

# Glossary

**ABAWDs (Able Bodied Adults Without Dependents [Children])** — Individuals ages 18 through 49 years of age who are physically and mentally fit for employment and required to meet work participation requirements.

**Absent Parent** — A child's parent who is not residing in the home AKA non-custodial parent.

**Actual Income Budgeting** — Actual income amounts are normally, but not always, used for calculating benefit months, or when a full month has passed and an eligibility determination is made in the following month, or for prior medical months. Overpayment calculations involve budgeting actual income and circumstances which existed in the month in question.

**Adequate Notice** — Notice of case action which includes a statement of what action(s) will be taken, the reason for the intended action(s), and the specific manual reference(s) that supports or the change in federal or state law that requires the action(s).

**Administrative Terminal (Admin Terminal)** — A computer program through which EBT is managed.

**Advance Notice** — Adequate notice of adverse action provided at least 13 days before taking an action on an ongoing or open case.

**Advanced Nurse Practitioner** — Registered nurse with additional training and certification in a specific area of medicine. Examples are certified nurse-midwives, clinical nurse specialists, and pediatric nurse practitioners.

**Adverse Action** — Any DWSS action resulting in suspension, reduction, or termination of benefits. The term is also applied to decisions regarding protective and restricted payments. Denied cases do not require adverse action.

**Agricultural Research Extension, and Education Reform Act (AREERA) of 1998** (Public Law 105-185) — This “Act” extended food stamp eligibility, effective November 1, 1998, to certain aliens (children, blind and disabled who were lawfully residing in the United States on August 22, 1996).

**Annualize** — To average income over a 12-month period.

**Annuity** — An amount payable yearly or at other regular intervals.

**Annulment** — Court order declaring a marriage invalid.

**Appeal** — An applicant/client request for a fair hearing concerning some DWSS action.

**Applicant** – An individual who applies for assistance.

**Application** – The action by which the individual indicates in writing the desire to receive assistance. When receiving requests for assistance, DWSS must accept any designated application form or redetermination form which contains **at least** the applicant's name, address, and signature, or, for SNAP, the signature of a responsible household member or authorized representative. The applicant must answer all the questions on the application before the household can be approved/ certified.

**Application Date** – For new and reopened cases, the date a properly signed application is received. When adding a program to a properly signed application, this is the date that the new program is requested.

**Applied (Countable) Income** — The amount of income after applicable deductions/ disregards that is counted for the assistance household group.

**Arrearage** – Unpaid child/spousal support which is due according to a court order.

**Assets** — All items owned by an individual that have a monetary value.

**Assignment** – The legal transfer of individuals' rights to benefits to the Nevada Division of Welfare and Supportive Services. This includes child/spousal and third party liability (TPL).

**Assistance** — TANF "Assistance" is defined as cash payments, vouchers and other forms of benefits provided to cover a family's ongoing basic needs such as food, shelter, clothing, etc. It includes child care, transportation and other supports for families that are not employed.

**Assistance Unit (TANF/TRM Family)** — A TANF cash or TRM assistance unit requires that all persons or group of persons who live in the same home, who are related by blood, adoption or marriage/domestic partner **must** be included in the assistance unit to establish eligibility for the household. The household must include either a dependent minor child who resides with a custodial parent or other adult caretaker relative, or a pregnant individual.

**Authorized Representative (AR)** — For SNAP, a person chosen by the household to apply for, redeem, and use benefits on the household's behalf. For TANF and medical programs in situations in which the client is incapacitated or incompetent, someone acting responsibly for a client in the various aspects of the application and redetermination process.

**Balanced Budget Act (BBA) 1997** — This “Act” restored eligibility to certain aliens and also gave states additional ABAWD exemption authority.

**Bendex (Beneficiary Data Exchange)** — Computer tape from SSA giving Social Security and Medicare information on DWSS clients. A discrepancy report is generated when the amount reported by DWSS does not match the information on the Bendex file.

**Beneficiary** — The person named to receive benefits.

**Benefit Month** — The month for which eligibility and benefits are determined. Eligibility is based upon anticipated income and expenses in the benefit month.

**Boarder** — A person living in a SNAP household paying reasonable compensation for room and meals. A boarder can receive SNAP only with the household they board with.

**Budget (Income) Month** — The calendar month from which income, resources, household composition, and expenses are used to determine eligibility.

**Budgetary Needs** — The full basic needs amount as defined by DWSS necessary for a family to obtain food, clothing, housing, utilities and incidentals such as telephone, laundry, and recreation. This is based on family size and is used in the TANF 100% Budgetary Needs gross income test.

**Budgeting** — A procedure used to determine eligibility based on the best estimate of income and circumstances which will exist, or expected to exist, in the month benefits are authorized.

**Cafeteria Plan** — A term sometimes used to refer to flexible fringe benefit plans offered to employees by their employers.

**Capital Assets** — The accumulated possessions (property, goods, products) used to produce income or other goods.

**Capital Gain** — The financial profit from sale or transfer of capital assets.

**Card Issuance Staff** — A member of the office support staff who issues Nevada QUEST Cards.

**Caregiver** — AKA relative caregiver. An adult whose needs are included in a TANF cash benefit because they are within the required degree of relationship and are financially eligible according to TANF policy (e.g., grandmother, aunt, uncle, etc.) **Note:** Two adult relatives (e.g., aunt/uncle/grandmother/grandfather) cannot be included as needy unless they have dependent children of their own and meet TANF requirements.

**Cash Account** — In Nevada, the cash account is through an EBT account that includes both TANF benefits as well as Child Support Payment available to the client. An out-of-state EBT account to which the client's out-of-state TANF benefit amount is credited. Applicants coming from out-of-state may have access to cash in the EBT if they were eligible for the benefit when they left that state.

**Cash Surrender Value (CSV)** — The cash surrender value of an insurance policy or like financial instrument.

**Categorically Eligible** — A Term used to define a certain SNAP household. Categorically eligible households include households in which all household members receive a combination of any of the following:

- Interim Assistance (IA), county/general assistance or Indian General Assistance (IGA),
- SSI (must meet citizenship requirements),
- TANF Cash – Temporary Assistance for Needy Families cases including NEON, Loan, TCHD, TEMP and SSG,
- Have an active TANF case but benefits are suspended or recouped, or
- Receive zero benefits because their TANF benefits are less than \$10.
- Have SNAP income below 200% of poverty.

A categorically eligible household is identified on the STAT screen. These cases receive special budgeting.

**Certification Period** - The time period SNAP households are approved for benefits. Most households are approved for 6 or 12 month certification periods.

**CHAP (The Child Health Assurance Program)** — Medicaid for pregnant women and children under the age of 19 meeting specific requirements.

**Child-Only Program** – TANF benefits paid to a household who does not have a work eligible individual. Categories of child only cases include: SSI caregivers, Non-needy Relative Caregivers and Kinship care.

**Child Support** – Money that is:

1. Ordered by a court of competent jurisdiction on behalf of a minor child or
2. Paid by the non-custodial parent.

**Child Support Enforcement Program (CSEP)** — CSEP in Nevada is responsible for the administration of and oversight of child support enforcement activity.

**Claims** — An amount owed by a client for an overpayment of benefits.

**COLA (Cost of Living Adjustment)** — This adjustment occurs several times a year depending upon which program is impacted. (**Example:** Social Security, VA, and pension benefits.)

**Collateral Contact** — Person with no vested interest who the worker can contact to verify client information.

**Common Law Marriage** — Relationship in which the parties are free to marry, are living together, and hold out to the public that they are husband and wife. Nevada does not recognize common law marriage. Tribal marriages are legally recognized marriages.

**Component (Work)** — A service, activity or program designed to assist SNAP recipients gain skills, training or work experience to increase their ability to obtain employment and achieve self-sufficiency.

**Continued Benefits** — Continuing or restoring benefits to the level authorized immediately before the notice of adverse action.

**Contributions** – Verified payments which are paid by an individual other than a non-custodial parent:

1. Directly to a vendor on behalf of a TANF assistance unit; or
2. to the client.

**Current Support** – The monthly amount of child/spousal support ordered by a court.

**Custodial Parent (CST)** — Parent who has physical and/or legal custody of child(ren) and support has been ordered by a court.

**Derivative Citizenship** — United States citizenship that is claimed by a person born outside of the U. S. to one or both U.S. citizen parents.

**DHCFP (Division of Health Care Financing and Policy)** – DHCFP rules govern the Medicaid programs.

**DHHS (Department of Health and Human Services)** – DHHS rules govern the TANF/Employment and Training Programs.

**Disqualification** — Individuals or households disqualified from program participation (ineligible).

**Disqualified Person** — In the SNAP or TANF cash program, someone who normally would be considered a participating/required member of a household but whose needs are not considered.

**Diversion Payments** — Diversion payments are financial assistance payments, designed to meet an immediate emergency need and prevents the family from requiring ongoing cash assistance in accordance with Nevada's or another state's policy provisions. In Nevada, this is the Self-Sufficiency Grant (SSG) Program.

**DoIT (Department of Information Technology)** — This department houses the individuals responsible for programming, maintenance, systems design, trouble shooting, system requests, etc. DoIT works with DWSS Information System and Information Services staff to ensure system proficiency.

**Domestic Partners** - Domestic partnership is not a marriage but rather a new type of civil contract and is recognized in Nevada. Domestic Partners are considered "spouses" and have the same rights, protections and benefits as are granted to and imposed upon spouses.

**Domicile** — A policy in TANF that requires that a child live with a relative who is within the required degree of relationship.

**DWSS** – Division of Welfare and Supportive Services, previously referred to as NSWD – Nevada State Welfare Division.

**Earned Income** — The term earned income encompasses income in cash or in-kind earned by an individual through the receipt of wages, salary, commissions, or profit from activities in which s/he is engaged as a self-employed individual or as an employee. Earned income entitles the client to work-related deductions.

**Earned Income Tax Credits (EITC)** — Payments from IRS to persons with tax dependents and gross monthly earnings at or below levels established by the IRS.

**EBT (Electronic Benefit Transfer)** — EBT is an electronic system that allows a recipient to authorize transfer of their government benefits from a federal account to a retailer account to pay for products received. An EBT account is accessed by TANF and/or SNAP client with a pin number. An EBT account is credited with the dollar amount of cash and/or SNAP benefits.

**EBT Adjustment** — A debit or credit transaction initiated by an EBT specialist to correct a system error or to correct an out-of-balance condition identified in the settlement process.

**EBT Authorization** — Affirmative response by the EBT system to a request to permit a card account to be used in a transaction.

**EBT Automated Response Unit (ARU)** — The toll free 1-866-281-2443 number that clients may call to report lost or stolen cards, or to select a PIN number. The customer service number is listed on the client training material.

**EBT Compromised PIN** — The four-digit secret alphanumeric Personal Identification Number (PIN) that is known by someone other than the client or the client's authorized representative.

**EBT Voucher Transaction** — An off-line SNAP transaction usually accomplished through a paper (manual) voucher process. Like a credit card draft, the voucher requires the recipient's signature.

**Emancipated Minor** — A person under age 18 who has been or is married. The marriage must not have been annulled. DWSS requires certain conditions be met before automatically applying emancipated status to a minor. Refer to E&P Manual for instructions. Minors must reside with parents or a person designated by the court to receive benefits.

**Employment and Training (E&T) Program** — The program for employment assistance and work registration of TANF and SNAP clients.

**Energy Assistance Program (EAP)** – This program pays benefits to help eligible persons pay utility costs.

**EPSDT (Early Periodic Screening, Diagnosis, and Treatment)** — Services offered through Medicaid Support Services for TANF-eligible children. This program is known as the Healthy Kids Program.

**Equity** — The fair market value of an item minus all money owed on it and the cost associated with its sale or transfer.

**Expedited Service** — Special processing of SNAP applicants who qualify for the 7-day expedited service requiring faster issuance of the food allotment.

**Expunged EBT SNAP Benefits** — Electronic benefits that are not used by the client for 365 days after the day of availability and returned to Food and Nutrition Service (FNS). The client can never regain access to expunged benefits.

**Expunged EBT TANF Benefits** — Electronic benefits that are not used by the client for 180 days after the day of availability are expunged. The client can never regain access to expunged benefits.

**Fair Hearing** — A meeting conducted by a regional hearing officer with any applicant or client who disagrees with and wishes to appeal some action taken on his case.

**Fair Market Value (FMV)** — Amount of money an item would bring if sold in the current local market.

**Family Preservation Program (FPP)** — Administered by the Division of Mental Health and Developmental Services (MHDS), to provide assistance to TANF children with profound or severe mental retardation or children under age 6 with developmental delays.

**FAMIS (Family Assistance Management Information System)** — Specific federal design requirements which must be included in all new automated systems.

**First Cousin Once Removed** — A person's first cousin once removed is either his (1) first cousin's child, or (2) parent's first cousin.

**First Excess** — A payment sent to an TANF recipient by CSEP. When CSEP receives a child support collection on the current monthly obligation that exceeds the TANF grant, the excess is sent to the client.

**Fixed Income** — Unearned income which does not vary.

**Fleeing Felon** — An individual fleeing to avoid prosecution, confinement after conviction, or violating a condition of probation or parole is ineligible to receive benefits.

**Fluctuating Income** — Income in which the amount varies because of an increase or decrease in hours worked, rate of pay, or inclusion of a bonus.

**FNS (Food & Nutrition Service) Authorized Retailer** — Food retailer authorized by FNS to accept EBT QUEST benefit cards. Retailers that are authorized should display the QUEST logo and the SNAP Authorization Permit in a conspicuous place in their store.

**Good Cause** — A term used to indicate that a client had an acceptable reason for not complying with a program requirement.

**Hotline (TANF/SNAP/Complaints)** — Toll-free number (1-800-252-9330) where staff accept complaints for TANF and SNAP cases. SNAP clients may and do request hearings through this number.

**HUD (Housing and Urban Development)** — Federal housing agency providing funds to assist needy families/elderly/disabled individuals with housing/shelter costs/mortgages (e.g., the family pays a percentage of the rent/mortgage based on income).

**ICI (Individual Case Identifier) Number** — The additional state unique identification number assigned to each NOMADS account.

**IDA (Individual Development Account)** — The use of Individual Development Accounts (IDAs) are intended to improve the economic independence and stability of individuals and families and to promote and support the transition to economic self-sufficiency. Federal funds match the amount of earnings of low-income working individuals and families. IDA savings are to be used for a first home purchase, post secondary educational expenses, or business capitalization.



The Social Security Act provides for the use of State Family Assistance Grant funds, such as, Temporary Assistance for Needy Families (TANF) and Welfare-to-Work (WtW) funds to be used to establish IDAs for low-income working individuals and families. The Assets for Independence Act (AFIA) provides for IDAs under Head Start, Low Income Home Energy Assistance (LIHEA) and Community Services. IDAs have been established under WtW and Community Services.

**Illegal Noncitizen** — A noncitizen living in the United States without proper approval from USCIS (United States Citizenship & Immigration Service) and who has received a final order of deportation.

**Immigrant** — Defined by the USCIS as an alien who is abandoning their residence in a foreign country to live in the United States as a permanent or temporary legal resident.

**Inaccessible Resources** — Resources not legally available to the client.

**Incapacitated (INCAP)** — Individuals temporarily unable through illness/injury to make decisions, be in attendance at interview, or sign documents. Also applies to an individual determined to be incapacitated/disabled to work by a certified physician/physicians, Social Security, Administration, Veteran's Administration, Voc Rehab or any other agency utilizing Social Security criteria.

**Incompetent** — An individual who has been declared permanently or on a long-term basis to be incapable of making legally binding decisions due to physical/mental illness injury. This term also applies to minor children unable to make legally binding decisions until they are an adult. Statements from certified physicians, Social Workers, Voc Rehab counselors, Social Security Administration, Veterans Administration, etc., court orders, and observation are means of verifying incompetence.

**In-kind Contribution** — Any gain or benefit to a person which is not in the form of money payable directly to the client such as clothing, public housing, or food.

**Inquiry (TANF/SNAP/Medicaid)** — Toll-free number (1-800-252-9330) where clients may call and inquire about their case, benefit mail date, and amount of benefits.

**Institution of Higher Education** — One which usually requires a high school diploma or equivalency certificate such as GED to enter. (E.g., business, technical, trade, beauty or vocational school, or enrolled in regular curriculum at a college or university that offers degree programs regardless of whether a high school diploma is required. This includes correspondence and off-campus home-study enrollment.)

**Intentional Program Violation (IPV)** — Purposeful or willful misstatement of information by a client to receive more benefits than they are entitled to.

**Interoperability** — Enables cardholders to be able to use their EBT cards nationwide.

**Investigations and Recovery (I&R)** — Unit responsible for investigations, recovery of overpayments, prosecution, Medicaid Estate Recovery (MER).

**Job Search** — A SNAP Employment and Training program component requiring participants to make inquires to at least ten prospective employers over a two-month period of time.

**JTPA** — (Changed to Workforce Investment Act of 1998) Job Training Partnership Act is a federal program offering job training. JTPA replaced the CETA program.

**Kinship Care** – A Non-Needy Relative Caregiver (NNRC) age 62 or older, has exercised parental care and control of a child in their home for a minimum of six consecutive months, has filed for and obtained Nevada state or tribal court approval of legal guardianship and has complied with the requirement imposed by the court.

**Legal Parents** — **Mother**, by having given birth to the child, or by proof of adoption; **father**, by proof of adoption, legal document, court adjudication, or his Declaration of Paternity.

**Legal Requirements** — The nonfinancial eligibility requirements for a TANF child such as age, relationship, domicile, citizenship, and SSN.

**Legally Obligated Child Support** — Court ordered or legally recorded document requiring the payments of child support to be made in the form of cash, medical, or to a third party. The official document indicates who the support is paid to and for, the frequency, and the amount of payment.

**Loan Program** – Eligible households will receive a payment designed to meet the family’s needs until an anticipated future source of income is received. Each eligible adult household member must have a reasonable expectation of a future source of income in order for the repayment of the loan. For example, an applicant pending SSI may receive Loan benefits which will be required to be paid back upon approval and receipt of SSI benefits. All adults must read and sign a Recipient Repayment Agreement to acknowledge the loan program requirements, including repayment upon receipt of the anticipated income.

**Lump Sum Payment** — A financial settlement which often involves funds accumulated over an extended period of time.

**Managed Care Health Plans** — Primary managed health care given through specified medical providers. Recipients must enroll in the health plans or receive regular Medicaid coverage.

**Managed Health Care Plans** — Expanded health care services/choices for Medicaid recipients.

**Management** —The way a household manages its expenses with available income.

**Managing Conservator** — A person designated by a court to have daily legal responsibility for a child.

**Medicaid** — State-paid insurance for low income eligible individuals, families, pregnant women and children.

**Medicaid Card** — An account card provided to approved Medicaid client(s) to use for allowable and necessary medical services.

**Medicaid Enrolled Health Plan (Primary Care Network/PCN)** — The Medicaid Enrolled Health Plan is an alternative to the regular Medicaid program. When a recipient enrolls, they may only use doctors at the Health Plan facility. The Health Plan does not limit necessary doctor visits and prescriptions. **Note:** List care is available only by referral.

**Medical Support** — The non-custodial parent may be ordered to obtain health insurance for their children who receive TANF/Medicaid when it is available at a reasonable cost. Available at a reasonable cost is usually defined as being available through the employer. The medical support may be court-ordered as a cash payment. If the children are on assistance, Medicaid will intercept the payments to offset Medicaid expenditures. Direct cash medical support is budgetable income.

**Medicare Part D** – A federal program to subsidize the cost of prescription drugs for Medicare beneficiaries.

**Migrant Farm Worker** — Farm workers who are presently employed away from their permanent residence or home base.

**Minor Child** — For TANF, a person under 18 years old.

**Minor Parent** — An individual who is under the age of 18, has never been married, and is pregnant or the natural parent of a dependent child.

**Mixed Households** — A SNAP household consisting of some members who are certified for TANF, or a combination of TANF and SSI, and some who are not.

**Monthly Obligation** — The amount of child support which the non-custodial parent has been ordered to pay each month.

**NCP (Non-custodial Parent)** — Parent absent from the home or the parent without custody.

**Nevada QUEST Card** — This is Nevada's EBT card. It is a plastic debit card with the QUEST logo and PAN on the front. A magnetic strip on the back allows the client access to their account when connected with a four-digit secret PIN.

**Non-Needy Relative Caregiver (NNRC)** - Someone not receiving assistance/benefits. (See Relative Caregiver)

**Notice of Decision (NOD)** — Notice sent to advise the TANF/CHAP/MEDICAID/SNAP household of a case decision.

**Notice of Expiration (NOE)** — Notice sent to advise the SNAP household benefits will expire/end.

**NPA Household** — Non-public assistance households in which no one receives TANF or only some of the members receive TANF.

**100% of Needs Standard** — TANF maximum income test applied to applicants/recipients.

**185% of Federal Poverty Income Level** — Transitional Medicaid test on 4<sup>th</sup>, 7<sup>th</sup> and 10<sup>th</sup> month Medicaid reports.

**Overpayment** — The amount of benefits issued in excess of what should have been issued.

**Payee** — A person to whom the TANF benefit is issued if no one in the household qualifies or wants to be a caregiver. The payee must be within the required degree of relationship.

**Payment Allowance** — The maximum grant amount provided by DWSS. See manual section C-100.

**Pending Case** – A case in which the application has been registered and an eligibility determination has not been made.

**Personal Account Number (PAN)** — A 16-digit number embossed on the front of each Nevada Quest Card, and subsequently connected to a client's individual EBT account when the card is issued.

**Personal Identification Number (PIN)** — A four-digit secret alphanumeric code that the client selects to access their electronic benefits account.

**PIN Pad** — The keyboard on a POS device used by the cardholder for entering their four-digit PIN.

**POS Device** — A device that a client “swipes” their card through that allows it to be electronically read. This device is used by participating retailers and allows a client to purchase food items.

**Post-Medical (PM) Four Months** — Medicaid coverage is extended for a maximum of **four months** after ineligibility of TANF benefits because CSEP received a monthly child support collection that equals or exceeded the TANF benefit and at least one member was eligible and received TANF benefits in at least three out of the last six months immediately preceding the month of ineligibility.

**Power of Attorney** – A written statement allowing one person to act for another person. A power of attorney may be authorized generally for the management of a special business or enterprise or more often specifically for the accomplishment of a particular transaction. There is no court involvement or supervision in the appointment. The statement does not have to be notarized.

A standard or non-durable power of attorney automatically becomes null and void when the appointing individual becomes incompetent. A durable power of attorney continues in effect even when the appointing individual becomes incompetent. The power of attorney document should clearly specify if it is a durable power of attorney.

**Prepaid Burial Insurance** — Insurance that pays for a specific funeral arrangement. Also known as preneed plan or prepaid funeral agreement.

**Primary Care Network (PCN)** — Medicaid enrolled health plan provider.

**Processing Time Limits** — Number of days the worker has to complete a particular action.

**Program Violations/Sanctions** — Penalties associated with noncompliance with a program requirement or disqualification from program participation.

**Proration** — Portion of total monthly benefits a household is entitled to.

**Prospective Budgeting** — A way to determine eligibility and benefits using the best estimate of the household's current and future circumstances and income.

**Prospective Eligibility Determination and Best Estimate (BE) Budgeting** — A projection of income, expenses, household composition, and other circumstances which are anticipated to exist in the benefit month, based on verified data or the best information known at the time the eligibility/benefit determination is made.

**Protective Payee** — A protective payee is established in TANF cases if the caretaker fails to comply with NEON requirements without good cause or is not using the TANF grant for the children’s benefit. In minor parent cases, TANF benefits must be issued to protective payee unless all reasonable efforts result in an inability to identify an appropriate protective payee.

**Prudent Person Principle** — Reasonable decision made by staff based on the best information available and common sense in a particular situation.

**PRWORA** — Personal Responsibility and Work Opportunity Reconciliation Act of 1996. This act was signed by President Clinton on August 22, 1996.

**Public Assistance (PA) Household** — A SNAP household in which all members receive TANF or SSI and TANF.

**Public Laws (P.L.)** — Laws enacted by specific congressional acts.

**Qualified Alien (Non-citizen) Sponsor** — Someone who signed or signs a legal affidavit or statement agreeing to support an alien as a condition of their entry into the United States. This definition includes the sponsor's spouse who lives with them even if they were not married when the legal affidavit was signed. Consideration of sponsor’s income/resources in TANF is limited to three (3) years. In SNAP, sponsorship is ongoing until the non-citizen alien obtains citizenship status or works 40 quarters or the sponsor becomes deceased or no longer has income/resources.

**Quality Control (QC)** — (AKA PRE - Program Review and Evaluation) A group of people who conduct and complete federally mandated reviews and report their findings to policy setting officials and the federal government. This unit also participates in training activity and corrective action to ensure program integrity is maintained for the programs administered by the Nevada State Division of Welfare and Supportive Services.

**QUEST Logo** — A patented “mark” of the National Automated Clearing House Association (NACHA). The QUEST mark was created by NACHA to identify a national technical standard for network processing of EBT transactions. Clients can make EBT transactions at merchants that display the QUEST logo.

**Questionable Information** — Information that is contradictory or incomplete.

**Railroad Retirement** – The Railroad Retirement Board (RRB) is an agency of the United States government administering a social insurance program providing retirement benefits to railroad workers. The RRB serves U.S. railroad workers and their families, and administers retirement, survivor, unemployment, and sickness benefits. Railroad workers do not pay money into Social Security, nor do they receive Social Security benefits. In connection with the retirement program, the RRB has administrative responsibilities for railroad workers’ Medicare coverage.

**Real Property** — Land and any improvements on it.

**Reconciliation (EBT)** — Refers to the process of ensuring that all system transactions have been processed accurately and validated.

**Recoupment** — To withhold part of a client's current benefit because of a previous overpayment.

**Reimbursement** — Repayment for a specific item or service.

**Reinstatement** — Process of reinstating cases that were denied/terminated.

**Relative Caregiver** — AKA non-needy relative caregiver (NNRC). Any relative or **disqualified legal parent** present in the home whose needs are not included in the TANF grant, who supervises and cares for the TANF child(ren), and meets relationship requirements.

**Representative Payee (RP)** — In TANF and medical programs, a person designated to receive and manage the household's benefits for a client, who is incapacitated or incompetent.

**Resident Seasonal Farm Worker** — Farm workers who do not leave their permanent residence to work in agriculture or a related industry.

**Resources** — Both liquid and non-liquid assets a client can convert to meet immediate needs.

**Restored Benefits** — Benefits for a past month which were not originally issued.

**Retroactive Benefit** — An initial benefit issued for a month approved after the monthly cut-off date or replacement benefits.

**Review** — An optional case evaluative review by the caseworker, supervisor, manager, Investigations, based on reported/unreported changes, other client circumstances, a future actioned date for updating purposes, etc.

**Rights and Responsibilities** — The rights and responsibilities are the client's instructions about their responsibilities and associated penalties. They are explained to each applicant/recipient. The caseworker must confirm these responsibilities have been read/understood. The rights and responsibilities as well as penalties are on the application form/addendum.

**Roomer** — Is a person who rents a room in another person's home, who is renting out rooms for the purpose of producing income for self-employment. This does not include those who are sharing shelter costs with a roommate.

**Roommate** — Persons who live together and share shelter expenses.

**Royalty** — A payment to an individual for permitting another to use or market his property (such as mineral rights, patents, or copyrights).

**Sanction** — A reduction in or ineligibility for benefits because of failure to cooperate with a program requirement.

**Seamless Case** — A casefile containing more than one program.

**Seamless Case Worker** — A case worker handling and processing more than one program.

**Second Excess** — A child support payment sent to a TANF recipient by the CSEP. When CSEP receives a child support collection that exceeds the monthly obligation, the excess is applied toward child support arrears. This amount is sent to the client if all past months' unreimbursed TANF have been paid off, and child support arrears are still owed to the client.

**Self-employment Income** — Earned or unearned income available from one's own business, trade, or profession rather than from an employer.

**Self-Sufficiency Grant (SSG) Program** – SSG is a one-time lump sum payment to meet a family's immediate needs until regular income is received from employment, child support, or other ongoing sources. If approved for SSG, the household is ineligible for any additional TANF cash benefit payments for the number of months covered by the SSG.

**Shelter Deductions** — Utility allowances and shelter expenses allowed as a deduction from net income for the Supplemental Nutrition Assistance Program.

**Sibling** — Brother or sister.

**Simplified Reporting** — Is a limited reporting requirement for SNAP households who meet certain criteria.

**SNAP Trafficking** — Individuals convicted of trafficking or trading SNAP benefits involving \$500 or more on or after August 22, 1996 are permanently disqualified from the Supplemental Nutrition Assistance Program.

**Sneede v. Kizer** — Special Medicaid budgeting used in determining eligibility when there is income or resources of a family member who is not a parent or spouse. Sneede v. Kizer budgeting applies to CHAP and TANF Related Medicaid cases.



**Special Review** — Worker procedure to explore one or more areas of eligibility, such as management, medical, etc., at a specified time other than at application or recertification.

**Spousal Support** – Alimony or maintenance support for a spouse or former spouse.

**Standard of Need/Needs Standard** — Basic needs of TANF families represented by a figure predetermined by the State of Nevada according to the number of persons in the assistance household group. This figure represents food, clothing, housing, utilities, and incidentals. Incidentals include such things as transportation (other than job training or medical transportation), telephone, laundry, medical supplies not paid by Medicaid, home remedies, recreation, and household equipment.

**Standard Utility Allowance (SUA)** — Utility allowance given to SNAP households who have heating and/or cooling costs separate from their rents or mortgages.

**State Online Query (SOLQ)** – The State Online Query (SOLQ) allows real-time online access to SSA’s Social Security Number (SSN) verification service and retrieval of Title 2 and/or Title 16 data. SOLQ enables Nevada to rapidly obtain information they need to qualify individuals for programs.

**Status (Card/PIN)** — Manually changing the card status from active to inactive. This prevents the card from further use and/or misuse in the case of a lost or stolen card.

**Status Change Reporting** — A reporting requirement for SNAP households who do not meet the Simplified Reporting criteria.

**Step Grandparent** — The spouse of a blood-related grandparent.

**SubAssistance Unit (SU)** — Separate sub-assistance unit within an assistance household group in Sneed/Kizer cases. Children with income/resources are separated from other children, mixed families with stepchildren and mutual children, etc.

**Subsidized Housing (SH)** — Housing which is subsidized allowing the TANF/CHAP household reduced rent/mortgage payments. A \$76 value is budgeted in the TANF/CHAP assistance group. The acronym associated with this income is **SHV**.

**Subsistence** — Life supporting; survival.

**Supplemental Benefit** — Additional benefits for any month in which the household has received initial benefits.

**Supplemental Nutrition Assistance Program (SNAP)** - (Formally known as food stamps) Food assistance program administered through the United States Department of Agriculture.

**Supplemental Security Income (SSI)** — A needs-tested program administered by the Social Security Administration providing monthly income to aged, blind, and disabled individuals.

**TANF (Temporary Assistance for Needy Families)** — The block grant states receive to fund their public assistance program. TANF replaces Aid to Families with Dependent Children (AFDC). TANF is a cash assistance program only.

**TANF-Related Medicaid (TRM)** — A category of medical assistance for families meeting certain TANF criteria which may be received with or without associated TANF (cash) benefits.

**Temporary Program** – This is a payment designed to meet an immediate episode of need, such as flood, earthquake, etc., and limited to no more than four months per episode of need. An episode of need must be resolved in a relatively short period of time and the family must not have contributed to the situation creating the episode of need.

**Ten-Ten-Thirteen Concept** — Concept used to determine the earliest month a change could be effective for SNAP when determining the first month of an over issuance claim. The client has 10 days to report the change; the worker has 10 days to take action on the change; and the advance notice of adverse action expires in 13 days. Quality Control uses this concept in determining an error on unreported changes or untimely case actions.

**Term Life Insurance** — Life insurance with no cash or loan value.

**Termination Month** - The last month in which DWSS issued a TANF, SNAP and/or Medicaid benefit.

**Third Party** — Person or organization outside the certified household.

**Third-Party Liability (TPL)** — A source of payment for medical expenses other than the recipient or DWSS.

**Three Months Prior** — The three month period before the TANF application month. Applicants who meet eligibility requirements during this period receive Medicaid benefits.

**Timely** — SNAP application filed by the 15th of the last month of certification. This is also called a timely recertification.

**Timely Notice** – A notice of case action dated and mailed at least 13 days before the date the action becomes effective.

**Transitional Medicaid (TM)** — Medicaid insurance coverage extended for a maximum of 12 months after termination of certain TANF cases because of new or increased earnings, loss of earned income disregards.

**Transitional Medicaid (TM) Quarterly Reporting** — A report form completed by a transitional Medicaid household in the 4th, 7th, and 10th months of medical coverage to report earnings, child care expenses, and household composition changes. The report may be done outside this form (e.g., application form, wage receipts).

**Tribal Marriage** — Marriages conducted under the provisions of the laws established by each tribe. These marriages are legally recognized in Nevada.

**Trust** — Property held by one person for the benefit of another. **All** trusts are sent to the Chief of Eligibility and Payments for evaluation.

**Unable to Locate (UTL)** — Sometimes used in case record documentation or by the post office when returning mail for a client.

**Underpayment** — Issuance of less benefits than a client is entitled to.

**Unearned Income** — Payments received without performing work-related activities, including benefits from other programs.

**Universal Life** — Life insurance which may or may not have a cash surrender value.

**Untimely** — SNAP application filed after the 15th of the last certification month. An untimely reapplication is treated the same as an initial application.

**Vendor Payments** — Payment made directly to the client's creditor or person providing the service by a person or organization outside the household.

**Vested Interest** — A situation or circumstance to which a person has a strong personal commitment.

**Voluntary Quit** — The designated Head of Household (HOH) or other adult individual leaves a job of more than 30 hours a week without good cause or exemption from the voluntary quit provisions. Penalties are associated with voluntary quits without good cause/exemption.

**Whole Life Insurance** — Life insurance that has a cash surrender value. Loans may be taken out against whole life policies.

**Window of Opportunity (WOO) - 30-Day Cooperation Period** — Full or prorated benefits issued to a timely reapplication household that does not cooperate until after the certification end date, but within the 30-day extended WOO period. The 30-day time frame starts the day after the certification end date. The monthly benefit is ongoing (first through the last day of the month), but benefits are issued for the month of cooperation based on the **date of cooperation** within the 30-day period.

**Withdrawal** – A voluntary written retraction of an application.

**Work Registration** — SNAP eligibility requirement that all nonexempt household members be registered for employment. DWSS considers all applicable individuals to be work registered who are required to meet work requirements.

# Acronyms

**ABAWDs** – Able Bodied Adults Without Dependents (Children)

**ADSD** – Aging and Disability Services

**AMPS** – Application Modernization and Productivity Services

**AO** – Aged Out of Foster Care

**APHSA** – American Public Human Services Association (formerly APWA)

**AR** – Authorized Representative

**AU** – Assistance Unit

**BE** – Best Estimate

**Bendex** – Beneficiary Data Exchange

**BIA** – Bureau of Indian Affairs

**BPR** – Business Process Reengineering

**CHIP** – Child Health Insurance Program aka NCU

**COLA** – Cost of Living Adjustment

**CSEP** – Child Support Enforcement Program

**CST** – Custodial Parent

**CSV** – Cash Surrender Value

**CWEP** – Community Work Experience Program

**DAC** – Disaster Assistance Center

**DAG** – Deputy Attorney General

**DCFS** – Division of Child and Family Services

**DDS** – Data Development Systems

**DETR** – Department of Employment, Training and Rehabilitation

**DHCFP** – Division of Health Care Financing and Policy

**DHHS** – Department of Health and Human Services

**DOB** – Date of Birth

**DPBH** – Division of Public and Behavioral Health

**DRA** – Deficit Reduction Act

**DV** – Domestic Violence

**DWSS** – Division of Welfare and Supportive Services, previously referred to as NSWD – Nevada State Welfare Division

**E&T** – Employment and Training

**EAP** – Energy Assistance Program

**EBT** – Electronic Benefit Transfer

**EBT ARU** – Electronic Benefit Transfer Automated Response Unit

**EDC** – Estimated Date of Confinement

**EITC** – Earned Income Tax Credits

**EITS** – Enterprise IT Services

**EM** – Emergency Medical Assistance

**EPSDT** – Early Periodic Screening, Diagnosis, and Treatment of TANF-eligible children

(This program is known as the Healthy Kids Program.)

**ERP** – Employment Retention Payment

**FAME** – SNAP, TANF, Medicaid and Employment and Training programs

**FEMA** – Federal Emergency Management Agency

**FIS** – Fidelity Information Services, Nevada's EBT vendor

**FLSA** – Fair Labor Standard Act

**FMV** – Fair Market Value

## **ACRONYMS**

**FNS** – Food & Nutrition Service

**FPL** – Federal Poverty Level

**FPP** – Family Preservation Program

**HOH** – Head of Household

**HUD** – Housing and Urban Development

**I&R** – Investigations and Recovery

**IA** – Interim Assistance

**ICI Number** – Individual Case Identifier

**IDA** – Individual Development Account

**IEVS** – Income and Eligibility Verification Systems

**IFG** – Individual and Family Grant Program

**IGA** – Indian General Assistance

**IM** – Informational Memorandum

**INCAP** – Incapacitated

**IPV** – Intentional Program Violation

**IRS** – Internal Revenue Service.

**IUA** – Individual Utility Allowance

**LAN** – Local Area Networks.

**LPR** – Legal Permanent Resident

**LUA** – Limited Utility Allowance

**MAABD** — Medical Assistance for the Aged, Blind and Disabled

**MAGI** – Modified Adjusted Gross Income

**MCO** – Managed Care Organizations

**MER** – Medicaid Estate Recovery

**MIA** – Missed Interview Appointment

**MOE** – Maintenance of Effort

**NACHA** – National Automated Clearing House Association

**NCEP** – Non-Citizen Eligibility Provisions (SNAP regulations)

**NCP** – Non-Custodial Parent

**NCU** – Nevada Check-Up

**NEON** – New Employees of Nevada

**NESD** – Nevada Employment Security Department (ESD)

**NHPCR** – Nevada Highway Patrol's Central Repository

**NNRC** – Non-Needy Relative Caregiver

**NOD** – Notice of Decision

**NOE** – Notice of Expiration

**NOMADS** – Nevada Operations of Multi-Automated Data Systems

**NOMI** – Notice of Missed Interview

**NON-COOP** – Noncooperation with a program requirement or specific request

**OASIS** – On-line Automated Self-Sufficiency Information Systems

**OBRA** – Omnibus Budget Reconciliation Act

**OOS** – Out of State

**P & P** – Policy and Procedures

**PA** – Public Assistance

**PAN** – Personal Account Number

**PCN** – Primary Care Network

**PIN** – Personal Identification Number

**PL** – Patient Liability

## **ACRONYMS**



**P.L.** – Public Laws

**PM** – Post Medical

**POS** – Point of Sale

**PPV** – Postponed Verification

**PRE** – Program Review and Evaluation

**PRP** – Personal Responsibility Plan

**PRWORA** – Personal Responsibility and Work Opportunity Reconciliation Act of 1996.

This act was signed by President Clinton on August 22, 1996.

**PT** – Policy Transmittal

**QC** – Quality Control (AKA PRE – Program Review and Evaluation)

**QMB** – Qualified Medicare Beneficiary

**RC** – Relative Caregiver

**RD** – Redetermination

**RFI** – Request for Information

**ROI** – Report of Illness

**RP** – Representative Payee

**RRB** – The Railroad Retirement Board

**RSDI** – Retirement, Survivors, and Disability Insurance benefits or Social Security

**RSVP** – Retired Senior Volunteer Program

**SAPTA** – Substance Abuse Prevention & Treatment Agency

**SAVE** – Systematic Alien Verification for Entitlements

**SCORE** – Service Corp of Retired Executives

**SNAP** – Supplemental Nutrition Assistance Program

**SNAPET** – Supplemental Nutrition Assistance Program Employment and Training

**SOARS** – SSI/SSD Outreach, Access and Recovery Program

**SOLQ-I** – State Online Query

**SPEX** – Single Parent Exemption

**SSA** – Social Security Administration

**SSG** – Self-Sufficiency Grant Program

**SSW** – Silver State Works

**SSI** – Supplemental Security Income

**SSN** – Social Security Number

**STARS** – Supporting Teens Achieving Real-Life Success

**SU** – Sub-Assistance Unit

**SUA** – Standard Utility Allowance

**TANF** – Temporary Assistance to Needy Families (formally known as AFDC – Aid to Families with Dependent Children)

**TM** – Transitional Medicaid

**TPL** – Third-Party Liability

**TUA** – Telephone Utility Allowance

**UIB** – Unemployment Insurance Benefits

**USCIS** – United States Citizenship & Immigration Service (previously INS)

**USDA** – United States Department of Agriculture

**UTL** – Unable to Locate

**VA** – Veterans Administration

**VISTA** – Volunteers in Service to America

**Voc Rehab** – Department of Vocational Rehabilitation.

**WIOA** – Workforce Innovation and Opportunity Act of 2014

## **ACRONYMS**

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**TANF TANF TANF TANF TANF TANF**

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**SNAP SNAP SNAP SNAP SNAP SNAP**

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**WPR** – Work participation Rate

**WTW** – Welfare-to-Work

**WOO** – Window of Opportunity