

This month we will discuss two errors, one involving shelter/Standard Utility Allowance (SUA) deductions and one, a problem with a Monthly Reporting change.

## Shelter/SUA Deductions

An EAEDC recipient was living with his mother. At the last certification, the recipient's application listed no shelter or utility expenses. There was, however, a Shared Housing form which indicated that the recipient paid electric and telephone but the form has an unreadable dollar amount for each. There was no indication in the case record or on BEACON that the AU Manager requested further explanation or verification from the recipient. The case was certified with no shelter or utility expense.

Quality Control found that the recipient did in fact share the electric bill and that the house had an air conditioner which made him eligible for the heating SUA. The AU Manager should have resolved the inconsistencies between the application and the Shared Housing form.

## What Can an AU Manager Do?

AU Managers should always clarify apparent discrepancies in different pieces of information. In this case, if more clarification or verification was needed, it should have been requested. Only when the recipient fails to supply the necessary verification (for example, a utility bill) could the case have been certified without the deduction. The Food Stamp Application informs applicants of their rights and responsibilities, including the fact that unverified expenses will not be allowed as deductions.

## TAFDC Monthly Reporting

A woman who had lost her job applied for and was approved for TAFDC and FS. Because she had a recent history of earnings, she was put on Monthly Reporting (MR). She lived in subsidized housing at the time of the application and paid \$400 for rent. She subsequently failed to complete the MR, and her case was closed for failure to return a completed MR. When she returned the completed MR, she reported that her rent had decreased to \$44. The case was reopened with the old rent.

## What Can an AU Manager Do?

If a rental change is reported on an MR, it must be acted upon by requesting verification and processing the change. As above, if there is discrepant information, contact the recipient or the person providing the verification to obtain the most accurate information.

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