

## Frequently Asked Questions - Division of Benefit Programs

**Remember:**

**New FAQs are added to the end of each section as they become available.  
Please scan the Response Date column for any updates to previously published FAQs.**

### Public Facing FAQs

Program	Questions	Response	Response Date
SNAP	Are Emergency SNAP or Disaster SNAP (D-SNAP) benefits going to be issued?	<b>Yes. Virginia issued emergency allotments to households on March 25 and will issue them again on April 16. The emergency benefits will allow the household's current monthly allotment to increase to the maximum allotment for a household of that size.</b>	3/25/2020
SNAP	Will there be an increase in the SNAP benefits to the current SNAP caseload during the COVID-19 public emergency?	<b>Yes. Virginia issued emergency allotments to households on March 25 and will issue them again on April 16. The emergency benefits will allow the household's current monthly allotment to increase to the maximum allotment for a household of that size.</b>	3/25/2020
SNAP	Why didn't I get an emergency allotment?	<b>The emergency allotment was calculated by the maximum allotment issuance for the household size, minus the amount that was issued for March 2020. If you received the maximum benefit you would not be eligible to receive the emergency allotment.</b>	3/25/2020
SNAP	Why was my emergency allotment so small?	<b>The emergency allotment was based on the difference between what you received in March 2020 and the maximum of what a household your size could receive. If your amount was small, it is because you already received an amount that is close to the maximum amount allowed monthly.</b>	3/25/2020
SNAP	When will I get my initial emergency allotment? And when will the next emergency allotment be issued?	<b>The first emergency allotment issuance is March 25, 2020; the second emergency allotment issuance is April 16, 2020.</b>	3/25/2020
SNAP	Will the regular SNAP issuance for April 2020 be given?	<b>Yes. The regular allotment will go out in accordance to the regular staggering schedule which occurs on the 1st, 4th and 7th of each month.</b>	3/25/2020

<b>SNAP</b>	Am I eligible to receive SNAP benefits?	<b>You may complete an online screening at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>. Scroll to the middle of the page and click "Am I Eligible?" Please remember this is a prescreening tool, you must apply for SNAP to get a final decision.</b>	3/24/2020
<b>SNAP</b>	Has the application process changed for SNAP?	<b>There are no policy changes to the SNAP application process. Households must file an application for SNAP benefits with the Local Department of Social Services in the locality where the household resides. Households may file applications in person, by mail, by fax, by telephone to the Enterprise Customer Service Center at 1-855-635-4370 or online at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>.</b>  <b>Most local agencies have a drop-box that customers can utilize while they are closed or if it's outside of the agency's business hours. Please contact your local agency for their email address and fax number; this information is also available at <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	What are the income guidelines for SNAP during the COVID-19 crisis?	<b>The SNAP income guidelines remain the same. We encourage you to complete an online screening at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>. Scroll to the middle of the page and click "Am I Eligible?" Please remember this is a prescreening tool, you must apply for SNAP to receive a final decision.</b>	3/24/2020
<b>SNAP</b>	What is the status of my application of case?	<b>Households can check the status of their application by contacting their Local Department of Social Services or online at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	Is there assistance for college students who no longer have access to meal plans?	<b>You are encouraged to apply which allows eligibility for SNAP to be determined based on your household's individual circumstances. Applications are accepted in person, by mail, by fax, by telephone to the Enterprise Customer Service Center at 1-855-635-4370 or online at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>.</b>  <b>Most local agencies have a drop-box that customers can utilize while they are closed or if it's outside of the agency's business hours. Please contact your local agency for their email address and fax number; this information is also available at <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	Will extra SNAP benefits be issued while children are out of school?	<b>Emergency SNAP allotments were issued to some customers that receive benefits. The first emergency allotment was issued on March 25, 2020, the second emergency allotment will be issued on April 16, 2020. The April 2020 SNAP benefits will issue according to the regular schedule, which is the 1st, 4th, and 7th of each month.</b>  <b>Most of the local school districts are providing meals to the children eligible for free and reduced lunch. Contact the local school division for distribution sites or visit the</b>	3/24/2020

		<a href="http://www.doe.virginia.gov/support/nutrition/approved-meal-sites.xlsx">http://www.doe.virginia.gov/support/nutrition/approved-meal-sites.xlsx</a> for a list of locations in your area.	
<b>SNAP</b>	What is P-SNAP and how can I get it?	<b>P-SNAP is the term for benefits that may be available for households with children who receive free or reduced school lunch. At this time, the program is not operating P-SNAP. Please continue to view the news and check our website for updates.</b>	3/24/2020
<b>SNAP</b>	What should I do, I need to pick up my SNAP EBT card, but my local office is closed?	<b>While a local agency may be closed to the public, they must have procedures in place to provide access to EBT cards to meet certain circumstances. Please contact your Local Department of Social Services. To request an EBT card, you may call your Benefit Programs Specialist or call 1-866-281-2448. Contact information for local agencies is available at <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	Can I go to another local department of Social Services if my agency is closed to pick up an EBT card?	<b>While a local agency may be closed to the public, they must have procedures in place to provide access to EBT cards to meet certain circumstances. Please contact your Local Department of Social Services. To request an EBT card, you may call your Benefit Programs Specialist or call 1-866-281-2448. Contact information for local agencies is available at <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	Can an EBT card be used to purchase groceries online?	<b>At this time, Virginia does not allow customers to use their EBT card for online grocery orders.</b>	3/24/2020
<b>SNAP</b>	I need to apply for benefits, return information, and/or report a change, but my local agency is closed?	<b>Households can mail, fax, e-mail or drop off information. Most local agencies have a drop-box that customers can utilize while they are closed or if it's outside of the agency's business hours. Please contact your local agency for their email address and fax number; this information is also available at <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>. You may also submit an application for benefits, submit Change Report Form and/or report changes online at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>.</b>	3/24/2020
<b>SNAP</b>	Am I eligible for SNAP while I'm waiting for a decision from the Virginia Employment Commission about my unemployment claim?	<b>Yes; however, there are other eligibility criteria that will be accessed to determine your eligibility. We encourage you to complete an online screening at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>. Scroll to the middle of the page and click "Am I Eligible?" Please remember this is a prescreening tool. You will need to apply for SNAP to get a final decision.</b>	3/24/2020
<b>SNAP</b>	Are Emergency SNAP or Disaster SNAP (D-SNAP) benefits going to be issued?	<b>Yes. Virginia issued emergency allotments to households on March 25 and will issue them again on April 16. The emergency benefits will allow the household's current monthly allotment to increase to the maximum allotment for a household of that size.</b>	3/25/2020
<b>Medicaid</b>	How can I get health coverage?	<b>You can apply for Medicaid at any time at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a>. Medicaid covers a variety of services, including testing and treatment for COVID-19.</b>	3/20/2020

<b>Medicaid</b>	I am sick, but cannot afford my co-pay to see the doctor. What should I do?	<b>All Medicaid and FAMIS co-pays are eliminated. You do not need to pay anything to see a doctor.</b>	3/20/2020
<b>Medicaid</b>	I am worried my prescriptions will run out. How can I prepare?	<b>Medicaid is allowing members to fill a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.</b>	3/20/2020
<b>Medicaid</b>	Will my current coverage be canceled if I experience a change in circumstances and/or I was late mailing in my renewal documents?	<b>No, Virginia Medicaid will not cancel coverage for eligible individuals due to a change in circumstances or paperwork issues. Our priority is to maintain your coverage during this time. If you experience issues, please contact <a href="http://www.dmas.virginia.gov/contactforms/#/general">http://www.dmas.virginia.gov/contactforms/#/general</a> so that we might assist you.</b>	3/20/2020
<b>Medicaid</b>	I had to move out of Virginia temporarily because of the coronavirus, but I am still a resident of Virginia. Can I keep my Medicaid coverage?	<b>Yes, you will continue to be eligible for Medicaid coverage.</b>	3/20/2020
<b>Medicaid</b>	Can I receive behavioral health services through telehealth or by telephone?	<b>Virginia Medicaid has issued guidance to providers allowing the following Medicaid services to be offered through telehealth and by telephone: care coordination, case management, peer services, needs assessments, and psychiatric services, including medication management and individual, group, and family therapy.</b>	3/20/2020
<b>Medicaid</b>	Will Medicaid make changes in the appeals procedures because of COVID-19?	<b>Yes. DMAS is making the following changes:</b> <ul style="list-style-type: none"> <li>• <b>DMAS is seeking federal authority to accept client/member appeals filed during the COVID-19 emergency that miss the normal filing deadlines. If the authority is granted, those appeals will move forward as if the deadlines were met. This policy will apply retroactively for the length of the Governor’s emergency declaration, which began on March 12, as soon as approval is received.</b></li> <li>• <b>For all appeals filed during the state of emergency, Medicaid members will automatically keep their health coverage and have access to Medicaid-covered medical services without any financial impact while the appeal is proceeding. Medicaid managed health plans will also approve continued coverage while their</b></li> </ul>	3/20/2020

		<p>internal appeal process is underway.</p> <ul style="list-style-type: none"> <li>• All DMAS State Fair Hearings will be conducted by telephone.</li> <li>• DMAS will grant requests to reschedule hearings.</li> <li>• Appeals may be submitted to DMAS via e-mail at <a href="mailto:Appeals@DMAS.Virginia.gov">Appeals@DMAS.Virginia.gov</a></li> </ul> <p>State Fair Hearing decisions may not be issued within the normal timeframe, depending on the length of the emergency.</p>	
<b>Medicaid</b>	Do I still have to report changes to my circumstances?	<b>Yes. Customer should report all changes within 10 days - customer reporting requirements have not changed.</b>	4/7/2020
<b>Medicaid</b>	Is it necessary that I respond to mail I receive regarding my Medicaid renewal?	<b>Yes. When possible you must return the requested information to your local department of social services. Information can be returned by calling the CoverVA Call Center at 855-242-8282, online at <a href="http://www.commonhelp.virginia.gov">www.commonhelp.virginia.gov</a> or by utilizing the exterior drop boxes at local departments that are closed to the public because of the COVID-19 emergency.</b>	4/7/2020
<b>Medicaid</b>	What am I to do if my care provider is no longer able to come to my home?	<b>Customers who care providers are no longer able to come to the home must use the back-up plan for waiver services. If your attendant does not report, please call your care coordinator for your Manage Care Organization (MCO).</b>	4/7/2020

## Generic FAQs

Questions	Response	Response Date
Three very important things are needed if this is going to work - DMIS, VACMS and VPN - need assurances that extra people are on this and keeping them working properly.	<b>This concern has been submitted and addressed by Deputy Commissioner Roland Riviera and is a top priority. Staff should send concerns through their directors who meet with state leadership each week.</b>	3/27/2020
VPN-we need to ensure that our systems can handle the volume and possible increase	<b>This concern has been submitted and addressed by Deputy Commissioner Roland Riviera and is a top priority. Staff should send concerns through their directors who meet with state leadership each week.</b>	3/27/2020

<p>to volume as our agency only has a few working from home but many agencies have more than we do. More extended hours</p>	<p><b>A Broadcast posted March 25, 2020 that outlined many program changes as well a VACMS/MMIS Extended Hours schedule of dates and extended times. VACMS is available Monday – Sunday from 6:00 am until 9:00 pm. MMIS is available from Monday – Friday from 6:15 am – 9:00 pm and Saturday from 6:15 am – 6:00 pm.</b></p>	
<p>Help desk -the wait-time is insane, but I do understand.</p>	<p><b>The VCCC Help Desk falls under VITA. We are aware of the delays as state staff is also experiencing delays and long wait times. This concern has been submitted and addressed by Deputy Commissioner Roland Riviera and is a top priority. Staff should send concerns through their directors who meet with state leadership each week.</b></p>	<p>3/27/2020</p>
<p>Does the call center have enough lines coming in, are they looking at extending their hours to accommodate, if they are we need the word to get out to citizens in the commonwealth.</p>	<p><b>The call center is currently planning to extend their hours 7:00 am to 8:00 pm Monday through Friday. Application acceptance includes Temporary Assistance for Needy Families (TANF); Supplemental Nutrition Assistance Program (SNAP); Medical Assistance (MA) and the Low-Income Home Energy Assistance Program (LIHEAP)/Energy Assistance (EA) (Normally the hours are 7:00 am to 6:00 pm). Once that plan is finalized, notification to the public will follow.</b></p>	<p>3/27/2020</p>
<p>Can we ask about the VPN process and how we can speed things up? Not only to get the VPN but also to activate it I have been told the lines are busy and cannot get through</p>	<p><b>This concern has been submitted and addressed by Deputy Commissioner Roland Riviera and is a top priority. Staff should send concerns through their directors who meet with state leadership each week.</b></p>	<p>3/27/2020</p>
<p>I agree with what has been said about DMIS we need a real fix.</p>	<p><b>We have upgraded our DMIS FAQ in an effort to mitigate user's frustrations and to inform users of the "known solutions" and "How To's" this information is available on FUSION by accessing the Shortcuts option; VACMS; scroll down to Shortcuts; select DMIS; on the DMIS page select Resources Icon. We are planning to reignite the DMIS User Group meetings as soon as possible. Questions about DMIS can be submitted to the <a href="mailto:Dss.Ask_em@dss.virginia.gov">Dss.Ask_em@dss.virginia.gov</a> for review and answers.</b></p>	<p>3/27/2020</p>
<p>Can VACMS have longer hours? Not sure what the cut off time is now, I have been told maybe 8:00 pm, but we</p>	<p><b>A Broadcast posted March 25, 2020 that outlined many program changes as well a VACMS/MMIS Extended Hours schedule of dates and extended times. VACMS is available Monday – Sunday from 6:00 am until 9:00 pm. MMIS is available from Monday – Friday from 6:15 am – 9:00 pm and Saturday from 6:15 am – 6:00 pm.</b></p>	<p>3/27/2020</p>

<p>need staff to get work done when they can.</p>		
<p>Can we get the changed policy to include what to do in VACMS? We need to extend cert periods and allow documents normally verified by client statement. Having a tutorial to follow the changes in VACMS is helpful so we can disperse to our staff in an out of the office</p>	<p><b>Certification periods will be extended as a systems change by the state. Notifications will also be sent by the state. We continue to work with our federal partners to streamline to make the verification process easier for clients. Existing policies are currently flexible in addition to access of electronic verification sources. It is highly recommended to access all available resources to assist clients in obtaining necessary documents.</b></p>	<p>3/27/2020</p>
<p>We are getting information overload and from different programs. Can we get a central area to post everything on Fusion that is specific to COVID-19?</p>	<p><b>Frequently Asked Questions are now combined and merged into one document. The FAQs are reviewed every day and edits are completed as needed. The document is posted on the Benefit Programs FUSION page as well as emailed out to subscribers of the SNAP List Serv.</b></p>	<p>3/27/2020</p>
<p>Is there any disruption to the staffing at the Call Centers because of COVID-19? Because agencies are closed to the public, we're directing citizens to use the on-line and call centers for the application process whenever possible. While we've always done this, more folks are taking advantage of the telephonic option because we're not open for them to come into the office. We wondered if the call centers are prepared for the extra volume that will</p>	<p><b>Young Williams the Call Center contractor is planning to extend their hours 7:00 am to 8:00 pm Monday through Friday; normal hours are 7:00 am until 6:00 pm. Application acceptance to include Temporary Assistance for Needy Families (TANF); Supplemental Nutrition Assistance Program (SNAP); Medical Assistance (MA) and the Low-Income Home Energy Assistance Program (LIHEAP)/Energy Assistance (EA)</b></p>	<p>3/27/2020</p>

surely occur because of the increased applications.		
How will the emergency fund checks (stimulus) affect our client benefits? Will these funds be excluded?	<b>These payments are excluded as income in the month of receipt and as a resource for 12 months following receipt for SNAP. We have not received guidance from our Federal partners as to how the emergency funds may impact benefit cases for TANF. See the MA questions for guidance on handling stimulus checks and unemployment benefits changes.</b>	Updated 4/14/2020

## SNAP FAQs

Questions	Response	Response Date
Effective March 18, U.S. Citizenship and Immigration Services is suspending in-person services at its field offices, asylum offices and Application Support Centers(cancelling appointments, rescheduling asylum interviews, postponing naturalization ceremonies).-How should the LDSS handle a reported change is in immigration status if 3rd party verification is unavailable?	<b>The household must clearly identify the new status and whether that new status is an eligible one or not, document the actions taken to obtain the verifications. As a last option, allow the customer's statement (SNAP Manual: Part 3).</b>	3/22/2020
Can we waive ID verification for expedited cases?	<b>No, identification is REQUIRED for expedited applications.</b>	3/22/2020
Can we relax verification of terminated income for reported changes?	<b>For an ongoing case with loss of employment, customer's statement is acceptable for the first month, but you must verify by second month's issuance. If the verification is not received, do not close the case just revert back to the previous allotment. However, if you cannot obtain verification, you can accept the client's statement (SNAP Manual: Part 3). Remember to document the actions taken to obtain the verification and why it was not available. For SNAP, State and local "Stay at Home", "Shelter in Place", or comparable orders may be used as a collateral contact to verify an individual has lost their job and thereby experienced a loss of income due to COVID-19 related business closures. Generally, these orders require the closure of non-essential business. This flexibility allows local agencies to use this information as a</b>	Updated 4/13/2020

	collateral contact to verify a household member is no longer employed at a non-essential business. If the employment status remains questionable (such as the individual is employed by a hospital and claiming loss of job due to COVID-19), the local agency would follow routine procedures for verifying questionable information.	
Agencies are closing their lobbies to the public. Are they still required to issue vault cards?	<b>Yes. FNS has approved mailing vault cards; however, the Benefit Programs Specialist must factor in mailing time and maintain timeliness as we continue to process cases through this pandemic.</b>	3/22/2020
Can customers use their EBT card for online grocery orders?	<b>At this time, Virginia does not allow customers to use their EBT card for online grocery orders.</b>	3/22/2020
Will the work activity twenty (20) hours per week policy for students and ABAWDS be relaxed businesses closing?	<b>Individuals meeting the definition of a student still has to meet a student exemption, however; current policy allows evaluation of "good cause". "Good cause" applies to situations in which an eligible student was working or participating in a state or federally financed work study program, but cannot due to circumstances beyond their control. Effective April 1, 2020, all Virginia localities are exempt from the work requirement until further notice. The Families First Coronavirus Response Act provides an exemption from the work requirement policy until the end of the month subsequent to the month the public health emergency is lifted.</b>	Updated 3/31/2020
The coronavirus is affecting the ability of many persons to work. Are clients still required to meet the 20-hour work requirement?	<b>Effective April 1, 2020, all Virginia localities are exempt from the work requirement until further notice. The Families First Coronavirus Response Act provides an exemption from the work requirement policy until the end of the month subsequent to the month the public health emergency is lifted.</b>	Updated 3/31/2020
If an agency mails a vault card on day 7 are they out of compliance with AppTrack?	<b>Yes.</b>	3/23/2020
When should the agency mail a vault card?	<b>Vault cards should be mailed to customers to meet timeliness. Vault card should also be mailed if the account has a balance or if there will be a balance within 7 days.</b>	3/26/2020
I tried to connect an EBT card to a case but EPPIC shows	<b>If the batch has run since the action was taken contact Kim Hudson 804.726.7546 or by e-mail K.hudson@dss.virginia.gov.</b>	3/26/2020

unknown shell, what should I do?		
The customer states he/she has an old EBT Card, can he/she use it for their new benefits?	<b>Log on to EPPIC and look up the card number. If the card is attached to the open case and it is active, then the customer may use the same card.</b>	3/26/2020
When will the run occur to extend the certification periods?	<b>A batch ran the night of March 26, 2020.</b>	3/27/2020
Our corrective action issues, our accountability during these times, and if we will be penalized for being out of compliance, timely I am hoping will be waived?	<b>States have requested to be held harmless, however, at this time there is no indication from FNS that compliance rules will be relaxed or waived. Virginia has submitted a waiver for timeliness rules to be relaxed to expedited applications.</b>	3/27/2020
SNAP - was hoping for some temporary policy changes related to hardcopy apps and verifications? If we cannot get into the office, electronic is a must. Actually with all programs.	<b>Policy currently provides for electronic submission of applications and verifications. CommonHelp is a great tool to push applicants/existing customers to use to upload verifications.</b>	3/27/2020
We were hoping to get clarity on if we can have the supplemental snap sent electronically for those apps and renewals sent prior to the release	<b>The Supplemental Application form is needed to complete the application and renewal forms that were in VACMS and CommonHelp prior to 3/13/20. If the agency receives an application or renewal form that was from VACMS prior to 3/13/20, the Supplemental Application form is needed. After the 3/13/20 release both the application and renewal in VACMS and CommonHelp are complete and the Supplemental Application form is no longer needed. The Supplemental Application form may be submitted electronically.</b>	3/27/2020
I am concerned about ABAWD's who have used their Y1's or Y2. Will there be an	<b>The Families First Coronavirus Response Act provides an exemption from the work requirement policy until the end of the month subsequent to the month the public health emergency is lifted. All Virginia localities are now exempt until further notice.</b>	3/27/2020

<p>exception for these customers? This could be a huge issue if there is not an exception.</p>		
<p>Will IR's be extended as well as renewals?</p>	<p><b>Yes, certifications due March-May will be extended six months to Sept-Nov, respectively. Interim Reports due March-May do not be considered.</b></p>	<p>3/27/2020</p>
<p>It would be great if we could document the SNAP supplemental questions vs. needing the form back.</p>	<p><b>The Supplemental Application form is needed to complete the application and renewal forms that were in VACMS and CommonHelp prior to 3/13/20. The questions on the Supplemental Application form are part of the application and renewal form which is why the Supplemental Application form is needed. The Supplemental Application form may be submitted electronically.</b></p>	<p>3/27/2020</p>
<p>Are they going to move all the SNAP renewals to the same month? That would not be good, I would like them to keep it like the Medicaid try to get the renewal, but leave it overdue so we have some way to track.</p>	<p><b>SNAP renewal due in March will be due in September, those due in April will be due in October and those due on May will be due in November. This schedule was set in accordance with USDA guidance.</b></p>	<p>3/27/2020</p>
<p>If no renewal document is received, can we do it by phone then send the renewal document out to be signed? This might be a huge help vs. waiting on the renewal document.</p>	<p><b>SNAP renewals for March-May have been extended for 6 months. If the renewal has not been entered in VACMS, do not complete it.</b></p>	<p>3/27/2020</p>
<p>Student policy? I have a full time college student that is living off campus and cannot get home so she is applying for SNAP but does not meet an exemption.</p>	<p><b>Student policy remains the same. Individuals meeting the definition of a student still has to meet a student exemption, however; current policy allows evaluation of "good cause". "Good cause" applies to situations in which an eligible student was working or participating in a state or federally financed work study program, but cannot due to circumstances beyond their control.</b></p>	<p>Updated 4/15/2020</p>

<p>The broadcast went out about mailing VAULT cards for EBT, when agency lobbies are closed to the public due to COVID-19, and the impossible task of social distancing in lobbies with 1000 visitors in 3 days, such as Fairfax. However, the guidance did not say how APPTRACK should be handled, whether vault cards mailed on the 7th day render us “out of compliance/agency delay” etc. We followed up and were told by the SNAP consultant those cases are out of compliance. During a time when we have a spike in applications and reported changes, we are concerned about the additional work that is added when we are “out of compliance”, such as individual SCARS for every case that is late. What plans are there at the state level to address this problem? <i>i.e.</i> the need to mail cards, the effect on compliance, and mitigating corrective action work associated with late</p>	<p><b>The application is out of compliance if the vault card is not mailed in time for the household to receive it and access benefits by the 7<sup>th</sup> or 30<sup>th</sup> day. When the vendor mails the card, 6 mail days are added. However, when mailing from the local agency, the agency determines how many mail days to add. But if the card is mailed on the 7<sup>th</sup> day, it will be out of compliance. We have requested a waiver to extend the timeliness period for 7 days for mailed vault cards but a decision has not yet been received from FNS.</b></p>	<p>3/27/2020</p>

<p>arrival cards due to the COVID-19 situation</p>		
<p>If they are extending certification periods for March and April, should we continue to interview and process the renewal applications received in agency? If so, what should we do if the verifications are not provided?</p>	<p><b>If the renewal has been entered into VACMS, it must be completed as usual. If it has not been entered into VACMS, please follow the instructions outlined in the broadcast dated March 25, 2020.</b></p>	<p>3/27/2020</p>
<p>Will there be any changes/exemptions to the work requirement policy to allow individuals who had previously exhausted their Y1/Y2 months to receive assistance during this time? Exemptions for college students?</p>	<p><b>Effective April 1, 2020, there will be a statewide exemption from the work requirement provisions. Those who have received Y1/Y2 months will be exempt so can receive benefits if other eligibility requirements met.</b></p> <p><b>Student policy remains the same. Individuals meeting the definition of a student still has to meet a student exemption, however; current policy allows evaluation of "good cause". "Good cause" applies to situations in which an eligible student was working or participating in a state or federally financed work study program, but cannot due to circumstances beyond their control.</b></p>	<p>Updated 04/15/2020</p>
<p>EBT cards it states within 7 days of benefit issuance. Does this mean if we have an expedited application we would need to issue the card out on the 1st day? Or can a vault card be mailed out on the 3rd day? Can we have the EBT cards overnight mailed from the vendor to avoid as many agency issuances?</p>	<p><b>The application is out of compliance if the vault card is not mailed in time for the household to receive it and access benefits by the 7th or 30th day. When the vendor mails the card, 6 mail days are added. However, when mailing from the local agency, the agency determines how many mail days to add. But if the card is mailed on the 7th day, it will be out of compliance. We have requested a waiver to extend the timeliness period for 7 days for mailed vault cards but a decision has not yet been received from FNS</b></p>	<p>3/27/2020</p>
<p>We are seeing a lot of applications for SNAP due to reduced hours or closed businesses. What should we</p>	<p><b>Nothing has changed as far as processing cases in VACMS. For new applications, workers may need to assign a shorter certification period based on the household's circumstances. The worker must take into account anticipated changes or other factors that may affect eligibility when setting the certification period.</b></p>	<p>3/27/2020</p>

<p>be done in VACMS? Set alerts, end the income, and zero the income?</p>		
<p>Where is the state with implementing the SNAP plan (P-EBT)?</p>	<p><b>VDSS and VDOE are evaluating potential ways to implement P-EBT statewide. The most promising appears to be using the model used for VA 365 when summer EBT was issued to children in certain localities. Final decisions will be communicated to the field.</b></p>	<p>3/27/2020</p>
<p>What about those localities who use a method other than having students completing F&amp;R lunch applications? I think this person was from Richmond schools and she may have said poverty level was used. I could be wrong.</p>	<p><b>Eligibility for free/reduced lunch in some schools is through the Community Eligibility Provision (CEP) and all children attending the school receive free and reduced lunch with no application. Initial information received from FNS is that all children attending a CEP school will be eligible for P-EBT. This has not been confirmed in writing yet.</b></p>	<p>3/27/2020</p>
<p>For changes that clients are reporting via phone, mail or email, do we act on those changes (i.e. increase in household size, increase or loss of income, etc.)?</p>	<p><b>Yes, reported changes are still being handled the same, adhere to guidance Part XIV.</b></p>	<p>3/31/2020</p>
<p>If an agency decides to opt-out of waiving interviews, can they opt-in at a later date?</p>	<p><b>Yes, the agency can opt-in later; however, they would have to report the opt-in to Lakeisha Churchill-Noel at <a href="mailto:Lakeisha.Churchill-Noel@dss.virginia.gov">Lakeisha.Churchill-Noel@dss.virginia.gov</a> for tracking purposes.</b></p>	<p>3/31/2020</p>
<p>For new applications, late renewals and Interims approved for March benefits after the emergency SNAP supplement was issued, are those households eligible for the March emergency SNAP supplement too? If so, should those households get the maximum allotment or will</p>	<p><b>If a household received March benefits that were less than the maximum allotment for their household size, they are eligible for the emergency SNAP supplement. There are no restrictions. DES completed a second run on April 1, 2020 at 8:00 PM to capture cases that were approved after March 24, 2020. In addition, instructions will be provided on how to manually evaluate cases for an emergency supplement.</b></p>	<p>4/2/2020</p>

<p>they still get prorated benefits based on their application date and will the system generate it or is a benefit adjustment required?</p>		
<p>If a renewal is received with changed information, do we act on the change? The broadcast says upload the renewal and document the case and do not pend the renewal.</p>	<p><b>Yes, you will need to act on all changes. Changes are still being handled the same. If the customer returns a paper renewal you must upload the renewal and document the case. Do NOT pend any renewals.</b></p>	<p>Updated 4/7/2020</p>
<p>Interim Reports already went out for March and April. We have received quite a few April Interims back. What is the processing guidance on these?</p>	<p><b>If there are changes reported on the IR, you must act on those changes. Next, upload the Interim Report to DMIS and document the case. Do NOT initiate the Interim Report in VaCMS.</b></p>	<p>4/2/2020</p>
<p>If an agency opt-in for the Interview Waiver, are they allowed to pick and choose which applicants to interview?</p>	<p><b>Agencies may interview customer's that submit a joint application for SNAP and TANF. If the agency wants to interview all SNAP customers, then they need to decline the waiver and notify Lakeisha that they will not be participating. Anything else could be considered discriminatory behavior.</b></p>	<p>Updated 4/13/2020</p>
<p>If you have an "add a person", either a change or renewal, and that person's income puts the household over the income limit, do we close the case?</p>	<p><b>Yes, if a client reports a change you must act on it. If the reported change results in ineligibility, you must close the case and provide the appropriate notice.</b></p>	<p>4/3/2020</p>
<p>Should any cases be supplemented manually, for example, March renewals that were already processed but did not get the max?</p>	<p><b>DES scheduled a second run for March emergency SNAP Supplements for April 1, 2020 at 8:00 PM. This should capture those cases. There may be a few exceptions and guidance will be provided for those.</b></p>	<p>4/3/2020</p>

<p>Is the Supplemental SNAP Application form still required for applications submitted prior to March 13, 2020?</p>	<p><b>If the household cannot provide the signed Supplemental form for applications received on or before March 13, 2020 due to the governor's stay at home order, then customer's statement is acceptable and it should be documented that the reason why the customer's statement is being accepted is due to the COVID-19 stay at home order.</b></p> <p><b>Applications received on or after 3/16/20 the supplemental form is not needed. If the questions are not answered on applications received, then the worker should not assume that the household is indicating "NO." Workers should ask the question during the interview or request clarification of the questions as a condition of eligibility as we are dealing with an incomplete application. Written or verbal confirmation of the information is acceptable.</b></p>	<p>4/3/2020</p>
<p>Should agencies cancel all April renewal interviews?</p>	<p><b>Yes, April renewal interviews can be canceled as the certification period was extended for 6 months. As a common courtesy, please notify the household of the cancellation. A notice will be mailed to all households informing them of the extended certification period.</b></p>	<p>4/3/2020</p>
<p>Is the college student population being looked at also?</p>	<p><b>SNAP-the student exemption policy remains the same.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>Is DSS going to suspend the mandatory receipt of the Supplemental SNAP forms for now as well since this is a main delay factor to the new applications?</p>	<p><b>No, If the HH cannot provide the signed Supplemental form for applications received on or before 3/13/20 due to the governor's stay at home order, then customer's statement is acceptable and it should be documented that the reason why the customer's statement is being accepted is due to the COVID-19 stay at home order.</b></p> <p><b>For applications received on or after 3/16/20 the supplemental form is not needed. If the questions are not answered on applications received, then the worker should not assume that the household is indicating "NO." Workers should ask the question during the interview or request clarification of the questions as a condition of eligibility as we are dealing with an incomplete application. Written or verbal confirmation of the information is acceptable.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>What information do we need to collect to report for the waiver of interviews?</p>	<p><b>A template was created to capture the required data and was distributed via List Serv. Contact your practice consultant if your agency has not received the Interview Waiver Tracking template.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>Are there any waivers on the requirement to complete reported changes in 10 days for SNAP?</p>	<p><b>There are no waivers on change reporting or the time frame the worker must act upon the reported change.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>How are we handling late IR's for MARCH allotments that were received after the Emergency Supplemental Allotments? Are those clients</p>	<p><b>Households that received March benefits are eligible to receive a March emergency allotment. Cases completed between 3/25/20 and 3/31/20 who were due an emergency allotment received this on 4/1/20. For eligible households after that, workers will have to issue through BA. Specific instructions are being drafted.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>

eligible for the max allotment also? If so, how are we achieving it? Prorate then supplement or override to full allotment?		
March IR's that were started in the system prior to this we were told to complete them. This is correct for even the cases that were going to close out correct?	<b>For SNAP, there is no waiver for adverse action. If March Interim Report was initiated you must complete it. You must also act on the information reported on the Interim Report even if it results in a case closure</b>	4/7/2020 DBP Call 4/1/2020
We are waiving our interviews for SNAP do we need to go over rights and responsibilities, opportunity to participate etc... and we still need to run SVES?	<b>If the interview is waived, the worker would not have to discuss any information provided to the applicant during the interview. If possible, the local department should attempt to mail the rights and responsibilities to applicants since it is not being discussed. System searches are still required which includes SVES.</b>	4/7/2020 DBP Call 4/1/2020
When we report the number of interview that we are waiving are we only including the number or are we also including the case information?	<b>A template was created to capture the required data and distributed via List Serv. Contact your practice consultant if your agency has not received the Interview Waiver Tracking Template.</b>	4/7/2020 DBP Call 4/1/2020
Staff have indicated that the RDE apps coming in are not filled out completely this is causing issues with no interviews for SNAP can we ask them to complete these phone apps?	<b>You must contact the household by phone or mail to resolve discrepancies and questionable information.</b>	4/7/2020 DBP Call 4/1/2020
You mentioned SNAP renewals, although we are not completing the SNAP renewals we are still checking them for changes. If there is a negative change reported are	<b>Yes, you must act on all changes even if it results in an adverse action.</b>	4/7/2020 DBP Call 4/1/2020

we still acting on that negative change?		
Are agencies allowed to limit the time when clients are allowed to pick up vault cards?	<b>Yes. Due to the social distancing mandates in place and to ensure the safety of our staff and customers, care should be taken when issuing vault cards at the local department. Local agencies may limit the hours that vault cards can be picked up by customers.</b>	4/7/2020 DBP Call 4/1/2020
Are agencies allowed to put SNAP corrective action activities on while addressing the influx of applications	<b>To the extent possible, the SNAP corrective action activities listed on the local agency's CAP should be continued. At the least, maintain focus on: the top payment error elements of wages &amp; salaries, child support income and shelter expenses; interviewing and documentation; reviewing QC errors/variances cited, completing the required SCAR's, and completing required claims/restorations.</b>	4/7/2020 DBP Call 4/1/2020
So if we have to issue a vault card does the person have to sign any paper work, i.e. the internal action form and do they have to present ID.? We are closed to public. From what I am hearing the agencies are not having any physical contact with the customer at all.	<b>Due to the social distancing mandates in place and to ensure the safety of our staff and customers, care should be taken when issuing vault cards at the local department. Procedures that may be used to reduce interactions include:</b>  <b>1. Adjusting the times available for customers to pick up vault cards. Local agencies may limit the hours that vault cards can be picked up by customers.</b> <b>2. Relaxing Signature Requirement on IAF. The issuance staff must document for record keeping purposes, "Signature waived - Card issued during COVID-19 pandemic".</b> <b>3. View ID from the suggested distance.</b> <b>4. Mail vault cards to meet timeliness standards.</b>	4/7/2020 DBP Call 4/1/2020
If the interview is waived does the worker still reach out to the client for questionable information, do they still request verifications, and at what point does the worker take client statement as many clients may not have access to verifications	<b>Yes, you must contact the household to resolve discrepancies, questionable information and request mandatory verifications. To the extent possible, verifications should be obtained through data matching. As a last option, allow the customer's statement (SNAP Manual: Part 3). Remember to document the actions taken to obtain the verification and why it was not available.</b>	4/7/2020 DBP Call 4/1/2020
Can agencies report some waived interviews & still be conducting other SNAP interviews?	<b>No. An agency must decide to opt-in or opt-out for waived interviews. The local department may not choose to waive some interviews but not others as this is an unequal process. If the local department chooses to waive the interview, they must still contact the household if any information on the application is questionable and cannot be verified. Please note: an agency can decide to opt-in at a later date.</b>	4/7/2020 DBP Call 4/1/2020

<p>I have a worker who denied application for excess income yesterday. Customer is calling today saying the wife no longer working as of 3/30. Does the customer now have to reapply? Still with in the 30 day processing timeframe.</p>	<p><b>If this is Medicaid then they have to reapply. The reinstatement or non-closure is only for those individuals who have enrollment established. For SNAP, please contact your practice consultant for guidance on a specific case. Even though it is within the 30 day processing time, there may be other considerations for how the application should be handled.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>If someone traveled out of state and it was temporary but are now stuck there....should we continue to keep them open even if it is over 30 days?</p>	<p><b>This should be evaluated on a case by case basis. If the household is not on an extended vacation and their intent is to return once travel is allowed, then the case can remain open.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>If we received late February renewals or initiated March renewals and early April renewals, can we waive the interview? Or, must we conduct the interview since the waiver was enacted on 3/30/20?</p>	<p><b>The waiver does not specify an application date so the interview may be waived for any applications being processed now until May 31, 2020. For recertifications started in VaCMS, the interview may be waived. For recertifications not started in VaCMS, the certification periods were extended; therefore, renewal interviews can be canceled as the certification period was extended for 6 months. As a common courtesy, please notify the household of the cancellation. A notice will be mailed to all households informing them of the extended certification period.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>If workers attempted an interview for SNAP applications/reapplications and sent a MIN, can we waive the interview and attempt to process the case? If yes, does this apply for all cases sent a MIN this week? Or, only cases received in the agency on 3/30 &amp; 3/31? -- I sent it to both because I'm unsure if you received it.</p>	<p><b>You may waive the interview If your agency has opted to waiver interviews. If not, you must proceed while adhering the current interview policy (SNAP Manual: Part II, Chapter D).</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>

<p>Do we need verification for anyone who has been furloughed or do we take client statement?</p>	<p><b>Yes verification of income is still required this includes a change in income and terminated income. If the verification is not received, do not close the case just revert back to the previous allotment. However, if you cannot obtain verification, you can accept the client's statement (SNAP Manual: Part 3). Remember to document the actions taken to obtain the verification and why it was not available.</b></p>	<p>4/7/2020 DBP Call 4/1/2020</p>
<p>I have a transitional SNAP case that was due a renewal this month April 2020, all of the renewal dates have been extended and the new renewal date is 10/20. The question is should we be doing anything to take those cases out of the transitional status or should we still be treating them as transitional cases?</p>	<p><b>Allow the case to remain in a transitional status.</b></p>	<p>4/8/2020</p>
<p>What is the process for handling SNAP renewals/changes that clients are submitted through the portal? Do we leave them sitting in there? Or hit process and pull them over into data collection?</p>	<p><b>If you have a renewal for March-May in My Workspace Renewal Inbox, do not pull it into Data Collection. If there are no changes reported on the renewal, the renewal should be disposed of by clicking the "Dispose" button and using the reason "Renewal Completed". The worker must then document in the case narrative that the renewal application was received, note the tracking number, if there were reported changes or not, and the date the application was disposed of due to renewals with certification periods ending in March-May were extended for 6 months due to the COVID-19 pandemic.</b></p> <p><b>If there are changes reported on a renewal, these must be entered as a "Change" in VaCMS. The actual renewal should then be disposed of by clicking the "Dispose" button and using the reason "Renewal Completed". The worker must then document in the case narrative that the renewal application was received, note the tracking number, if there were reported changes or not, and the date the application was disposed of due to renewals with certification periods ending in March-May were extended for 6 months due to the COVID-19 pandemic.</b></p> <p><b>Since the option to submit a renewal is not available in CommonHelp unless the renewal is due, there should be no further renewals received for Mar-May as these certification end dates have been extended.</b></p>	<p>4/8/2020</p>

Is the additional money being added to Unemployment Compensation benefits due to COVID-19 exempt for SNAP?	<b>No. Pandemic unemployment assistance payments, pandemic unemployment compensation, and pandemic emergency unemployment compensation authorized under CARES Act are considered unearned income for the purposes of determining a household's SNAP eligibility and benefit amount. These payments are treated consistently with non-pandemic unemployment benefits and not excluded from income for SNAP purposes.</b>	Updated 04/13/2020
Are the stimulus rebate payments countable for SNAP?	<b>These payments are excluded as income in the month of receipt and as an asset for 12 months following receipt for SNAP purposes. A household would not be considered to have exceeded the income limit due to these payments because they are excluded, but receipt of these payments could affect a household's eligibility after 12 months if the payments are retained and cause the household to exceed the resource limit.</b>	Updated 04/13/2020

### Temporary Assistance for Needy Families FAQs

Questions	Response	Response Date
When can client statement be accepted?	<p><b>Client statement may be accepted when third party verifications cannot be obtained. This includes verifications for applications, renewals, and changes.</b></p> <p><b>Our response is based on the premise that the customer demonstrated he/she was unable to gather the required information, and the worker was also unable to assist in obtaining the required information as result of COVID-19. Workers must exercise prudence when accepting the client's statement. Documentation in the case narrative and corresponding screens is crucial when accepting the client's statement for required documents. The worker must document all requests made and actions taken that resulted in acceptance of the client's statement for required verifications.</b></p>	Updated 4/10/2020
Students are not considered truant during the time schools are shut down. Does this provision apply to ongoing cases as well as applicants? How is this entered in the VaCMS?	<b>This temporary provision applies to new TANF applications, and ongoing cases where a child is currently in a truant status.</b>	3/20/2020
How do we enter information in the VaCMS regarding school attendance?	<b>On the Education – Details screen, the EW must select “Full-time” from the “Enrollment Status” drop-down, and from the “Verification” drop-down, the EW must select “Other Acceptable”. The EW must add screen level comments and documentation in the Case Narrative – Details screen.</b>	3/20/2020

Regarding new guidance to not conduct VIEW initial assessments, does this apply only to new applicants?	<b>This provision applies to new applicants, or ongoing cases that include an individual with a change in their work requirement status.</b>	3/20/2020
Existing sanctions may be lifted once the minimum time has passed, with or without an act of compliance. What happens next?	<b>Effective 04/1/2020, sanctions must be lifted for all individuals with an existing sanction, if the fixed sanction period has passed, unless the recipient's whereabouts are unknown and agency mail directed to the payee has been returned by the post office indicating no known forwarding address. These individuals must be placed in an "Inactive" status unless they are employed, or if there are remote activities that the individual could participate in that can be completed without requiring face to face contact. A list of active cases that include sanctioned individuals will be distributed to each local agency from their respective Regional Consultant, so that action can be taken to end sanctions in the VaCMS.</b>	Updated 4/9/2020
Can we accept TANF forms that are electronically signed by our clients?	<b>Yes</b>	3/20/2020
What if an individual cannot obtain the required verifications at application, reapplication, renewal and when a change is reported?	<b>Individuals may not have all the appropriate documents that are ordinarily required for determining eligibility and due to the various government and business closures, may not be able to obtain needed verification documents. Operate with discretion. Accept client statement when third party verifications cannot be obtained. Utilize all electronic verification sources, and make collateral contact if possible. Thoroughly document the case record to include your actions taken in the case narrative.</b>	3/26/2020
How do we address school enrollment during this time?	<b>Students that do not attend school while the schools are shut down shall not be considered truant. While schools are closed, verification of enrollment may not be possible. Verification of enrollment may wait until schools reopen, similar to application processing during the summer months. This temporary provision applies to new TANF applications and ongoing cases where a child is currently in a truant status. On the Education – Details screen, the EW must select "Full-time" from the "Enrollment Status" drop-down, and from the "Verification" drop-down, the EW must select "Other Acceptable". The EW must add screen level comments and documentation in the Case Narrative – Details screen. Thoroughly document the case record to include your actions taken in the case narrative.</b>	3/26/2020
How do we address cases that include a child that is turning 18 years old?	<b>For cases that include a child that is turning 18 years old, the EW will receive a task and reminder like normal. However, the EW must contact the customer to verify the status of the child's school enrollment. If the customer can provide the anticipated graduation date for the child, the EW must take the customer's statement, and enter this information on the "Education – Details" screen for the</b>	3/26/2020

	<p><b>child.</b></p> <p><b>For a child that will turn 19 on the first of the month, if the customer cannot provide an anticipated graduation date, the EW must enter the “last day of the month prior to the month the child turns 19” in the “Anticipated graduation date” field.</b></p> <p><b>For a child that will turn 19 on the 2nd – last day of his birthday month, if the customer cannot provide an anticipated graduation date, the EW must enter the “last day of the month in which the child turns 19” in the “Anticipated graduation date” field.</b></p> <p><b>Based on the entries described above, the VaCMS will perform normal procedures related to school enrollment for 18 year olds. The EW must also follow normal procedures for removing the child’s needs based on the anticipated graduation date.</b></p> <p><b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	
How should we address immunizations and immunization penalties during this time?	<p><b>For those children that do not meet an exemption as described in Section 201.1, page 2a, the EW must attempt to use the Virginia Immunization Information System (VIIS) to verify childhood immunizations whenever possible. When the VIIS verification has returned no results, or when the client disagrees with the VIIS results, then the EW should use the Childhood Immunization Certification form (032-03-0960) to verify receipt of immunizations. If this information cannot be obtained without requiring face-to-face interaction, a penalty must not be applied.</b></p> <p><b>To avoid the application of an immunization penalty in the VaCMS, on the Immunization – Details screen, the EW must select “Exempt” from the “Is client immunization record current?” drop-down, and “Immunization may be detrimental to child’s health” from the “Exemption Reason” drop-down.</b></p> <p><b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	3/26/2020
Are we required to act on DCSE non-cooperation penalties and closures?	<p><b>Operate as normal until further notice.</b></p>	3/26/2020
We have cases that include TANF AU members that are unable to return home due to the COVID-19 travel restrictions. Should the individual(s) be removed from the case?	<p><b>Since the individual is unable to return home due to travel restrictions resulting from the COVID-19 pandemic, they should remain on the case.</b></p> <p><b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	3/26/2020
Signatures	<p><b>The EW and ESW must provide the individual with viable options for returning signed documents, such as: email, fax, mail, etc. However, during this time, digital signatures must be</b></p>	3/26/2020

	<p><b>accepted.</b>  <b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	
<p>Are we required to conduct the initial assessment for VIEW referrals?</p>	<p><b>During this time, the ESW is not required to conduct an initial assessment interview. However, for those individuals that are referred to the ESP Queue, and who currently or subsequently find employment, the ESW may conduct an initial assessment via the telephone. The APR signed date will be considered the date the interview is held, and the ESW goes over the APR with the individual. The ESW must explain this to the individual. The ESW must provide the APR and all other required documents to the individual for signature. The ESW must provide the individual with viable options for returning signed documents, such as: email, fax, mail, etc. During this time, digital signatures must be accepted. For those individuals that are not identified as having employment, the ESW must leave the referral in the ESP queue until these temporary procedures are lifted. Note: We understand that this will negatively impact work participation rates. This temporary provision applies to new applicants, or ongoing cases that include an individual with a change in their work requirement status. Note: Effective immediately, the EW must not terminate any cases for failure to sign the APR. Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	<p>3/26/2020</p>
<p>How do we work with individuals that are currently enrolled in the VIEW program?</p>	<p><b>Do not assign VIEW participants to additional activities unless the activities can be completed without requiring face-to-face contact. For example, if there is an online class that a VIEW customer can participate in, then the online class would be a suitable assignment. However, clients should not be assigned to PSP, CWEP, job search, etc., unless participation can be completed remotely.</b>  <b>If current VIEW participants are unable to complete current assignments or are at the end of an assignment, they should be placed in an “Inactive” status unless they are employed or if there are remote activities that a person could participate in.</b>  <b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	<p>3/26/2020</p>
<p>How do we address VIEW sanctions during this time?</p>	<p><b>Effective immediately, do not impose any new VIEW sanctions until further notice. Existing sanctions may be lifted once the minimum time has passed, with or without an act of compliance, unless the recipient's whereabouts are unknown and agency mail directed to the payee has been returned by the post office indicating no known forwarding address. These individuals must be placed in an “Inactive” status unless they are employed, or if there are remote activities that the individual could participate in that can be completed without requiring face to face contact.</b>  <b>To end the sanction in the ESP module, on the “Compliance/Non-Compliance – Details” screen, the ESW must:</b>  <b>1. Select “Yes” from the “Is individual complying?” dropdown</b>  <b>2. Enter “03/17/2020” in the “Compliance Date” field.</b></p>	<p>Updated 4/9/2020</p>

	<p><b>3. Select “Yes” from the “Good Cause Exists” dropdown</b></p> <p><b>4. Enter “03/17/2020” in the “Good Cause Determined Date” field</b></p> <p>After this information is entered in the ESP module as described above, the EW receive a task and reminder to run eligibility as the individual has complied.</p> <p>The EW must not issue a Benefit Adjustment for March 17th – 31st. Benefits will be reinstated effective April 1st, 2020.</p> <p>Thoroughly document the case record to include your actions taken in the case narrative.</p>	
<p>Many of our customers were laid off or terminated due to coronavirus situations. If they start receiving unemployment benefits, can they keep TANF due to this special circumstance? Normally, TANF would close when they receive unemployment.</p>	<p><b>At the current, unemployment benefits will continue to count just as they do now. If this changes, we will update you immediately.</b></p>	3/26/2020
<p>Should we close VTP cases if an individual(s) hours drops below 30 hours per week or hourly rate drops to less than minimum wage?</p>	<p><b>If an individual’s hours or pay falls below the required minimums, the ESW should determine if TANF eligibility might exist, and encourage the individual to apply for unemployment and TANF benefits.</b></p> <p><b>At this time, we are unable to deviate from current guidance pertaining to VTP. If this changes, we will update you immediately.</b></p>	3/26/2020
<p>At reapplication, what should we do with cases where the customer previously failed to sign the APR?</p>	<p><b>At reapplication, the EW and ESW must disregard previous failure to sign APRs without requiring that the individual sign the APR as a condition of eligibility.</b></p> <p><b>To end the non-compliance in the eligibility module, on the “Non-Compliance Details” screen, the EW must:</b></p> <ol style="list-style-type: none"> <li><b>1. Select “Yes” from the “Good Cause Exists” dropdown</b></li> <li><b>2. Select “Other acceptable” from the “Exemption/Good Cause Reason” dropdown</b></li> <li><b>3. Enter “the application date” in the “Exemption/Good Cause Determined Date” field</b></li> <li><b>4. Select “Yes” from the “Is Individual Complying?” dropdown</b></li> <li><b>5. Enter “the application date” in the “Compliance Date” field</b></li> <li><b>6. Select “Save and Continue” and process as normal</b></li> </ol> <p><b>Note: A new referral to the ESP Queue will occur if the individual does not meet an exemption at the time the application is approved. The ESW must follow the instructions in # 6 above, and at any point an initial assessment occurs, the ESW must complete the below.</b></p> <p><b>To end the non-compliance in the ESP module, on the “Compliance/Non-Compliance – Details” screen, the ESW must:</b></p>	3/26/2020

	<ol style="list-style-type: none"> <li>1. Select “Yes” from the “Is individual complying?” dropdown</li> <li>2. Enter “04/01/2020” in the “Compliance Date” field</li> <li>3. Select “Yes” from the “Good Cause Exists” dropdown</li> <li>4. Enter “04/01/2020” in the “Good Cause Determined Date” field</li> <li>5. Select “Save and Continue”</li> </ol> <p>Note: Effective immediately, the EW must not terminate any cases for failure to sign the APR. Thoroughly document the case record to include your actions taken in the case narrative.</p>	
<p>What do we do with cases that are closing due to exhaustion of the 24 and 60-month clocks?</p> <p>Note: See additional guidance below regarding VIEW participants that was added on 04/07/2020.</p>	<p>Until further notice, these cases must not close. The EW must take action to override and or reinstate any case that is closing due to receipt of the 24 and 60-month clocks to an approved status, and continue TANF payments. To maintain the integrity of the clocks, the EW must not take action to remove months from the 24 and 60-month clocks in order to get the case back in an approved status. For cases that are closing due to the exhaustion of the 24-month clock, on the “Hardship Exceptions – Details” screen in the ESP Module, the ESW must:</p> <ol style="list-style-type: none"> <li>1. Enter “the last day of the 24th month” in the “Hardship Application Filed Date” field</li> <li>2. Select “Factors Related to Job Availability are Unfavorable” from the “Hardship Reason” dropdown</li> <li>3. Enter “the last day of the 24th month” in the “Disposition Date” field</li> <li>4. Select “Approved” from the “Disposition” dropdown</li> <li>5. Enter “the last day of the 24th month” in the “Disposition Notification Date” field</li> <li>6. Select “Save and Continue”</li> </ol> <p>We advise that you closely monitor your Tasks and Reminders, and the TANF VIEW clock report to determine which cases are approaching closure. Thoroughly document the case record to include your actions taken in the case narrative.</p>	<p>Updated 4/7/2020</p>
<p>We need more information on lifting sanctions for TANF/VIEW. We are to lift the sanction once the minimal time has passed but what if we are past the minimal time? When do we issue the benefit? And do we need to do a BA since we have past the 1st of the month?</p>	<p>Existing sanctions may be lifted once the minimum time has passed, with or without an act of compliance.</p> <p>These individuals must be placed in an “Inactive” status unless they are employed, or if there are remote activities that the individual could participate in that can be completed without requiring face to face contact.</p> <p>To end the sanction in the ESP module, on the “Compliance/Non-Compliance – Details” screen, the ESW must:</p> <ol style="list-style-type: none"> <li>1. Select “Yes” from the “Is individual complying?” dropdown</li> <li>2. Enter “03/17/2020” in the “Compliance Date” field.</li> <li>3. Select “Yes” from the “Good Cause Exists” dropdown</li> <li>4. Enter “03/17/2020” in the “Good Cause Determined Date” field</li> </ol> <p>After this information is entered in the ESP module as described above, the EW will receive a task and reminder to run eligibility as the individual has complied.</p>	<p>3/27/2020</p>

	<b>There is no need to do a benefit adjustment March 17th – 31st. Benefits will be reinstated effective April 1st, 2020. Thoroughly document the case record to include your actions taken in the case narrative.</b>	
For renewals that were already suspended for non-receipt, that will close at the end of the month. Should they be allowed to close or reinstated?	<b>There are no suspensions of TANF cases for non-receipt of TANF renewal applications, or verifications during renewal. If a packet is not logged in, or the renewal is not completed, the payment is automatically stopped. However, the worker will be required to take action to deny or approve a started renewal. If the worker has truly suspended a TANF case for non-receipt of the TANF renewal, the case must be reinstated for the benefit to be issued. However, based on the below from the 03/25/20 Broadcast, it looks like the renewal date will automatically be extended for suspended cases as well. Per the 03/25/20 Broadcast: For March renewals, cases already in renewal mode will not have the certification date extended. Workers must complete these. For cases in ongoing and change mode, the certification date will be extended. For cases where renewals have already been processed, no action will be taken. Renewal packets for April and May will not be mailed to customers</b>	3/30/2020
Re: supportive services. Normally we could assist clients in their transitional period if they are working. Now that so many clients are being laid off, can we still assist them during their transitional period? Emergency Intervention services?	<b>The policy regarding emergency intervention services is not changing at this time. They are available for gaining or retaining employment. A possible alternative is TANF-Emergency Assistance (see 203.1 of the TANF Manual). TANF-EA is available for fires and natural disasters. The COVID-19 pandemic is a natural disaster.</b> <b>TANF-Emergency Assistance</b> <ul style="list-style-type: none"> <li>• <b>Provides one-time assistance of up to \$500 for families that have experienced a fire or natural disaster. Note: COVID-19 is considered a disaster.</b></li> <li>• <b>The family must include a dependent child and meet income and other requirements.</b></li> <li>• <b>Emergency assistance may be provided to needy families with children who are eligible for TANF or are receiving TANF.</b></li> </ul>	3/31/2020
I've had a request from a community partner who is aware of someone who wants to volunteer for VTET (non-custodial parent pilot). If someone wants to participate in VIEW or VTET, are we allowed to serve them? If so, in what ways can they serve them at this time?	<b>Yes. You can serve volunteers to VIEW and VTET as long as there are activities that can be completed while observing social distancing rules. On-line classes or employment that can be done remotely are two such activities. The main thing is that we don't want to put people in danger in order to participate nor do we want to penalize people that are not able to participate because there are not available activities.</b>	3/31/2020
If the same client is still receiving funds from the	<b>Yes, place them in inactive status.</b>	4/1/2020 – DBP Call

<p>employer but not working the hours, do we still put them in an inactive status for view</p>		
<p>Are TANF interviews are waived during this time?</p>	<p><b>No, not at this time.</b></p>	<p>4/1/2020 – DBP Call</p>
<p>For VIEW employed clients, just to confirm, if they are not working at least 30 hours, leave activity service plans as it? Or do we need to move these to inactive as well?</p>	<p><b>We do not want to interrupt activities that they are actually able to participate in, nor do we want the 24 month clock advancing when they are idled and unable to participate. If the person is actively employed, regardless of the number of hours, or participating in an on-line education activity, leave as it is. If they are not able to participate because there is not a suitable activity at this time, place them in inactive status.</b></p>	<p>4/1/2020 – DBP Call</p>
<p>For individuals receiving a VIEW exemption for a temporary medical or have medicals expiring and receive more than 60 months, do they need to still provide updated medicals?</p>	<p><b>If a new medical is not available due to the COVID-19, accept client statement regarding disability status.</b></p>	<p>4/1/2020 – DBP Call</p>
<p>For TANF applications that need the participant to sign the APR as a condition of eligibility, are we waiving this requirement?</p>	<p><b>Yes. At reapplication, the EW and ESW must disregard previous failure to sign APRs without requiring that the individual sign the APR as a condition of eligibility.</b>  <b>To end the non-compliance in the eligibility module, on the “Non-Compliance Details” screen, the EW must:</b></p> <ol style="list-style-type: none"> <li><b>1. Select “Yes” from the “Good Cause Exists” dropdown</b></li> <li><b>2. Select “Other acceptable” from the “Exemption/Good Cause Reason” dropdown</b></li> <li><b>3. Enter “the application date” in the “Exemption/Good Cause Determined Date” field</b></li> <li><b>4. Select “Yes” from the “Is Individual Complying?” dropdown</b></li> <li><b>5. Enter “the application date” in the “Compliance Date” field</b></li> <li><b>6. Select “Save and Continue” and process as normal</b></li> </ol> <p><b>Note: A new referral to the ESP Queue will occur if the individual does not meet an exemption at the time the application is approved. The ESW must follow the instructions in # 6 above, and at any point an initial assessment occurs, the ESW must complete the below.</b></p> <p><b>To end the non-compliance in the ESP module, on the “Compliance/Non-Compliance – Details” screen, the ESW must:</b></p> <ol style="list-style-type: none"> <li><b>1. Select “Yes” from the “Is individual complying?” dropdown</b></li> <li><b>2. Enter “04/01/2020” in the “Compliance Date” field</b></li> </ol>	<p>4/1/2020 – DBP Call</p>

	<p><b>3. Select “Yes” from the “Good Cause Exists” dropdown</b></p> <p><b>4. Enter “04/01/2020” in the “Good Cause Determined Date” field</b></p> <p><b>5. Select “Save and Continue”</b></p> <p><b>Note: Effective immediately, the EW must not terminate any cases for failure to sign the APR. Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	
<p>What do we do with reapplications where the individual has exhausted their 24 and 60-month clocks?</p>	<p><b>Until further notice, these cases must be approved as long as all other eligibility criteria are met.</b></p> <p><b>To maintain the integrity of the clocks, the EW must not take action to remove months from the 24 and 60-month clocks in order to get the case back in an approved status.</b></p> <p><b>The EW must take action to override the denied status to approve.</b></p> <p><b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p>	4/2/2020
<p>If a renewal is received with changed information, do we act on the change? The broadcast says upload the renewal and document the case and do not pend the renewal.</p>	<p><b>Before acting on reported changes, the EW and ESW must first refer to the COVID-19 Benefit Programs FAQs located on the Fusion page to determine if guidance has been provided for handling specific changes. If the TANF or Generic FAQs do not provide temporary deviation from current guidance or procedures, the EW and ESW must continue to act on any changes that a client reports via the phone, mail, email or CommonHelp. Please keep in mind that some TANF recipients continue to receive benefits via check, so having the most current address in the VaCMS is imperative. In addition, a new HH member, a member leaving the HH or a loss of income could result in an increased in benefits that a customer would otherwise be eligible for.</b></p>	4/6/2020
<p>Is the abbreviated application for Emergency Assistance and Diversionary Assistance an option when applying in CommonHelp?</p>	<p><b>Unfortunately, the abbreviated application for Emergency Assistance and Diversionary Assistance is not available in CommonHelp. When a customer applies for TANF via CommonHelp, paper application or RDE via the call center, the EW must screen/explain these programs to the customer. If the customer decides they would like to apply for Diversionary Assistance or Emergency Assistance, any TANF application that is received must be considered a valid application for these programs.</b></p>	4/7/2020
<p>Follow-up to the question dated 03/26/20 regarding the exhaustion of the 24 and 60-month clocks. If a client is employed FT, and their 24<sup>th</sup> month clock expires during this time, would they</p>	<p><b>If an individual that is a VIEW participant is working at least 30 hours a week, and making at least minimum wage, they must be placed in VTP when they exhaust their 24-month clock. If they are working less than 30 hours per work, or are making less than minimum wage, they should be given a hardship exception, and TANF assistance should continue as noted in the Q&amp;A guidance regarding closures due to the exhaustion of the 24 and 60-month clocks.</b></p>	4/7/2020

<p>be set up for VTP or would this be a scenario for the new Hardship guidance?</p>	<p><b>If an individual that is a VIEW participant is working at least 30 hours a week, and making at least minimum wage, they must be placed in VTP when they exhaust their 60-month clock. If they are working less than 30 hours per work, or are making less than minimum wage, they should be given a hardship exception, and TANF assistance should continue as noted in the Q&amp;A guidance regarding closures due to the exhaustion of the 24 and 60-month clocks.</b></p> <p><b>Note: For cases that were left open/reinstated prior to 04/07/2020 based on the guidance provided on 03/26/2020, they should be left as is. Moving forward, evaluate VIEW participants based on the criteria outlined above.</b></p>	
<p>For those individuals with a child under one, since they are no longer able to volunteer (unless they already have activities to participate in) would their months still count toward the 12-month exemption?</p>	<p><b>Since clients with children under age one are receiving a TANF payment and would be exempt from VIEW because of the child under one, the months towards the 12-month lifetime limit must continue to accrue. If an individual wants to volunteer and can be assigned to an activity in compliance with social distancing, then he/she would be placed in an activity and the months would not accrue.</b></p>	<p>4/8/2020</p>
<p>Do I need to complete the absent parent information for Emergency Assistance applications?</p>	<p><b>Absent parent information does not have to be completed for Emergency Assistance applications. The worker can select "N/A" from the Parental Status drop-down on the Client Demographics screen. If an individual applying for Emergency Assistance and TANF at the same time, absent parent information must be completed.</b></p>	<p>4/8/2020</p>
<p>Can the need for diapers and wipes and items for a newborn qualify since the client has no income at this time?</p>	<p><b>Yes. As stated in the EA desk aid, during this time, the needs covered are not limited to the mentioned items in guidance. The applicant can declare any need he deems essential. For example, rent/mortgage payments, phone bill, car insurance or any needed household items. In addition, the applicant's declaration of his needs will be sufficient, and will not require further verification.</b></p>	<p>4/8/2020</p>
<p>How do we determine the amount of assistance needed for items like food, diapers, clothes, etc.? Then, if they have ongoing income, does that count against the \$500 or if that money has already</p>	<ol style="list-style-type: none"> <li><b>1. To determine eligibility for Emergency Assistance, the income must be screened against the Maximum Income Amount if the applicant is "not a TANF recipient".</b></li> <li><b>2. If the applicant meets the Maximum Income Amount screening, the EW must only consider the "Countable Net Income" listed on the TANF Group – Income Eligibility screen in the VaCMS when determining unmet expenses as noted in steps 4 - 5.</b></li> <li><b>3. During this time, if the applicant is a "TANF recipient", to determine the income that is available to the AU, the EW will only count the "Countable Net Income" listed on the TANF</b></li> </ol>	<p>4/8/2020</p>

<p>been spent, do we not count it?</p>	<p><b>Group – Income Eligibility screen in the VaCMS when determining unmet expenses as noted in steps 4 - 5.</b></p> <p><b>4. When determining income that is available for any assistance unit, do not count TANF payments, Child Support Disregard payments, TANF Child Supplement payments or any other income that is not countable for TANF. Do not consider resources.</b></p> <p><b>5. Based on the countable income, the EW must have a discussion with the customer to determine his/her expenses, and any unmet needs. In addition, the applicant’s declaration of his/her needs will be sufficient, and will not require further verification.</b></p> <p><b>Example 1: Ongoing TANF case applicant applies for emergency assistance, and has \$0.00 “Countable Net Income” listed on the TANF Group – Income Eligibility screen in the VaCMS. The applicant indicates she needs help with purchasing diapers, wipes, toiletries, and paying her cellphone bill. She estimates the total cost of these items is \$350.00. The EW must issue a \$350.00 emergency assistance payment based on the customer's statement of her needs and approximate costs.</b></p> <p><b>Example 2: Ongoing TANF case applicant applies for emergency assistance, and has \$285.00 “Countable Net Income” listed on the TANF Group – Income Eligibility screen in the VaCMS. The applicant indicates she used the \$285.00 to pay her rent. She needs help with purchasing toiletries, and assistance with paying her electric, water and car insurance bill. She estimates the total cost of these items is \$650.00. The EW must issue a \$500.00 emergency assistance payment based on the customer's statement of her needs and approximate costs.</b></p> <p><b>Example 3: Non-TANF case applicant applies for emergency assistance. She passes the Maximum Income Screening, and has \$300.00 “Countable Net Income” listed on the TANF Group – Income Eligibility screen in the VaCMS. The applicant indicates she used the \$300.00 to pay her rent and other expenses. She needs help with purchasing toiletries, and assistance with paying her electric, water and car insurance bill. She estimates the total cost of these items is \$850.00. The EW must issue a \$500.00 emergency assistance payment based on the customer's statement of her needs and approximate costs.</b></p> <p><b>Thoroughly document the case record to include your actions taken in the case narrative.</b></p> <p><b>Note: Refer to the "Processing Emergency Assistance Applications During COVID-19" desk aid for VaCMS entries during this time.</b></p>	
<p>If there is a job loss, does that income that was received in the month count against the \$500 or is it like DA where</p>	<p><b>Terminated income counts as described above.</b></p>	<p>4/8/2020</p>

terminated income no longer counts?		
For Emergency Assistance, does the client need to complete any of the TANF Forms (cooperation, intentional program violations, etc.)?	<b>For Emergency Assistance only applications, The "Do You Have a Disability?" form must be completed. The case record must contain the Rights and Responsibilities form or be otherwise documented to show that the applicant was provided with oral and written information about his rights and responsibilities and acknowledged receipt of the information. The Notice of Personal Responsibility for the TANF Program, the Notice of Cooperation and Good Cause, and the Notice of Intentional Program Violations and Penalties forms are not required for an emergency assistance application.</b>	4/8/2020
If someone submits the abbreviated EA/DAP application for normal TANF benefits, does the worker need to honor the application date from the abbreviated application and have them complete a full application?	<b>Yes. The worker must honor the application date, and require the customer to complete the full TANF application.</b>	4/9/2020
Is the state considering adding diversionary and emergency assistance to CommonHelp so that the public is informed these programs are available? These programs can really help if they know about them.	<b>Yes. We are working to get information about these programs added to CommonHelp and the public website page in the near future. In the meantime, when a customer applies for TANF via CommonHelp, paper application or RDE via the call center, the EW must screen/explain these programs to the customer. If the customer decides they would like to apply for Diversionary Assistance or Emergency Assistance, any TANF application that is received must be considered a valid application for these programs</b>	4/9/2020 – DBP Call 4/8/2020
Is there a way a client may apply for TANF Emergency Assistance only through CommonHelp?	<b>Unfortunately, the abbreviated application for Emergency Assistance and Diversionary Assistance is not available in CommonHelp. When a customer applies for TANF via CommonHelp, paper application or RDE via the call center, the EW must screen/explain these programs to the customer. If the customer decides they would like to apply for Diversionary Assistance or Emergency Assistance, any TANF application that is received must be considered a valid application for these programs.</b>	4/9/2020 – DBP Call 4/8/2020
Is the only way to apply for Emergency Assistance with the 2 page application (abbreviated EA/DAP	<b>No. When a customer applies for TANF via CommonHelp, paper application or RDE via the call center, the EW must screen/explain the Emergency and Diversionary Assistance programs to the customer. If the customer decides they would like to apply for Diversionary Assistance or Emergency Assistance, any TANF application that is received must be considered a valid application for these programs.</b>	4/9/2020 – DBP Call 4/8/2020

application) that was sent out earlier?		
Is the only way to apply for TANF EA with the 2 page app?	<b>No. When a customer applies for TANF via CommonHelp, paper application or RDE via the call center, the EW must screen/explain the Emergency and Diversionary Assistance programs to the customer. If the customer decides they would like to apply for Diversionary Assistance or Emergency Assistance, any TANF application that is received must be considered a valid application for these programs.</b>	4/9/2020 – DBP Call 4/8/2020
Does the Federal Pandemic Unemployment Compensation weekly benefit of \$600 count for TANF or is it disregarded?	<b>Yes. The \$600 weekly Pandemic Unemployment Compensation that is paid to claimants in addition to their regular unemployment payment, is considered countable income for TANF.</b>	Revisedv2 4/10/2020

### Energy Assistance Program FAQs

Questions	Response	Response Date
Since utility companies are temporarily suspending disconnections, do we deny Crisis Assistance applications for the payment of primary heat utility bills?	<b>No, since the suspension is temporary, ignore it and process the application as you would without the suspension in place.</b>	3/16/2020
How do we deal with Crisis Assistance approvals when the approved vendor is currently closed (repair/replacements pending)?	<b>We would have to offer the client the option to choose another vendor or to wait to see if the current vendor reopens soon (before our component ends on April 30). Note: We have only been notified of one vendor closure at this time.</b>	3/19/2020
How do LDSS get vendors to return completed credit authorizations (CAs) when the vendor's staff is working from home?	<b>Their staff is required to return completed CAs as they normally would although there may not be an actual signature on it; in those instances, the email from the vendor staff will have to substitute as the signature. (The information that would be usually be filled in on the CA may need to be contained in the body of the email, too.) If there are instances when the vendor is not responding, the LDSS needs to report this to the EAP Vendor Coordinator at Home Office so she can reach out to the vendor to resolve the issue.</b>	3/19/2020

<p>Are we taking client statement for income? Customers may not be able to obtain proof of job termination/income due to their employer being closed.</p>	<p><b>If the customer or LDSS is not able to obtain a verification, EAP will need to go along with the other programs and allow a client statement for this. We do not want to create any undue hardships for customers.</b></p>	<p>3/19/2020</p>
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### Medical Assistance FAQs

Questions	Response	Response Date
<p>If agencies complete the partial reviews and the outcome is discontinue are they to take the action. This would include such areas as.PG, expansion to ABD etc.</p>	<p><b>No, we are currently suspending actions to terminate or reduce eligibility for current enrollees due to the health emergency unless the individual had permanently moved from Virginia, is deceased, had requested closure of their case, or the individual becomes incarcerated. Please see the question below with the documentation example. In addition see the broadcast posted at <a href="https://fusion.dss.virginia.gov/broadcasts/article/2668/covid-19-programsystem-updates">https://fusion.dss.virginia.gov/broadcasts/article/2668/covid-19-programsystem-updates</a></b></p>	<p>Updated 4/15/2020</p>
<p>With current guidance, we are not to close renewals if the reason is failure to provide. Can the same be applied to partial reviews when the requested verification is not returned?</p>	<p><b>Yes, at this time individuals with active enrollment should not have their eligibility terminated for failure to provide. Due to current circumstances, we are acknowledging that it may be even more difficult for customers to obtain verifications needed for eligibility.</b></p>	<p>3/17/2020</p>
<p>Should individuals who were closed earlier in March for failure to complete the renewal process or submit renewal verifications be reopened or just the cases that were actually closed on the date of 3-16-20?</p>	<p><b>Yes. Individuals who were closed from March 1, 2020 and later should be reinstated unless the individual has moved permanently from Virginia, is deceased, or requested closure of their case. Two reports have been posted on the Benefit Programs COVID-19 One Stop page that show individuals whose coverage has been closed or reduced that require worker reinstatement. Other individuals from March 1st will have their coverage reinstated by an automated process which will occur in MMIS only.</b></p>	<p>Updated 4/10/2020 – DBP Call 4/8/2020</p>

<p>Should the renewal date be updated for those renewals that are reinstated so that they will not show as overdue?</p>	<p><b>Moving the renewal date for overdue, April and May renewals (for cases that remain in a pending status or packet was not received) must not occur. Allowing the renewal date to remain the same will allow those cases to be identified when guidance is provided on how to handle overdue cases. This guidance allows your agency to use resources to focus on the increased receipt applications.</b></p>	<p>Updated 4/10/2020 – DBP Call 4/8/2020</p>
<p>If a renewal has not been finalized pending receipt of verifications, should it be left in pending status?</p>	<p><b>Correct, the guidance is to leave the case in the case action if the result would terminate or reduce the individual’s coverage. You can only authorize the case in Redetermination if the coverage does not change; this means they can move from full to full coverage. However, the workers should ensure they are using electronic sources and assisting customers that request help with getting verifications. If the case needs to be authorized to take it out the pending action to perform another action, the worker should use override to prevent the termination or reduction of the individual’s coverage. The case must be documented regarding why the chosen eligibility action occurred.</b></p>	<p>Updated 4/10/2020</p>
<p>For pending renewals, should the agency continue to request the verifications?</p>	<p><b>You may still request the information that is needed, as you are still responsible for completing the renewal. However, action must not be taken to reduce or terminate the individual coverage.</b></p>	<p>3/17/2020</p>
<p>Do these new procedures apply to denied or pending applications also?</p>	<p><b>If the individual is eligible in one of the months during the application processing additional guidance will have to be provided how to handle those individuals. Otherwise denials for applications may still occur. Remember current policy states if the customer contacts you stating they are unable to get requested information or need assistance, we are to try to assist. Many businesses are closed so we can delay our action or try to use electronic sources for verifications. The agency must document the case record to indicate that additional time was allowed and follow processing delay procedures.</b></p>	<p>Updated 4/10/2020</p>
<p>Should renewals that were closed on March 16 be reopened if they were closed for excess income/resources/non-financial?</p>	<p><b>Yes. Individuals who were closed from March 1, 2020 will be reinstated unless the case was closed because the individual permanently moved from Virginia, is deceased, requested closure of their case or the individual becomes incarcerated. The reports, MA COVID19_Closures and MA COVID19_Movement, have been posted to the Benefit Programs COVID-19 One Stop page that show individuals whose coverage has been terminated or reduced that require manual restoration of eligibility.</b></p>	<p>Updated 4/15/2020 – DBP Call 4/8/2020</p>
<p>Does the agency need to continue to send renewal packets for April renewals?</p>	<p><b>The automated renewal process has mailed renewals packets for those eligible cases through May as of May 23rd. At this time agencies must not continue mailing renewal packets that required manual packet generation. Agencies are advised not process renewals at this time to prevent terminations or reductions of individuals’ coverage during the health emergency and having to manually restore coverage. If the agency receives a renewal regardless of the</b></p>	<p>Updated 4/10/2020</p>

	<b>submission method the agency must document the receipt and for paper renewal packets DMIS them to the case record. This guidance allows your agency to use resources to focus on the increased receipt applications.</b>	
Do these procedures apply to changes if the requested information has not been returned?	<b>Yes, action should not be taken to close or reduce an individual's eligibility at change for failure to provide information.</b>	3/17/2020
Does the agency need to keep a manual log of cases processed using the emergency procedures?	<b>The agency may keep a manual log or set task and reminders at their discretion to track renewals/changes that will need action at the end of the health emergency. The renewal status report does reflect cases in the redetermination case action. A search may be done to identify those cases that remain pending in the redetermination action; which will assist in identifying and processing those cases once guidance is given how to proceed at the end of the health emergency.</b>	Updated 4/10/2020
In trying to reinstate deemed newborns that were closed for failure to provide renewals and SSNs, VaCMS will not allow reinstate to work without the SSN. How can the case be reinstated?	<b>Override the eligibility and keep the child as a deemed newborn.</b>	3/17/2020
How should cases that will show as overdue for renewals / partial reviews be documented during this time?	<b>These are just examples and as case specific details will have to be added.</b> <b>Documentation examples:</b> <b>Reinstatement: Eligibility is being reestablished to follow guidance posted in the March 17, 2020 broadcast to reinstate renewals closed for failing to return renewal forms and/or failure to return pending verifications during this health emergency on March 16, 2020.</b> <b>Cases that will result in negative action: The case action is being suspended due to the health emergency noted in the March 17, 2020 broadcast titled "MMIS Changes".</b> <b>Renewal Received and Action Has Not Been Started: Per the COVID-19 Program/System Updates broadcast the renewal has been DMIS to the record and no action was taken at this time to comply with emergency health guidance.</b>	Updated 4/10/2020
Does this change the way we handle applications based on	<b>Currently, if the customer has not submitted an application that was approved for HPE there is no action for the LDSS to take. Currently policy states to extend the HPE eligibility until the processing of their application can be completed for those that do submit. Remember that if</b>	3/17/2020

hospital approved presumptive eligibility?	<b>the customer needs additional time to get verifications the agency is to assist and provide the time.</b>	
How do we handle extending the coverage for dialysis emergency service aliens during the COVID-19 health emergency?	<p><b>Your regional consultant will email a list of current enrolled dialysis emergency service aliens, which you should only extend those whose 12 months of coverage would be terminating within the months of March through May.</b></p> <p><b>Follow these steps to complete the necessary action:</b></p> <ul style="list-style-type: none"> <li>• <b>Update VaCMS</b></li> <li>• <b>Enter a new effective date of March 20, 2020 on the alien details screen, make sure they answer "Yes" to "Requires Dialysis?"</b></li> <li>• <b>Update the Emergency/Restricted Coverage Dates- Enter a new service period that would equate to 120 days from the current intended closure date (ex. Case set to close in March new service period would be April- July</b> <ul style="list-style-type: none"> <li>• <b>Certify results and review MMIS transactions</b> <ul style="list-style-type: none"> <li>o <b>Note: if the MMIS transaction fails send a coverage correction to DMAS, make sure to indicate it is due to COVID-19 Health Emergency extension</b></li> </ul> </li> <li>• <b>Document the case record with the following and any other necessary details such as if a coverage correction was required or an override occurred.</b> <ul style="list-style-type: none"> <li>o <b>"Dialysis benefits extended 120 days per DMAS directive due to COVID-19 health emergency."</b></li> </ul> </li> </ul> </li> <li>• <b>Do not change the renewal dates.</b></li> </ul>	3/26/2020
Will DMAS continue to conduct member appeals during this health emergency?	<b>All DMAS State Fair Hearings will be conducted by telephone (both the DSS and the appellant) during this period of the emergency. The DSS is responsible for providing the Appeals Division with an updated contact number for the eligibility worker if the contact number has changed because the worker will be participating in the hearing remotely.</b>	Updated 4/1/2020
Will a member's coverage be reinstated if an appeal is filed?	<b>Yes, For all appeals filed from March 12, 2020, and throughout the declaration of emergency, DMAS will automatically grant continued coverage if the appeal involves a denial, reduction, or termination of existing eligibility. Appeals Division staff will notify the local Department of Social Services that an appeal has been filed and that coverage must be reinstated during the appeal.</b>	3/26/2020
How do should appeal documents be submitted?	<b>Appeal documents such as case summaries can still be submitted through the normal methods, but electronic means will be the most reliable during the emergency. The Appeals Division fax is 804-452-5454 and e-mail is Appeals@DMAS.Virginia.Gov</b>	3/26/2020
What is being done to address the need for increased MMIS availability?	<b>To ensure connectivity and system availability, MMIS hours have been extended. MMIS is now available Monday - Friday from 6:15 a.m. to 9:00 p.m.---extended by one hour; and Saturday from 6:15 a.m. to 6:00 p.m.----extended by one hour.</b>	3/26/2020

Where can more information be found on the DMAS response to COVID-19?	<b>In response to COVID-19, DMAS has released guidance regarding adjustments in member services. Please visit <a href="http://coverva.org">coverva.org</a> and <a href="http://dmas.virginia.gov">dmas.virginia.gov</a> for these guidance documents and additional Frequently Asked Questions (FAQs).</b>	3/26/2020
How do we handle grace period renewals?	<b>For grace period renewals, if the agency receives the renewal regardless of the submission method they must reinstate all individuals back to the same coverage they had prior to the closure, document the case and upload the packet to DMIS if it is paper or indicate the associated tracking number for MWS. This means they must go through Reinstate case action to reinstate the coverage - they can use the reinstate reason that the renewal was received during the grace period, but they are not to change data in Data Collection during reinstate and give them back what they had before - they may have to complete overrides to give them back their prior coverage.</b>	Updated 4/10/2020
How do we handle overdue, April and May renewals?	<b>Since the automated exparte run has occurred for those months, agencies must not update renewal dates on those cases that were not successfully renewed. The case in Redetermination case action already, the agency can attempt to process. This means they can use EV and other sources, and send VCLs. They can only authorize the case in Redetermination if the coverage does not change; this means they can move from full to full coverage. No action should be taken to close those who fail to return renewal packets or verifications or when a reduction in coverage will occur (i.e. Full to Limited). If the redetermination action has not already been started the agency should DMIS the renewal to the case record or indicate the associated tracking number for the renewal in MWS and document the record per the documentation example</b>	Updated 4/10/2020
May we terminate an individual who has not started LTSS within 30 days or a service interruption over 30 days?	<b>No, LTSS individuals awaiting a provider are to continue coverage while they try to find a provider or resume services.</b>	Updated 4/2/2020
What to do for MA cases where a child turned one, but did not return the renewal packet and an exparte cannot be performed, as we are not to close cases.	<b>No action has to be taken on these cases unless the individual has permanently moved from Virginia, is deceased, requested closure of their case, or the individual becomes incarcerated. The case must remain open until the end of the emergency.</b>	Updated 4/15/2020
Please consider allowing one person per agency to complete MMIS transactions	<b>We continue to work in close partnership with DMAS. Should this become a concern, we will address it and respond accordingly.</b>	3/27/2020

<p>if DMAS and consultants are overloaded.</p>		
<p>Is there any allowance for client positive statement for ABD customers if we cannot verify resources, and our LTC customers have to provide a lot at times, anything we can do to make it easier?</p>	<p><b>We are currently discussing and researching federal guidance regarding the ability to allow self-attestation as it pertains to our ABD and LTC population providing verifications. As soon as we have a decision, we will notify you. In the meantime, anything you can do to assist the client obtain verifications, please do so as per policy. Whenever possible, encourage clients to utilize online sources to obtain verifications. If POAs and ARs have smartphones such as an iPhone, they can be utilized to scan and send a document to the agency.</b></p>	<p>3/27/2020</p>
<p>What happens with Medicaid renewals we have already closed this month?</p>	<p><b>Guidance was provided in the 3/17/2020 broadcast stating all renewals closed on 3/16/2020 were to be reinstated. Additional federal guidance will allow the reinstatement of terminations and reductions of coverage from 3/1/20 - 3/15/20. Two reports have been posted on the Benefit Programs COVID-19 One Stop page that show individuals whose coverage has been closed or reduced that require worker reinstatement to prior coverage. Other individuals from March 1st will have their coverage reinstated by an automated process which will occur in MMIS only.</b></p>	<p>Updated 4/10/2020 – DBP Call 4/8/2020</p>
<p>My understanding is that Medicaid renewals for June forward will have an adjusted renewal date. What happens with renewals that are coming due in April and May? Our staff believe they will become a backlog. Is that your understanding? If it is, what is the best way to advocate for that not to happen? We have worked so hard to clear up the backlog that I would hate for us to start with one. Is there a way these can have new renewal dates so we are not repeating hard lessons from the past. I know the Commissioner has a call</p>	<p><b>Agencies concern for overdue renewals are noted but at this time agencies should use their resources to focus on the influx of applications. The automated exparte run has already been performed for April and May renewals. LDSS workers are only responsible for renewals that dropped out of the exparte run and a renewal packet was sent.</b></p> <p><b>Agencies are advised not process renewals at this time to prevent terminations or reductions of individuals' coverage during the health emergency and having to manually restore coverage. If the agency receives a renewal regardless of the submission method the agency must document the receipt and for paper renewal packets DMIS them to the case record.</b></p> <p><b>Solutions will be discussed as to how to assist agencies with workloads of that may result from these procedures.</b></p>	<p>Updated 4/10/2020 – DBP Call 4/8/2020</p>

today. Is this something he can advise whether VDSS is working on this issue?		
Just to clarify, does the reinstatement for individuals closed as of 3-1-20 just pertain to renewals or does this include individuals who were closed due to reported changes also?	<b>If the worker took action to close a case between March 1 and March 16th, the reinstatement applies to renewals and changes. Additional guidance was received from CMS, which allows us to reinstate cases as of March 1st. This is an update from the information in the first broadcast titled "MMIS Changes."</b>	Updated 4/1/2020
What about cases that were closed prior to the broadcast instructing local DSS staff not to close cases?	<b>DMAS and VDSS staff determined the best way to reinstate individuals, who were previously closed prior to the additional guidance, was to have their coverage reinstated by an automated process which will occur in MMIS only. Two reports have been posted on the Benefit Programs COVID-19 One Stop page that show individuals, whose coverage has been closed or reduced, that require manual restoration to prior coverage. If staff is contacted by an individual that was closed effective March 31, 2020, action should be taken to reinstate the coverage as soon as possible if it the automated process has not restored their coverage..</b>	Updated 4/10/2020 – DBP Call 4/8/2020
Does the non-closure of eligibility apply to individuals who are in a Reasonable Opportunity Period (ROP) pending citizenship and identity verification?	<b>Coverage should not be closed for individuals who have not provided proof of citizenship or identity at the end of their ROP). The ROP should be extended for these individuals until further notice is received from DMAS.</b>	4/1/2020
Will Coronavirus stimulus checks be counted towards income and resources when determining member eligibility?	<b>Funds received as a result of the Coronavirus stimulus checks will be disregarded when determining income including patient pay. The stimulus check will be counted as a resource if it is kept beyond 12 months.</b>	Updated 4/10/2020 – DBP Call 4/8/2020
Will the increase in unemployment insurance be counted towards income and resources when determining member eligibility?	<b>No, any additional Federal pandemic unemployment compensation paid to an individual will be disregarded when determining income and resources regardless if it is MAGI or Non-MAGI. Ex: Normal unemployment payment is \$325 and pandemic unemployment compensation is \$275; only the \$325 is countable</b>	Updated 4/10/2020 – DBP Call 4/8/2020
When I take an action for another program should I automatically run eligibility	<b>No, unless the update to the other programs is because the person died who is also active for MA, they have permanently left VA or they no longer want coverage. Since each program has different rules the effect on the MA during this time may result in a closure or reduction of</b>	Updated

for MA along with the other program?	<b>coverage which you must not do during the health emergency except for the exceptions. Attempting the action on the MA without anticipating the eligibility results beforehand will result in the agency having to do an override to take the case out of action or leaving the case in an action. The eligibility decision must be documented</b>	4/10/2020 – DBP Call 4/1/2020
Should Refugee medical assistance coverage be extended?	<b>Coverage cannot be reinstated for the RMA coverage after the 8months of coverage. These individuals should be evaluated to see if they meet eligibility requirements in a Medicaid covered group to have continued coverage. *Coverage cannot be extended in RMA because it is not a Medicaid program.</b>	4/2/2020
Should we still be taking action on 225s for patient pay adjustments?	<b>Action can be taken on a 225, unless the reported change will result in a reduction or termination of eligibility. Document whether the action is taken or postponed and DMIS the 225 to the record.</b>	Updated 4/10/2020
Are we to leave all MA changes alone in the MWS inbox with the exception of address changes, out of state moves and deaths?	<b>Changes in MWS-Change/Add A Person Inbox should be reviewed to see if they are add a person requesting coverage, address changes, Plan First woman reporting a pregnancy for example; otherwise leave them to prevent starting the action which may result in leaving the case in the action or overriding the eligibility to prevent the termination or reduction of current coverage. You should document that the change was not acted on at this time due to the health emergency as it may have resulted in a termination or reduction of current coverage.</b>	4/2/2020 – DBP Call 4/1/2020
How do we handle case actions that would result in the termination or reduction of an individual's coverage?	<b>If you do take an action on a MA case that the eligibility results will reduce or terminate an individual then do not authorize it. If it is an action that must be authorized (i.e. trying to reinstate one individual and another individual's eligibility on the case has a reduction or termination) then the agency should use the override functionality to prevent the termination or reduction.</b>	4/3/2020 – DBP Call 4/1/2020
What should I tell customers who are calling regarding their attendants not showing up?	<b>The first call the member should make is to their care coordinator in the MCO. The care coordinator may be able to help the person problem solve and possibly move to agency directed services if they can find one taking new cases. In this scenario, the member should invoke their back-up plan. Every person has to have a back-up plan in order to be on the waiver in case their attendant doesn't show up. The customer is still responsible for their patient pay as well.</b>  <b>DMAS is working through this issue and hopes to be able to offer some relief that could get attendants in place faster, but that is still a work in progress.</b>	Updated 4/10/2020
We are leaving the client in EXPMA but EXPMA does not normally allow for paying the Medicare Part B Premium.	<b>The previously posted broadcast stated that DMAS is no longer terminating individuals who become Medicare eligible that are enrolled in MAGI Adult coverage, so in the meantime agencies are not to reevaluate those individuals when they report the Medicare. The individual's buy-in coverage enrollment is being done by DMAS for those individuals whose covered group normally does not normally cover the payment of Medicare premiums. Agencies</b>	Updated 4/15/2020 – DBP Call 4/1/2020

<p>Will EXPMA cover the Medicare Premium for now?</p>	<p><b>should understand that some of these individuals will no longer be eligible for full coverage upon adding their Medicare and reducing their coverage during the health emergency is not allowed unless the individual has permanently moved from VA, is deceased, the individual requests closure of their case, or the individual becomes incarcerated.</b></p>	
<p>What suggestions do you have for ABD applications (online or paper) where there is a need for an Appendix D? (Since Appendix D doesn't go through Central Print with the VCL) Thoughts were the workers could contact the client and document their response in the narrative to each of the questions and then request verifications as normal. If the customer has an email address, it's possible for the worker to email the Appendix D to them. This is a barrier to our ABD folks since we usually don't have this information. Thanks</p>	<p><b>DMAS is researching alternative signatures but at this time the signed declaration of the information is still needed.</b></p>	<p>4/8/2020 – DBP Call 4/1/2020</p>
<p>With all the Medicaid cases that we will not be able to authorize do to the coverage changing or over income limit. How will these cases be handled after the Pandemic?</p>	<p><b>Additional plans are being discussed and details will be provided.</b></p>	<p>4/8/2020 – DBP Call 4/1/2020</p>
<p>How do we handle sending DMAS Emergency Service referrals?</p>	<p><b>At this time agencies are still required to mail Emergency Service referrals due to HIPPA requirements. Additional routing options are being explored and updates will be provided when the information is available.</b></p>	<p>4/10/2020</p>
<p>Once the medical emergency is over will the state auto close the MA's that should be closed or will it be the</p>	<p><b>Those cases reinstated in MMIS by DMAS will be closed by DMAS. Additional guidance will be provided for those the agencies had to manually restore.</b></p>	<p>4/10/2020 - DBP call 4/8/2020</p>

responsibility for the local agencies?		
How do we complete the manual restorations on the two posted reports?	<p><b>Closed Case:</b> Go through Reinstate case action to reinstate the coverage – select “Other” for the reinstate reason <b><i>Do Not Make</i></b> changes to the data in Data Collection during reinstate. Restore the individual back to the coverage they had before the termination, which is indicated on the report. Complete overrides if necessary to give the individuals back their prior coverage. You must document that the reinstatement was due to the COVID-19 health emergency procedures.</p> <p><b>Restoration of Reduction in Coverage:</b> Start a case change/closure and <b><i>Do Not Make</i></b> Changes to the data in Data Collection. Run retro cancel reinstate starting with the month the reduction starts. Use override to restore the individual back to the coverage indicated on they had on the report prior. You must document that the restoration of coverage was due to the COVID-19 health emergency procedures.</p> <p><b>Spenddowns:</b> *Based on the case status start with the guidance for a closed or reduction restoration. Then use the Spenddown Adjustment Tab to give the individual a 4 month (120 day) spenddown period and indicate that the liability has been met. Note: The VaCMS will not run for June until after April 16<sup>th</sup> if the restoration needs to be starting effective June 1<sup>st</sup> wait until after Medicaid cutoff to have a to have the system generate a new spenddown period. You must document that the restoration of coverage was due to the COVID-19 health emergency procedures.</p> <p>Make sure you check MMIS transactions, if you are unsuccessful after trying to resend the failed transactions then submit a coverage correction to DMAS and indicate the action is a result of the “COVID-1 health emergency procedures”. Document that a coverage correction was sent.</p>	4/10/2020
If an individual is approved in error may we close the case and send a RAU referral?	<b>No, you may not terminate or reduce an individual’s coverage at this time unless it is due to death, permanent move from Virginia, individual request, or they become incarcerated. You should refer them to RAU and document the case record that the individual was not eligible and additional action was not taken due to health emergency procedures.</b>	4/15/2020 - DBP call 4/8/2020
Last broadcast regarding asset verification system was that it was not functioning and to not use it and document it's	<b>AVS should be used if possible. The AVS issue from the broadcast was fixed in the July 2019 release.</b>	4/13/2020 - DBP call 4/8/2020

malfunction. Is asset verification system working now and can it be used for MA cases?		
Will DMAS send notification of reinstatement to clients and for closures handled in MMIS only?	<b>Yes, DMAS will notify customers of the actions they take.</b>	4/13/2020 - DBP call 4/8/2020
May changes to coverage occur due to incarceration?	<b>Yes, additional federal guidance has been received that incarceration is allowed for the reduction or termination of coverage. The agency must complete the review in order to place them in the appropriate covered group based on incarceration and transfer to the CVIU or close that individual's enrollment (if they are not eligible for 108/109).</b>  <b>Please note this is only for the incarcerated individual's enrollment - if removing them from the home affects other enrollees' eligibility the agency is not to reduce/terminate coverage for those other enrollees. When this situation occurs use override to maintain coverage for the other individuals.</b>	4/15/2020

## Workforce FAQs

Questions	Response	Response Date
Are SNAP-ET participants required to continue in current activities?	<b>No. Participants should be exempted from participating in any activity that requires face-to-face participation. Participants can be placed in pending status until further notice.</b>	3/20/2020
Should we continue working the ESP queue to engage new SNAP E&T participants?	<b>No. New enrollments into SNAP-E&amp;T, services should be suspended until further notice. Work registrants should be left in the queue until services are re-opened. We understand this will create a backlog in the queue. Localities may develop internal process to manage this process that might mitigate the backlog when services re-open.</b>	3/20/2020
If a SNAP E&T participant is enrolled in an education or training program and that program has been suspended will they be required to re-enroll?	<b>We have not received guidance from our education and training providers on this issue. Many providers are working to provide technical solutions to continue courses. A participant that is enrolled in a program that moves to an online format, they may continue in their program as long as no face-to-face classes are required for successful completion.</b>	3/20/2020

When will SNAP E&T yearly plans be due to Home Office?	<b>Guidance will be posted when more information is available.</b>	3/20/2020
The Pledge, working with at-risk ABAWDs	<b>Not at this time. VaCMS will continue to assign ABAWDs to the queue. At this time this population should be placed in pending status. More information about coding will be provided when it is available. We are currently working on solutions with VaCMS to automate this process.</b>	3/20/2020
Should LDSS continue working ABAWD lists to engage participants in services?	<b>Not at this time. VaCMS will continue to assign ABAWDs to the queue. At this time this population should be placed in pending status. More information about coding will be provided when it is available. We are currently working on solutions with VaCMS to automate this process</b>	3/20/2020
How does the passing of the new Family First law impact our requirement to work with the ABAWD?	<b>VDSS has requested a state-wide work requirement waiver from FNS. Updates will be provided via Broadcast when more information is available.</b>	3/20/2020
We have at-risk ABAWD's engaged in activities. How should we manage this?	<b>All components that require face-to-face interaction are suspended until further notice. ABAWDs currently engaged in activity should be placed in pending status or given Good Cause.</b>	3/20/2020
Will the At-Risk ABAWD reports continue to be sent on or before the 5th of each month?	<b>The At-Risk ABAWD reports will be placed on hold until further notice.</b>	3/20/2020