuals excluded properly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EDINFO-FMAJ (Education information)</th>
<th>ELEMENT: eligibility unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1135.025.00 STUDENTS IN INSTITUTIONS OF HIGHER EDUCATION (FS)</td>
<td>Highest grade completed and dates</td>
</tr>
<tr>
<td>IM-#37 April 4, 2006, IM-#87 August 18, 2005, IM-#103 October 4, 2004, IM-#128 July 17, 2001</td>
<td>Comments if attending HS or Higher education</td>
</tr>
<tr>
<td>0205.015.00 School Attendance (TA)</td>
<td>Eligible student verification-was student exemption applied properly</td>
</tr>
<tr>
<td>IM-#75 June 13, 2003</td>
<td>School name, address, and phone number entered on Detail Screen (FMAJ) when applicable</td>
</tr>
</tbody>
</table>

- **Voter Registration** - was it offered? This is not an elig. requirement/not a Quality error but should be offered and commented on.
- **Management** - How does EU manage if low or zero income or expenses exceed income? Was comment made? (IM-60-2005, IM-77-2005)
- TANF-Comment of collateral contacts/letters received and what was verified
- **General Information** not recorded anywhere else in FAMIS
- **Joint Custody** comment
- **Member Roles** correct for Asst. Group
<table>
<thead>
<tr>
<th>SSNUMBER-FMA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1102.015.20 Social Security Numbers (FS)</strong></td>
<td>• SS numbers provided or applied for</td>
</tr>
<tr>
<td>IM-#137 November 21, 2005 0205.010.00 Social Security Number (SSN) (TA)</td>
<td>• Application made and Reminder set to follow up</td>
</tr>
<tr>
<td>IM-#154 November 21, 2002</td>
<td></td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> appl/recert processing</td>
<td></td>
</tr>
<tr>
<td><strong>JOBQUIT-FMMT</strong></td>
<td></td>
</tr>
<tr>
<td><strong>1105.025.30.30 Voluntary Job Quit (FS)</strong></td>
<td>• Good Cause</td>
</tr>
<tr>
<td><strong>1105.025.30 Work Registration (METP) Noncompliance (FS)</strong></td>
<td>• Did not delay processing for verification for a FS application</td>
</tr>
<tr>
<td>IM-#143 December 5, 2005 IM-#103 October 4, 2004 IM-#32 April 1, 1999</td>
<td>• Comment on verification and information used for determination</td>
</tr>
<tr>
<td><strong>0205.050.25.20 Job Quit or Refusal (TA)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>IM-#76 May 11, 2000</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> disqualifications/sanctions</td>
<td></td>
</tr>
<tr>
<td><strong>SANDISQ-FMAM</strong></td>
<td></td>
</tr>
<tr>
<td>(Sanction/disqualification information)</td>
<td>• Comment regarding reason for sanction or disqualification</td>
</tr>
<tr>
<td><strong>1105.015.10 Eligibility Unit Members with an Included (IC) EU Member Role (FS)</strong></td>
<td>• Documented verification used</td>
</tr>
<tr>
<td><strong>IM-#21 February 21, 2006 IM-#140 December 30, 2004 IM-#24 March 4, 2002 IM-#118 October 5, 1998 0210.015.50 Sanction (TA) IM-#155 November 21, 2002</strong></td>
<td>• TANF sanction amt. entered as RP code to prevent an increase in FS benefits if applicable</td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> disqualifications/sanctions</td>
<td>• Sanctions deleted, started, or end dated correctly</td>
</tr>
<tr>
<td><strong>DISABLED-FMMX</strong></td>
<td></td>
</tr>
<tr>
<td>(Disabled/Elderly)</td>
<td>• Coded correctly</td>
</tr>
<tr>
<td><strong>1102.015.35 Disability</strong></td>
<td>Ex: Code best explaining SSI - coded as SSI not RGA-receiving Government Asst.</td>
</tr>
<tr>
<td><strong>IM-#137 November 21, 2005</strong></td>
<td>• Comment on verification</td>
</tr>
<tr>
<td><strong>ELEMENT:</strong> eligibility unit</td>
<td></td>
</tr>
</tbody>
</table>
| Projecting Income (FS) | • All household members and income reviewed  
| Actual Income | • Type of income – Correct codes used  
| Stable Income | • Pay period determined correctly  
| Fluctuating Income | • How budgeted  
| New Employment | • Wages/Tips separate income source  
| IM-#14 January 23, 2003 | • If available, are hours listed on screen  
| Self Employment Income | • Overtime, bonuses, shift differentials, commissions, etc. addressed  
| Verification Required at Recertification | • TANF sanction amt. entered as RP code to prevent an increase in FS benefits if applicable  
| INCOME (TA) IM-#96 August 26, 2005, IM-#155 November 21, 2002 | • Comments explaining why or why not budgeting certain weeks or amounts  
| Earned Income Disregards(TA) | • Pay stubs and info in Famis agree  
| | • At least 30 days most recent income or comments explaining why more or less used  
| | • Child support income budgeted to the child if child in the home  
| | • SSA/VA dual benefits-entered as separate sources. EX: Receives SSA on self and as a widow-enter separately with correct claim number  
| | • Prior Qtr. Income entered correctly  
| | • Self employment and expenses correctly entered  
| | • Court Ordered Child Support Pd out  
| | • Self employment expense  
| | • 30 1/3 and $30 (DISREGRD Screen)  
| | • 2/3 (DISREGRD Screen)  
| | • Child Support rec’d and sent to a child outside the home  
| | • Dependent Care expense  
| | • All Deductions applied and comment made  
|  | • Month of approval (select the month of action)  
| | • F-17 Inquath  
| | • Budget (F16)  
| | • Income(F14)  
| | • Expenses(F15)  
| | • Action disregarded correctly  
| | • Expedited benefits issued timely  

**ELEMENT:** earned income  
unearned income  
self-employment income  
deductions

**Income Expense**

**EULOG-FM40**

Information on all actions authorized on the case.

**1125.000.00 Expedited Service**

**ELEMENT:** case maintenance
| DOCQUE-FMVM | • Use to verify forms and dates if needed  
• Was FA-325 sent if recording states information requested |
| DOCHST-FMVR (used to recover archived letters) | • Same as above, only used if no longer showing on Docque |
| RELINFO-FM0F | • Relationship completed on all members  
• Child under 22 reviewed for FS  
• All Mandatory EU members included  
• Hard copy marriage license and birth certificates and comments on how relationship verified (TA) |
| VIEWREL — (View Relationship Grid) 0205.025.00 Relationship Of Payee To Child (TA) IM-#52 April 26, 2002 | • Allowed correctly  
• Client stmt is acceptable unless questionable  
• Mileage and co-pays  
• Comments made  
• If adult members employed and children under 13 in the home - comment is not required if detailed driver question answered "NO"  
• If an active childcare case- billed or incurred sliding fee expense allowed |
| DCEXP-FMXM | • Child Support, DWD, Lottery Match, New Hire  
• Comments made if applicable |
| INTRFACE-FMK0 | • MDCM  
• 6  
• 2  
• 6  
• Client DCN  
• Select order that comes up  
• F-22 CDLST  
• F-11 SORDS  
• Diary |
| SELFRES-FMWB (Resources) | Resources reviewed  
| ELEMENT: case maintenance or appl/recert processing | Comments made if HC,TC,or CC used as verification  
| | FS-Accept client stmt unless questionable, inconsistent, or close to maximum  
| | Inconsistent information explained  
| NON-CITIZN (FMML) | (Resource issues are listed as causal factors under Case Maintenance or Application)  
| ELEMENT: citizenship | Reviewed for appropriate verification and determination  
| DECLARATION DETAIL-FMMN | Sources of information and verifications used.  
| 1105.015.10.35 Disqualified for Felony Drug Conviction |  
| 1105.015.40 Disqualified for Probation/Parole Violation |  
| 1105.015.10.45 Disqualified for Fleeing Felon |  
| 1105.015.10.50 Disqualified for Trafficking Food Stamps |  
| ELEMENT: disqualifications/sanctions |  
| RECOUST – FMMW | Follow up on benefits received out of state. Comment made on verification used.  
| Benefits rec’d in another state. |  
| ELEMENT: appl/recert processing |  
| AUTHREP-FMMP | Authorized Rep-Type and Role  
| 1120.025.05 Authorized Representative | Information regarding contacting the EU for a fraud exception  
| ELEMENT: case maintenance | Reference - EBTI will show an Auth Rep exists for case  
| SELWIBCA-FMXP | Verification of Information  
| (Used for a trial budget, determine a Claim, issue supplemental benefits.) | Comment on why a WIBCA (special budget) is being completed  
| ELEMENT: case maintenance | Calculations  
| earned income | Correct entries for income and expenses used  
| unearned income |  
| self-employment income |  
| PAYMAINT-(Accessed from PAYHIST-F16) | Reason replacement was made  
| Replace Benefits | HC documentation such as form IM-110 and verification of loss  
| Reissue Aged benefits |  
| ELEMENT: case maintenance |  

<table>
<thead>
<tr>
<th><strong>SELAUTH –FM3H</strong></th>
<th><strong>ACTION AUTHORIZATIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1140.005.00</td>
<td><strong>Definition of Simplified</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Reporting</strong></td>
</tr>
<tr>
<td>1140.010.00</td>
<td><strong>Change Reporting</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Requirement for Migrant/Seasonal</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Farm Worker and Elderly/Disabled</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Eligibility Units</strong></td>
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</tbody>
</table>

**ELEMENT:** appl/recert processing

- **ELEMENT:** case maintenance

- **Disregarded actions:** Requires a comment
- **Worker initiated actions:** WIAP, WICL, WINC, WRJ, WMCR, WRJP—Record why the worker initiated the action
- **Cancel Close & Cancel Reject:** Explain the circumstances leading to the cancel reject or cancel close, including when information was reported, when verification was rec’d, etc.
- **Adverse Actions:** Explain why the adverse action was created

<table>
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<tr>
<th><strong>ALREMINDFM7M</strong></th>
<th>(Alert/Reminder screen)</th>
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</table>

**ELEMENT:** case maintenance

- **Manual Reminders** set if warranted by the case situation
- **FAMIS generated alert/reminders** are being reviewed (Default is for Alerts – must enter an R to check reminders)
CASE SITUATION 2  
Calvin Allen

I. INTRODUCTION TO CASE INFORMATION

A. We have completed processing of our first Food Stamp application and are ready to begin with a new case.

B. We will again be working on this case together, but on some screens you will be making your entries independently. During FAMIS Fundamentals, you learned how to assign DCNs, create a Supercase and register a FS application. As we move through the week, you will be working on your own more and more.

C. Review Teaching Points:

1. Food Stamp basic eligibility requirements, emphasizing:
   a. Household composition,
   b. Elderly/Disabled households,
   c. Work Registration, and
   d. Work Requirement.

2. Expedited service, including:
   a. Issuing expedited benefits, and
   b. Postponed verification.

3. Processing time frames.


5. Financial Eligibility, emphasizing:
   a. Unearned income,
   b. Excess medical expense deduction, and
   c. Shelter expense
6. Using available Tools of the Job to assist in case processing.

D. Again you will use your FAMIS Creating Supercase and FS Application Cheat Sheet you received as we began work on our first application.

E. Once again, we will be signing in to TRNG, the FAMIS Training Region, using the training User ID you were given for this class. Remember, in your office you will work in FAPC, FAMIS Production, and your own User ID.

F. **Distribute Situation #2 Handout #1.**

G. **Review case information.**

H. There are quite a few differences between this case and the last one we processed. We will be discussing each topic as we work through the application process.

I. Before we ask Calvin for Social Security Numbers, remember that we need to advise him of his right not to disclose that information.

1. The Food Stamp program requires that each individual must provide or apply for a SSN. If a person chooses not to disclose that number, they will be ineligible to receive benefits.

2. **Ask trainees:** What form do you use to explain these requirements to Calvin?

3. **Expected Answer:** IM-31B

4. Calvin has agreed to provide this information.
http://www.dss.mo.gov/fsd/iman/fstamps/fstoc.html, beginning at Section 1120.000.00. Links to the Food stamp recertification portions of the Income Maintenance Manual are located on the same webpage, beginning at Section 1130.015.00. Portions of the Income Maintenance Manual pertaining to application processing for programs other than Food Stamps are available on-line at http://www.dss.mo.gov/fsd/iman/applproc/appltoc.html.

Respectfully submitted,

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