

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
PROGRAM INFORMATION BULLETIN


 Claudette J. Beaulieu, Deputy Commissioner

September 1, 2011
 Effective Date

INFORMATION BULLETIN NO: 11-02

PROGRAMS: Temporary Family Assistance (TFA)

SUBJECT: New TFA 12 Month Redetermination Policy and Procedure

This Information Bulletin will be followed by a Policy Transmittal, which will revise the relevant UPM pages, when approved by the Legislative Regulation Review Committee.

<p>Introduction</p>	<p>Effective September 1, 2011 the department is implementing new TFA redetermination procedures for the twelve (12) month redetermination.</p>
<p>Background</p>	<p>After conducting numerous public surveys and focus groups, the Department has decided that it is more beneficial to conduct telephone interviews for the TFA twelve-month redeterminations. As we move toward Modernization this would facilitate efficiency. While we have to accommodate this process with workarounds, we are confident that this process would be seamless when we fully implement Modernization.</p>
<p>Current TFA Redetermination Process</p>	<p><u>The Twelve (12) Month Redetermination</u></p> <ol style="list-style-type: none"> a. The Twelve (12) Month Redetermination is conducted every twelve (12) calendar months for both assistance units subject to and those exempt from the time limit. b. The Twelve (12) Month Redetermination requires an in office, face-to-face interview. c. The purpose of the Twelve (12) Month Redetermination is to determine the assistance unit's ongoing eligibility for assistance, gather information about the assistance unit, review employment efforts of mandatory Employment Services participants, review the exemption status of assistance units which are considered exempt from the time limit, and to update the case file. d. The Twelve (12) Month redetermination is mandatory. If the assistance unit does not complete a Twelve Month Redetermination without good cause, the entire assistance unit is discontinued.

SUBJECT: New TFA 12 Month Redetermination Policy and Procedure (continued)

New TFA Redetermination Process	<p><u>The Twelve (12) Month Redetermination</u></p> <ol style="list-style-type: none">a. The Twelve (12) Month Redetermination is conducted every twelve (12) calendar months for both assistance units subject to and those exempt from the time limit.b. The Twelve (12) Month Redetermination can now be conducted over the phone. The client retains the option for an in office, face-to-face interview.c. The purpose of the Twelve (12) Month Redetermination is to determine the assistance unit's ongoing eligibility for assistance, gather information about the assistance unit, review employment efforts of mandatory Employment Services participants, review the exemption status of assistance units which are considered exempt from the time limit, and to update the case file.d. The Twelve (12) Month redetermination is mandatory. If the assistance unit does not complete a Twelve Month Redetermination without good cause, the entire assistance unit is discontinued.
How to set up a phone interview	<p>EMS Procedures</p> <p>During the second week of each month, EMS generates the redetermination schedule. You will have approximately 10 days to make changes to your appointments.</p> <p>On the MISC screen</p> <ul style="list-style-type: none">• Change the office interview to mail-in by entering "M" in the "Next Redet" field• Enter "Y" under "Send EDD" to mail the redetermination form to the client.• Send FMEN letter L166 Appointment Letter For A Telephone Interview or L167 (Spanish version)
SNAP Appointments	<p>Whenever possible complete the telephone interviews for TFA and SNAP redeterminations simultaneously.</p>
Conducting the Redetermination	<p>You should receive the redetermination form by the 20th of the month.</p> <p>When you receive the form:</p> <ul style="list-style-type: none">• Initiate the redetermination• Call the client on the date and time you indicated on the notice.• Conduct the interview as if the client was in the office• Send a W1348 if there is missing information.• Complete redetermination when you receive all verifications. <p>If you do not have the redetermination form by the appointment time:</p> <ul style="list-style-type: none">• conduct an interactive interview over the phone,• print and send the computer generated EDD and the W1BPE/ W1BPS for the client's signature.

SUBJECT: New TFA 12 Month Redetermination Policy and Procedure (continued)

Conducting the Redetermination (Continued)	<ul style="list-style-type: none">• Complete the redetermination when you receive the signed WIBPE/WIBPS. <p>If you do not receive the requested information, discontinue the case for failure to provide information to determine eligibility.</p>
Unable to reach client	<p>If there is no answer at the number provided, leave a message for the client and notate the following on the narrative:</p> <ul style="list-style-type: none">• the number and time you called and• that you could not conduct the redetermination interview because you could not reach the client. <p>Send FMEN letter L164 Notice of Missed Interview or L165 (Spanish version)</p>
Rescheduling Appointments	<p>If the client returns your call, reschedule the appointment.</p> <p>Complete the telephone interview when the client calls you, if you have time.</p> <p>The Department does not automatically schedule a second redetermination interview if the client fails to answer and fails to contact the Department to reschedule. Failure to answer or call the office results in discontinuance of TFA benefits.</p> <p>If the client requests a face-to-face interview, the worker must schedule a face-to-face interview for the client.</p>
Narrative	<p>After completion of a TFA telephone redetermination, notate the narrative with all pertinent information to include the time, date, and telephone number used for the interview.</p>
EMS Work Request	<p>ITS is in the process of:</p> <ul style="list-style-type: none">• revising the redetermination notice to include language that will inform the client of the telephone interview• updating the appointment scheduling function in EMS to accommodate scheduling and conducting telephone interviews.

DISPOSITION: Please retain this bulletin for future reference.

DISTRIBUTION: DSS regional office staff

RESPONSIBLE UNIT: Family Services Unit – Telephone (860) 424-5540

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