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EXHIBIT 1  
DATE 1-19-15  
HB N/A

My name is Kirsten Brown and I work at the Office of Public Assistance. I was hired as an Eligibility Assistant (front desk worker) but became a Social Services Specialist soon after. Next year I will have been at the OPA for 11 years.

Here are some of the problems we face:

1 – We have numerous clients who are being dishonest about their living situation. For instance, clients are historically dishonest about living with a spouse or boyfriend who is the father of their children. Clients are also untruthful about spouses working out of state because they know our ability to verify is limited.

2- Policy regarding resources. An applicant can have \$100,000 in a savings account, yet still qualify for Food Stamps if household income is within the guidelines. Most would think that an individual with the means to provide for themselves would not apply; unfortunately, they are mistaken. I have co-workers that have literally cried over applications they've had to approve for households that did not need assistance.

3 – Many cases where the client had previously been receiving expedited SNAP are closed each month due to client irresponsibility. Oftentimes this closure occurs because the recipient fails to submit requested verifications, required forms, etc. Sometimes it's because they've moved and failed to report their new address. In these cases the individual often claims to have been out of town, claim they never received the form, claim they don't check their mail often, claim they lost the form, they forgot or any number of other excuses.

Benefits are distributed at the beginning of the month. When recipients who've had their benefits closed discover that they need to reapply, they submit a new application immediately. This new application starts the whole cycle over again. Because we are being pushed to authorize benefits the same day, it is up to us to verify all the information. When this situation could have been avoided if the client were responsible enough to submit a form that they've had for weeks. Needless to say, the beginning of the month

is a very busy time for ALL OPA's.

4 – The onslaught of TANF applications at certain times of the year such as during the Christmas season and prior to the beginning of school. Without a doubt, during these times we see a definite increase in applications for cash assistance. Many of the applicants during these seasons submit the required verifications to receive assistance, receive the benefits and then fail to comply with the program requirements the rest of the month.

5 – Self-attestation of household income for Medicaid applicants. Someone who's self-employed can submit an application with a self-reported income level and we are required to determine eligibility based on this self-reported income. Even in cases where it seems apparent that the person is earning more than they report, we are required to process the application using the self-attestation.

6 – Clients who submit an application indicating that they are pregnant do not need to provide verification. This allows them full coverage (additional vision and dental) for six months unless verification is requested sooner. Either way, the coverage must be authorized using client statement, prior to requesting verification, let alone actual verification taking place. In the event we are unable to verify income reported on the application, we are to question the applicant. If they can reasonably explain the discrepancy we are to authorize the coverage without requiring verification.

7 – Currently, if a single, pregnant female applying for Medicaid claims no significant other, they are not required to provide information on the absent father. On account of this, we have MANY pregnant females applying for Medicaid coverage, etc. while claiming that they have no idea who the father is. Many times the couple is actually together, trying to get the delivery charges covered.