



FOOD STAMP PROGRAM MANUAL TRANSMITTAL NO. 59

TO: OFI District Management, County Department of Family and Children Services, State Office Staff

FROM: Tom C. Rawlings
DFCS Director

DATE: January 1, 2020

RE: Food Stamp Program Manual Transmittal 59

The purpose of this transmittal is to provide policy revisions to the shelter verification requirements and to provide updates to the policy sections for the ODIS clean-up project. Appendix B, Appendix E, Appendix F, Appendix J and Appendix L have been updated to the Arial 12-point font and have also been updated to the approved new policy format. Additionally, Appendix E – Glossary has been updated with current definitions and acronyms. References to the legacy system (SUCCESS) have been removed and updated to the current system (Gateway).

This transmittal also includes corrections to POL3420 for Food Stamps and POL3450 for Claims. The evaluation section of each Policy was updated to reflect how often each program's policy is evaluated. The correct form version of Form 173 Nepali, Verification Checklist (Rev. 06/10) was uploaded to the manual. The correct form version of Form 713G Grandparents Raising Grandchildren (GRG) (Rev. 04/12) was uploaded to the manual.

The policy revisions include:

- Section 3035 – Verification – This section is updated to change the shelter verification requirements to client statement unless the expense is questionable.
- Section 3617 – Shelter and Utility Deductions - This section is updated to change the shelter verification requirements to client statement unless the expense is incomplete, inaccurate or questionable.

Appendix B (Hearings) revised to include the following sections:

- Hearings Overview – This section updated to Arial 12-point font and the new policy format.

- Responsibilities of the Office of State Administrative Hearings (OSAH) – This section updated to Arial 12-point font and the new policy format.
- Initial Hearings – This section updated to Arial 12-point font and the new policy format.
- Final Appeals – This section updated to Arial 12-point font and the new policy format.
- Responsibilities of the Office of General Counsel (OGC) – This section updated to Arial 12-point font and the new policy format.
- Administrative Disqualification Hearings (ADH) – This section updated to Arial 12-point font and the new policy format.

Appendix E revised to include the following sections:

- Glossary/Acronyms – This section updated to Arial 12-point font and the new policy format. This section also has been updated with current definitions and acronyms. References to the legacy system (SUCCESS) have been removed and updated to the current system (Gateway).

Appendix F revised to include the following sections:

- Forms Table of Contents – Updated to Arial 12-point font.

Appendix J revised to include the following sections:

- Customer Complaint Procedures – This section updated to Arial 12-point font and the new policy format.

Appendix L revised to include the following sections:

- Child Support Services Glossary – This section updated to Arial 12-point font and the new policy format.

Policy Changes:

- POL3420 (Food Stamp) – The evaluation section of the Policy was updated to reflect how often the program is evaluated.
- POL3450 (Claims) – The evaluation section of the Policy was updated to reflect how often the program is evaluated.

The form changes include:

- Form 173 Nepali Verification Checklist (Rev. 06/10) – Correct version of the form uploaded to the manual.
- Form 713G Grandparents Raising Grandchildren (GRG) (Rev. 04/12) – Correct version of the form uploaded to the manual.

This transmittal is effective January 1, 2020.