
General Information Memorandum

ISD-GI 14-22

TO: ISD Employees
FROM: *MM* Marilyn Martinez, Acting Director, Income Support Division
RE: Greeter Checklist
DATE: April 7, 2014

This GI serves to reissue the Greeter Checklist which is attached. GI 13-14 included the Greeter Checklist however; GI 13-14 has since been rescinded. When an applicant/recipient is seen by the Greeter and it is determined that the applicant/recipient must turn in documents, the Greeter will review the Greeter Checklist and ask the applicant/recipient for specific documents based on the status of the applicant/recipient's case and the type of assistance the applicant/recipient is applying for. This will help ensure that additional documents are not received during the interview and resulting in additional scanning.

The Greeter Checklist will be laminated and placed in each Greeter workstation.

The Greeter will inform the applicant/recipient that a receipt of proof will be mailed, however, if the applicant/recipient requests a receipt at the time of their visit, a local print receipt will be provided.

Attached is the greeter checklist, which is already implemented and in use in your office. This checklist shall be laminated and placed in the greeter's workspace for quick reference.

This GI has been posted to the forms drive: \\disfasv025\ISDForms, and will also be posted to the new website.

If you have any questions regarding this GI, please contact your Regional Operations Manager.

Greeter Checklist

New SNAP Application (Only requires Name, Address and Signature to be accepted.)

- Proof of identity
- Proof of citizenship
- Proof of non-citizen immigrant status ONLY if that individual is applying for benefits
- Proof of student financial aid
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of child support paid
- Proof of medical costs

New TANF Application

- Proof of identity
- Proof of citizenship/age
- Proof of non-citizen immigrant status
- Proof of relationship
- Proof of age
- Has a parent died?
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of pregnancy
- Proof of disability if a parent is sick or disabled and can't work
- Proof of school attendance
- Proof of resources for all household members

New Medicaid Application, QMB/SLIMB/Medigap/WDI

- Proof of citizenship and identity for all members applying for coverage
- Proof of Medicare Part A
- Proof of income for the last 30 days for all household members
- Proof of other health insurance
- Proof of resources for all household members

New LIHEAP Application

- Proof of identity
- Proof of income for the last 30 days for all household members
- Proof of heating or cooling expense

Closed SNAP Application

- Proof of student financial aid
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of child support paid
- Proof of medical costs

Closed Medicaid Application, QMB/SLIMB/Medigap/WDI

- Proof of income for the last 30 days for all household members
- Proof of other health insurance
- Proof of resources for all household members

Closed TANF Application

- Has a parent died?
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of pregnancy
- Proof of disability if a parent is sick or disabled, and can't work
- Proof of school attendance
- Proof of resources for all household members

Prior LIHEAP Recipient

- Proof of income for the last 30 days for all household members
- Proof of heating or cooling expense

Renewals SNAP/TANF

- Proof of loss of employment
- Proof of income for the last 30 days for all household members

Changes

- New employment
- Loss of employment
- Other type of new income
- Report of newborn

Institutional Care Medicaid/Waivers/Pace Programs/MASH

- Birth verification, U.S. Passport, Certificate of Naturalization or U.S. Citizenship
- Photo ID or driver's license
- Medicare card
- If under 65 and not already receiving Social Security Disability or SSI
- Medical records for the past 12 months to determine disability
- Proof of income from the date of institutionalization for all household members
- Proof of resources for all household members
- Power of attorney, guardianship or conservatorship papers
- If married, verification of rent, mortgage, home taxes and insurance, utilities

Greeter Checklist

Training Instructions:

New SNAP Application

(Reminder- A new SNAP application only requires Name, Address and Signature to be accepted.)

- Proof of identity** (DO NOT ask if a person is already known to the Department and is receiving benefits in another category.)

New TANF Application

- Proof of identity** (DO NOT ask if a person is already known to the Department and is receiving benefits in another category.)

- Proof of school attendance** (Verification: (a) Verification of school attendance must be provided at time application and certification for any: (i) minor unmarried parent; and

(ii) dependent child 18 years of age and over.

(b) The statement of the parent or caretaker is acceptable verification of school attendance for all other dependent children, unless otherwise questionable)