

SASE-O-MATIC

Self-Assessment Skill Enhancer

Redetermination (RRR)

(Oh, bother! I have to do it again)

Answers are provided on page 2 and will be supplied upon completion of this exercise. Give yourself 5 points for each question you correctly answered.

Score:

Question:

- _____
1. What verification must be obtained prior to approving a SNAP recertification? What is the best practice regarding obtaining verification and/or making collateral contacts to ensure accuracy of household circumstances?

- _____
2. What is the best practice to follow on an RRR to ensure accuracy? Is this different if the household declares no change?

- _____
3. What are the top three (3) categories of errors made by workers at the time of recertification and how can you prevent these?

- _____
4. If a household provides less than a full calendar month's pay stubs as part of the RRR, what is the best practice (steps taken) to ensure accuracy?

- _____
5. When the RRR form has one or more questions left blank or unaddressed, but is signed, what actions do you take?

ANSWERS

Question:

1. What verification must be obtained prior to approving a SNAP recertification? What is the best practice regarding obtaining verification and/or making collateral contacts to ensure accuracy of household circumstances?
Households are required to verify changes as follows (B4011.3C): change in source of income or amount changed by **\$50** per month, changes in the source of a deduction or amount of \$25 per month, IEVS Alerts not previously verified. If a household reports no changes and the household has income, it is a best practice to make collateral contacts or review third party data such as ACSES or DOLE to confirm that the income (wages, child support, UIB, etc) has not changed by \$50 per month.
2. What is the best practice to follow on an RRR to ensure accuracy? Is this different if the household declares no change?
Review the RRR form and note any incomplete or unanswered questions and compare the information to the CBMS Wrap-up window for inconsistencies prior to the interview. Ask the household about the incomplete or inconsistent information and document the response in case comments during the interview. Many households leave employer name blank, amounts blank or don't answer a question because the information has changed. Obtain required verification and/or make collateral contacts to confirm any changes or inconsistencies that remain. If a household declares no change, review the last RRR case comments and use the Prudent Person Principle to determine if this is reasonable and ask clarifying questions at the interview and, if needed, make collateral contacts to confirm information.
3. What are the top three (3) categories of errors made by workers at the time of recertification and how can you prevent these?
#1 – wages – review check stubs for unusual income, wage differentials, YTD amounts, odd dates, ensure you have the most recent accurate information available and that all of the information is correctly entered into CBMS.
#2 - CS Income – often is different than reported or is received directly from FSR or non-custodial parent so be sure to data enter direct child support correctly, send in Help Desk tickets for incorrect use of CS from the interface and transfer-out child support that is retained by a non-household member.
#3 – UIB – review DOLE information, print screens and ask household clarifying questions to explain any inconsistent, unusual or missing information. Double-check your data entry as 100% of the errors are caused by not using DOLE information and data entering it correctly into CBMS.
BE SURE AND CAREFULLY REVIEW WRAP-UP (all tabs) TO ENSURE CBMS IS USING ALL THE REPORTED CHANGES CORRECTLY.
4. If a household provides less than a full calendar month's pay stubs as part of the RRR, what is the best practice (steps taken) to ensure accuracy?
Contact the employer (run the Work Number) to verify missing check amounts and/or to confirm monthly income (hours, pay rate, OT or other anticipated income). Document the contact and how you arrived at the estimated amount for missing checks and/or projected future income.
5. When the RRR form has one or more questions left blank or unaddressed, but is signed, what actions do you take?
Be sure you ask the household about the blank or unanswered questions during the interview and document their responses in case comments. These are red flags that there are changes or the household is uncertain how to answer the question. Often the household will answer the question but leave the clarifying information blank such as employer name (often they have changed employers), rent amount, or student name (this could be an ineligible student age 18 to 22).



Feel Like Bouncing and fun, fun, fun?

Points

- 20 – 25 You are in the "Thoughtful Spot!"
- 10 – 15 You will be Owl wise soon.
- 0 – 5 You are lost in the 100 Acre Wood.

