COMMENTS QUICK REFERENCE CHART

Comments are recorded to provide additional information, to clarify information entered in FAMIS, and to support any action taken on a case. Comments are made for any information that was previously recorded on paper forms. Detail information entered in FAMIS and comments must be able to support all actions taken or decisions made.

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Three I's – Interview, Identity, and IMES	CC/FS FAM/MA	FM3Z – Eligibility Unit Member Role	Record the type of interview, how identity was verified, and information regarding IMES. These can be made in one comment per application, if the title indicates all three are contained in the comment.
Household management for very low or zero income FS EUs	FS	FM3Z – Eligibility Unit Member Role	Record how the EU manages with very low or zero income. **EXAMPLE** – "EU has no income, expenses, or resources; stays with friends or at shelters. Verified by TC to collateral Jim Davis at Salvation Army, 888-0000."
Changes known/reported at application but not yet entered in FAMIS	CC/FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Set a reminder to check information known or reported at application. The comment on this screen should contain information known or reported and should support the reminder. **EXAMPLE** – "Courtney reported on 6/2/03 application that Kurt will move to another EU when school starts in August. Reminder set to verify EU composition in August, so possible action can be taken on simplified reporting EU." **EXAMPLE** – "John reported 08/14/11 that his college schedule will change in January. Reminder set to verify new schedule and enter new child authorization." EXAMPLE – "Leroy reported 6/15/12 he is eligible for Medicare in 3 months and will have the SMI expense taken out of his Social Security check 9/3/12."
Mail-in application or Web application is received	CC/FS/TA	FM3Z – Eligibility Unit Member Role	Record that an attempt was made to contact the client and the interview screen was completed. Also, the date and time that the appointment was scheduled if necessary.
FS missed interview	FS	FM3Z – Eligibility Unit Member Role	Record that the first interview was missed and automated missed appointment letter was sent.
FS expedited with postponed verification or interview	FS	FM3Z – Eligibility Unit Member Role	Record that attempt to contact was made. Record that case was expedited with postponed interview or postponed verification.
FS application made more than 60 days prior to the end of the current certification	FS	FM3Z – Eligibility Unit Member Role	Record that the application is desk rejected and an IM-112 ACTION TAKEN ON YOUR FOOD STAMP CASE is sent.

COMMENTS QUICK REFERENCE CHART

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
FS boarder	FS	FM3Z – Eligibility Unit Member Role	Record whether or not the boarder is considered a member of the food stamp EU and how the determination was made.
Individual not included in EU	FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Record comments regarding why an individual is not receiving benefits in the EU (IC or EX status) when FAMIS doesn't contain the information, such as: • Ineligible student, • Boarder (including foster child), • Individual doesn't eat 50% of his/her meals in the home (i.e. truck driver or child away from the home) – TA may keep them in the TA EU. • Fleeing felon, • Felony drug conviction, or • Non-needy NPCR. • Participant chose not to include, such as the step siblings
Income	CC/FS/TA FAM/MA	FMX0 – Income	Record any information regarding income source, reason ended, or anything else regarding a particular income **source** that requires further explanation. **EXAMPLE** – "FA311 from Bell Industries confirmed that Mr. Bell voluntarily quit his job on 10/14 and received final check October 30."
		FMX3 – Income Amount	Record any information regarding the income **amount**, verification, or any other comments needed to explain irregular amounts, disregarded checks, type of hard copy verification received, etc. **EXAMPLE** – "Wages verified by FA311 received from employer 9/30/03. TC to Ms. Malone at 573-522-0000 verified overtime on two of the checks is not expected to continue. The overtime is irregular and is not budgeted."

COMMENTS QUICK REFERENCE CHART

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Expenses	CC/FS/TA/ FAM/MA	FMXL – Court Ordered Expense FMX1 – Income Expense FMXK – Shelter Expense FMXM – Dependent Care Expenses FMXA – Medical Expense	Record the hard copy verification used if verification is required by policy or because of questionable information to explain expenses. If there are no shelter expenses, record the comment on the Eligibility Unit Member Role (FM3Z) screen. **EXAMPLE** – "Rent is greater than income and is questionable. Verification of rent requested." The client later provides verification. A new comment is entered: "Rent verified by letter from Plaza Management, received 10/14/03." **EXAMPLE** – "Wage stubs provided for Joan verify $21.75 is deducted weekly for a health insurance premium." NOTE: Only Income Expense and Dependent Care Expenses are allowed for TA.
Resources	FS/TA /MA	FMW0 – Liquid Resource FMW1 – Prepaid Burial FMW3 – Vehicle FMW2 – Personal Property FMW4 – Real Property FMW1 – Life Insurance	Record verification used if other than client statement, descriptions of joint ownership, and any other information necessary to explain how the information affects eligibility. **EXAMPLE** – "CD value verified by FA302 Financial Information Request from First Bank. Verification was requested as value declared by EU was near FS resource limit." **EXAMPLE** – "Mr. Shaw jointly owns land with brother, who does not agree to sell the property. Property is considered inaccessible."
Non-citizens	CC/FS/TA/ FAM/MA	FMML – Non-Citizen Information	Record additional information contained on the document/verification that is not recorded on the Non-Citizen Information screen. If the EU chooses to not consent to sponsor contact or declines to declare status, record that decision. Record information obtained through SAVE and the date obtained.
Students	CC/FS/TA/ FAM	FMAJ – Education Information	Record the hard copy verification if used, if attending high school or higher education.

COMMENTS QUICK REFERENCE CHART

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Social Security Number	FS/TA FAM/MA	FMAS – SSN Information	Record the hard copy verification if used, if the EU member chooses not to provide SSN, proof of application for SSN provided or verified, or good cause for not applying or providing SSN. **NOTE**: Good cause only applies to the FS Program. Social Security application is a requirement for a medical assistance application. Record what verification that the application was made with a specific date.
Declarations	FS/TA	FMMN – Declaration Detail	Record sources of information and verification used other than client statement. Record reason good cause claimed and allowed if applicable.
Job quit/Work effort reduction	FS/TA	FMMN – Job Quit Detail	Record sources of information and verification and whether or not good cause exists.
Employment Assessment	FS	FMMS – Employment Assessment	Record information regarding the individual's current work assessment status code, good cause determination, the source(s) of non-compliance information, and when an individual who wishes to comply with DWD to end a sanction is referred to DWD using the IM-311 form.
Sanctions and disqualifications	FS/TA	FMAM – Sanction/ Disqualification	Record a summary of circumstances causing person to be sanctioned or disqualified and other information not captured on the screen itself. Record reason sanction/disqualification was ended or deleted by the worker. **EXAMPLE** – "Terri is disqualified for IPV; did not report employment at Federal Reserve Bank on applications dated 12/6/02 and 6/10/03."
Authorized representative	FS/TA/ FAM/MA	FMMP – Representative	Record information regarding the authorized representative type and role, and information regarding contacting the EU for a fraud exception. Record why and how a Protective Payee was chosen for TA. Record relationship and why an authorized representative was chosen for FAM and MA.
Received Out of State	FS/TA/FAM/ MA	FMMW – Received Out of State	Record information regarding the verification used to verify benefits received out of state.
Time Limit Tracking	TA	FM6H – Time Limit Tracking	Record receipt of federal TA (TANF) from other states. Record COMMENT to include what changes, why, and how verified.

COMMENTS QUICK REFERENCE CHART

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Simplified reporting EU – interim actions (including disregarded actions)	FS	FM3H – Action Authorization	Record whether or not the action was disregarded, and why. **EXAMPLE** – "Amber's SSA income change is verified upon receipt. Closing action is not disregarded." **EXAMPLE** – "Joshua started working, not verified upon receipt. Since simplified reporting EU, adverse action disregarded."
Address change - EU (see also "Expenses")	CC/FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Record information regarding the reported address change and whether or not a change in shelter expenses was reported. Record who lives where in a couple case where there is a community spouse and an institutionalized spouse.
Address change – CC providers	CC	FMFA – Resource Information	Record the date of the address change. **EXAMPLE** – "Provider reported address change to 123 Main St. Anytown, MO 61234 on 3/29/04. Move effective 3/26/04."
Worker initiated actions: • WIAP • WICL • WINC • WIRJ • WMCR • WRJP	CC/FS/TA FAM/MA	FM3H – Action Authorization	Record why the worker initiated the action. **EXAMPLE** – "EU did not respond to the RFC. Worker initiated closing for failure to cooperate authorized 10/8/03." **EXAMPLE –** "Worker contacted by caseworker in Kansas on 10/20/03, stating that entire EU has moved out of Missouri and applied for food stamp benefits in Kansas. Worker initiated closing authorized 10/20/03." **EXAMPLE** – "EU deceased verified by IDTH"
Cancel close/ cancel reject	CC/FS/TA FAM/MA	FM3H – Action Authorization	Explain the circumstances leading to the cancel close/cancel reject, including when information was reported, when verification was received, etc.

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SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Adverse action	CC/FS/TA FAM/MA	FM3H – Action Authorization	Explain why the adverse action was created. FAMIS displays only one reason for the action while there may be multiple reasons. **EXAMPLE** – "Caleb (child) moved out of home 10/10/03, Temporary Assistance grant reduced for November 2003. Benefit reductions for November 2003 for FS and CC cases." **EXAMPLE** – "SDX verifies that Shannon started receiving SSI October 2003. As change is verified upon receipt, previously disregarded info (Kevin began working 08/15/03) is now considered. Closing FS EU effective November 2003."
Adverse action status is changed	CC/FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Record information regarding adverse action status changes entered on the Action Resolution screen FM50: • a hearing request in which the EU wishes to continue receiving benefits at the current level, so the pending adverse action is placed on hold (HOL); • the agency is affirmed in a hearing and the adverse action status is changed to AUP; and • the adverse action is voided (VOI) due to a change in EU circumstances, the action was created in error, or the agency is reversed in a hearing.
WIBCA	CC/FS/TA FAM/MA	FMXP - WIBCA Budget FMXR – TA WIBCA Budget	Record how the information was verified, the calculation and final amounts of income and expenses used, why there is no underpayment or overpayment if applicable, etc. For Child Care, record the reason for the WIBCA, the date and type of application, assistance group information, how the information entered was verified, the calculation method for income and expenses, and any other information that is not clear in the record or needs explanation. **EXAMPLE:** "Mr. Brown entered into a nursing facility from his home 6/15/11. This was reported 9/15/11 and the vendor process changes his eligibility as he now pays a surplus."

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SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Replacement benefits	FS	FM5J – Payment Maintenance	Record the reason a replacement was made to the EU, and note any hard copy documentation (such as Form IM-110 and verification of loss).
Forms that are completed offline	CC/FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Record information regarding forms that are completed offline, the reason for the form, and the outcome. • An IM-110 STATEMENT OF LOSS/ REPLACEMENT REQUEST is received and the county office decision to replace or deny, • An IM-113 REPLACEMENT REQUEST/AFFIDAVIT FOR FOOD STAMP BENEFITS LOST FROM AN EBT ACCOUNT is received and the state office decision to replace or deny and the notice sent to the EU; • An IM-31 APPOINTMENT LETTER/REQUEST FOR CONTACT is sent and the reasons it was sent; and • Any other form completed offline with no corresponding entries made in FAMIS. • IM-60, 60A, 61, 61B for the disabled applying for Medical Assistance.
General comments – reported changes – etc.	CC/FS/TA FAM/MA	FM3Z – Eligibility Unit Member Role	Record a general comment including what was reported and any other relevant information that is not captured or recorded elsewhere. The comment should not repeat information recorded on other screens, but should give enough information about the action that anyone reading the comment will know where to look in FAMIS for detailed information **EXAMPLE –** "Sid and his income left EU 9/30/03. Nancy now paying shelter expenses." **EXAMPLE** – "Hearing reversal received 9/26/03 regarding shelter expense. Shelter expense now included."

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SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Child care hours of need	CC	FM3O – CCAUTH – Child care Authorization	Record comments explaining the need for care, parent's schedule and child's school schedule (if applicable), travel and study time (if applicable), and how the number and type of units were determined. **EXAMPLE –** "Parent works M – F, 3:00 p.m. to 7:00 p.m. Travel time from child care facility to work is 30 minutes each way, so child needs care from 2:30 p.m. to 7:30 p.m. Need for care is 22 full evening units per month."
TA Work Requirement	TA	FM8B – TA Work Requirement	Record information regarding individual's work requirement code only when the code is not obvious, such as code D Mandatory – Referred to MWA. Record reason for exemption, exclusion, or extension and explanation of re-evaluation date.
Language	CC/FS/TA	FM8Z – Language Preference	Record language spoken if other than English, if an interpreter is used and method.
Birth/Death Information	CC/FS/TA FAM/MA	FMAQ – Birth/Death Information	Record how birth/death was verified.
Missouri Resident	TA	FMAO – Residency	Record how Missouri residency was verified (i.e. valid Missouri Driver's license, collateral statement, or rent receipt).
Benefit Delivery	TA/MA	FM13 – Application Detail	Record that the IM-20 was completed or updated when the applicant/participant chooses benefit delivery by direct deposit.
Eligibility Member Away from Home	TA/ FAM/MA	FM8F – Away from Home	Reason why EU member is away from home (i.e. joint custody, child(ren) attending school or stays at regional diagnostic centers for evaluation and/or treatment).
Disabled EU Member	TA/MA	FMMX – Disabled	Record how disability was verified (i.e.: IIVE, Physician Statement, MRT decision).
Cooperation with Child Support for Non-Custodial/Absent Parent	TA	FM86 – Assignments/Referral	Record date CSE-201 completed for each non-custodial/absent parent or potential non-custodial/absent parent, date VS-465 series was signed and/or sent to BVR, good cause reason for client non-cooperation.
Minor/Step-parent deeming	TA	FM8D – TA/MA Information	Record information regarding all other individuals living in the home who could be claimed as tax dependents but are not EU members and how court-ordered child support or alimony paid by the step-parent is verified.
Second request for information	TA	FM3Z – Eligibility Unit Member Role	Record date second FA-325 was sent and verification requested.
Earned Income Disregards	TA	FMXT – Earned Income Disregards	Record reason worker ends the earned income disregard and reason earned income disregard not allowed.
Personal Details	FS/TA	FM0I – Personal Detail	List owner of the message phone number given and reason domestic violence claimed, if applicable.

COMMENTS QUICK REFERENCE CHART

SITUATION	PROGRAM	WHERE TO RECORD	WHAT TO RECORD/EXAMPLES
Responding to Email from FSD info Center	CC/TA/ MHABD/ FAM	EUMEMROL/FM3Z	Record if contact was made with client and what was discussed. If no contact was made with client record that contact was attempted.