

# CARES Call Center Updates:

## Operational Memos:

| Memo  | Goal Publication Week of | Project Implementation Date | Description   |
|---|--------------------------|-----------------------------|---|
| <b>Dependent Care Deductions</b>            | 11/16/2017               | 12/1/2017                   | Policy change regarding which expenses may be counted as dependent care expenses when determining FoodShare eligibility.  |
| <b>COLA 2018</b>                            | 11/17/2017               | 12/02/2017                  | 2018 update to the Social Security Cost of Living Adjustment (COLA)   |
| <b>IM Workload Tracking Tool</b>            | 02/12/2018               | 03/03/2018                  | Enhance the CWW dashboard to provide IM workers with a clear view of their workload and create productivity and performance analytics for workers and teams.  |
| <b>FNS CAP Correspondence Phase 2</b>       | 02/12/2018               | 03/03/2018                  | Enhanced notice of decision when benefits are terminated or denied, and a new page in CWW for identifying pending and not verified fields.  |
| <b>Moving Notices from Mainframe to CWW</b> | 2/15/2018                | 3/3/2018                    | Move remaining letters from Mainframe to CWW and create tool to create and store manual letters in the ECF from within CWW.   |
| <b>ACA Compliance – Phase 1</b>             | 2/16/2018                | 03/03/2018                  | Separate Social Security Income out of Unearned income section for MAGI budget calculations, include additional text related to gap filling and update verification for citizenship/identity to comply with Federal Health Care Policy. |
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