

# Hotline Focus



*q* How do I reopen a case that has an outstanding recoupment amount?

*a* When reopening a case with an outstanding recoupment amount, do not reenter the total recoupment amount. Once the case has been reopened on the masterfile, submit a PACES Worksheet and enter the appropriate recoupment type code. PACES will automatically resume recoupment using the outstanding amount.

*q* My client applied for AFDC on April 3. She recently stopped working and received her last pay check from work on March 27. Do I count this income in determining her eligibility and/or grant amount?

*a* No. If the individual is not working and has received his or her last pay before he or she applies, do not count income received prior to the date of application in determining eligibility and/or grant amount. Since this client is not working when applying, and she received her last pay before apply-

ing, her income is not counted. Count only the income actually received on or after the date of application. If the applicant is currently working, look at the last four weeks' earnings received before the date of application. ( See Section 304.290 in the *AFDC Policy Manual*.)

*q* My AFDC recipient is on Monthly Reporting. Which wage stubs do I use for the weeks indicated on the MR, the weeks she earned the money or the weeks she received the wages?

*a* You must always use the wages received in the weeks indicated on the MR. See Section 302.910 (A) in the *AFDC Policy Manual* and Appendix E in the *PACES User's Guide* for "Cases Participating in the Monthly Reporting Cycle Schedule." Failure to use the earnings received in the indicated weeks can result in a Quality Control error.

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*q* AFDC and EAEDC recipients in my caseload have started receiving income tax refunds. How are income tax refunds counted?

*a* For AFDC and EAEDC, the income tax refund (exclusive of the Earned Income Credit) is a countable asset, but is not countable income. See Section 304.120 (I) in the *AFDC Policy Manual* and Section 321.120 (I) in the *EAEDC Policy Manual*.

*q* How is income eligibility determined in Emergency Assistance?

*a* The EA household's gross income must be equal to or less than the AFDC Eligibility Standard for an assistance unit of the same size as the EA household. The AFDC Eligibility Standard table is found in Section 304.400 in the *AFDC Policy Manual*. See Emergency Assistance Section 309.020 (C).

*q* A food stamp recipient has become a resident of a homeless shelter which serves three meals a day. Is this person still eligible for food stamps?

*a* Yes, this person continues to be eligible for food stamps based on one of the exceptions to the "residents of institutions" rule. See Section 361.240(B) in the *Food Stamp Policy Manual*.

*q* When do I use action reasons 39 and 40 to close a case or household member?

*a* Action reason 39 is used to close a case when verification of income and/or assets was not provided; action reason 40 is used to close a case or household member when verification other than income and/or assets was not provided.

