

## July 2, 2012 Summary of Changes

<b>Chapter</b>	<b>Passage</b>	<b>Summary</b>
<b>0400</b>	<b>0410.0106, 0420.0106, 0430.0106, 0440.0106, 0450.0106, 0460.0106</b>	Changes made to further define personal interest policy.
<b>3200</b>	<b>3210.0206, 3220.0206, 3260.0206</b>	Provides information related to restoring benefits due to identity theft by a DCF employee.

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Technical changes and changes in non-substantive information may be excluded from this summary.

## Listing of Amended Passages

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### **0410.0106 Personal Interest Cases (FS)**

Personal interest cases include members that are friends, neighbors, social acquaintances, coworkers, known members of the same community organization or church, exspouses, relatives by blood or marriage, or family members of any of these examples of the Economic Self-Sufficiency (ESS) staff.

Do not assign an ~~ESS ACCESS~~ employee a case of personal interest ~~such as the case of a fellow ACCESS employee, their relatives by blood or marriage or their close friends~~. If an employee ~~accesses~~, takes action on, or views a personal interest ~~the case~~, the ESS employee of another employee, a relative or an individual of personal interest, he may be subject to disciplinary action and/or prosecution for a second or third degree felony.

Staff must not access, view, or take action on any case, eligibility record, Child Support Enforcement case or screen, employment and training case or screen, data exchanges, any related computer screens, or any other related materials for personal use.

Staff must not take any action, or gather or provide any information from any case as a favor or because of personal influence, to any individual who has the same relationship as individuals in personal interest cases.

Staff have an obligation to report to their supervisor if they receive an assignment for a personal interest case and to report if they know of any staff violating this policy.

Maintain all cases with a ~~an~~ Department of Children and Families (DCF) ~~ACCESS~~ employee in the benefit or home and cases where a DCF ~~an ACCESS~~ employee is a designated representative in a confidential caseload. ~~DCF ACCESS~~ employees must not be authorized representatives for food stamps unless no one else is available. ~~To allow a DCF employee to be an Authorized Representative requires~~ with written approval of the ~~DCF Regional Director or his/her designee~~ ~~ACCESS Region or Circuit Program Office~~. Restrict access to authorized personnel only.

### **0420.0106 Personal Interest Cases (TCA)**

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### **0430.0106 Personal Interest Cases (MFAM)**

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### **0440.0106 Personal Interest Cases (MSSI, SFP)**

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### **0450.0106 Personal Interest Cases (CIC)**

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## Listing of Amended Passages

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### **0460.0106 Personal Interest Cases (RAP)**

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### **3210.0206 Restoring Lost Benefits (FS)**

The Department must restore lost benefits when a determination is made that benefits were lost because all or part of the assistance group's food stamps were denied, delayed, or terminated due to administrative error ~~or due to identity theft~~.

Identity theft occurs when someone obtains the demographic information of another individual, uses the information to get an EBT or Medicaid card in the name of the other individual through an application approval or a replacement card, and receives (steals) the other individual's benefits. In situations of identity theft confirmed through an Inspector General or Public Benefits Integrity investigation and committed by an individual employed by the Department of Children and Families, restore the stolen benefits of an individual or household only if they were originally eligible for the benefits.

Benefits will be restored to the assistance group for not more than 12 months prior to whichever of the following occurred first:

1. the date the Department was notified by the assistance group or by another individual or agency in writing or orally of the possibility of lost benefits; or
2. the date the Department discovered that a loss of assistance group benefits occurred.

Benefits must be restored even if the assistance group is currently ineligible.

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**Exception:** Benefits must be restored when overrecoupment has occurred, without regard of the 12 month time frame.

### **3220.0206 Restoring Lost Benefits (TCA)**

The Department must restore lost benefits when a determination is made that benefits were lost because all or part of the assistance group's cash assistance were denied, delayed, or terminated due to administrative error or due to identity theft.

Identity theft occurs when someone obtains the demographic information of another individual, uses the information to get an EBT or Medicaid card in the name of the other individual through an application approval or a replacement card, and receives (steals) the other individual's benefits. In situations of identity theft confirmed through an Inspector General or Public Benefits Integrity investigation and committed by an individual employed by the Department of Children and Families, restore the stolen benefits of an individual or household only if they were originally eligible for the benefits.

Benefits will be restored to the assistance group for not more than 12 months prior to whichever of the following occurred first:

1. the date the Department was notified by the assistance group or by another individual or agency in writing or orally of the possibility of lost benefits; or
2. the date the Department discovered that a loss of assistance group benefits occurred.

Benefits must be restored even if the assistance group is currently ineligible.

**Exception:** Benefits must be restored when overrecoupment has occurred, without regard of the 12-month time frame.

### **3260.0206 Restoring Lost Benefits (RAP)**

The Department must restore lost benefits when a determination is made that benefits were lost because all or part of the assistance group's cash assistance were denied, delayed, or terminated due to administrative error or due to identity theft.

Identity theft occurs when someone obtains the demographic information of another individual, uses the information to get an EBT or Medicaid card in the name of the other individual through an application approval or a replacement card, and receives (steals) the other individual's benefits. In situations of identity theft confirmed through an Inspector General or Public Benefits Integrity investigation and committed by an individual employed by the Department of Children and Families, restore the stolen benefits of an individual or household only if they were originally eligible for the benefits.

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