

HHSC Benefits Portal Reference Guide

What is State Portal?



State Portal is a workload management tool. It acts as a single-entry point to web-based systems supporting the HHSC eligibility process. It provides access to applications, case documents and other case and client information. State Portal also provides TIERS access and important details about the tasks you work.

Lesson 1: State Portal Overview

State Portal Overview focuses on tools that you use each day on the job in State Portal. The goal is to enable you to use the system to do your job effectively, efficiently, confidently and comfortably. To do that, you should understand how best to apply the tools at your disposal.



Key Terms

Term	Definition
Budget Group	The group of individuals whose income and resources are considered in the eligibility determination process.
Case	A case consists of individuals grouped together by their relationships and the types of assistance they receive together. These relationships and types of assistance are called EDGs. A case is composed of individuals and EDGs.
Certified Group (CG)	The group of individuals that are eligible for and receiving a benefit on a particular type of assistance.
Eligibility Determination Group (EDG)	Includes one or more individuals grouped together based on the programs applied for and by the relationships of its members. The EDG contains all individuals whose needs, resources, income, expenses/deductions are considered in determining the eligibility of EDG members.
Hyperlinks	A reference from one location to another. The hyperlink is usually distinguished by a different color, font, or style from the surrounding text. When you click the hyperlink, the browser displays the target of the link.
Image	A scanned picture of case correspondence that is accessible through the State Portal.
Portlet	Displays information in a small section of a web page.
State Portal	A workload management tool that provides access to case documents, forms and information. It also manages tasks that relate to TIERS cases.
Task	An action item in the State Portal that must be completed on a case.

Texas Integrated Eligibility Redesign System (TIERS)	A web-based system used to determine eligibility.
Types of Assistance (TOA)	Term used to identify different benefits HHSC administers.
Uniform Resource Locator (URL)	A website address.
Vendor	Organizations contracted by HHSC to complete specified work.

HHS Benefits (State Portal) Log In

To log in you need the URL, your user name and password. Your user name ties you to your profile. Your profile dictates what you can see in State Portal and TIERS. If you forget your password, click the *Forgot Password?* hyperlink to reset it.

TEXAS
Health and Human
Services

HHS Benefits

WARNING: This is a Texas Health and Human Services information resources system that contains State and/or U.S. Government information. By using this system you acknowledge and agree that you have no right of privacy in connection with your use of the system or your access to the information contained within it. By accessing and using this system you are consenting to the monitoring of your use of the system, and to security assessment and auditing activities that may be used for law enforcement or other legally permissible purposes. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under applicable law.

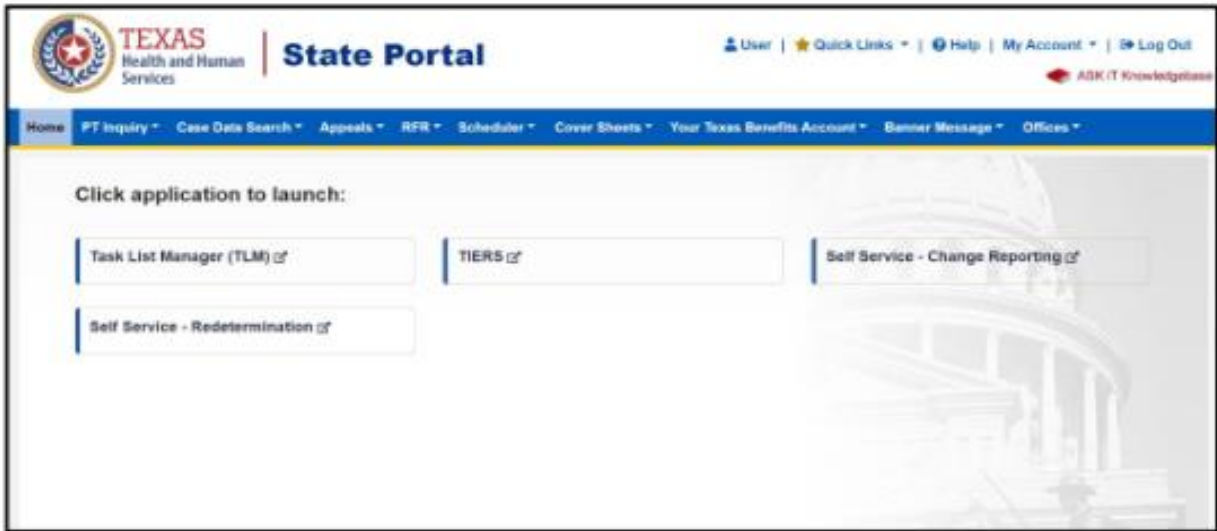
User Name *

Password *

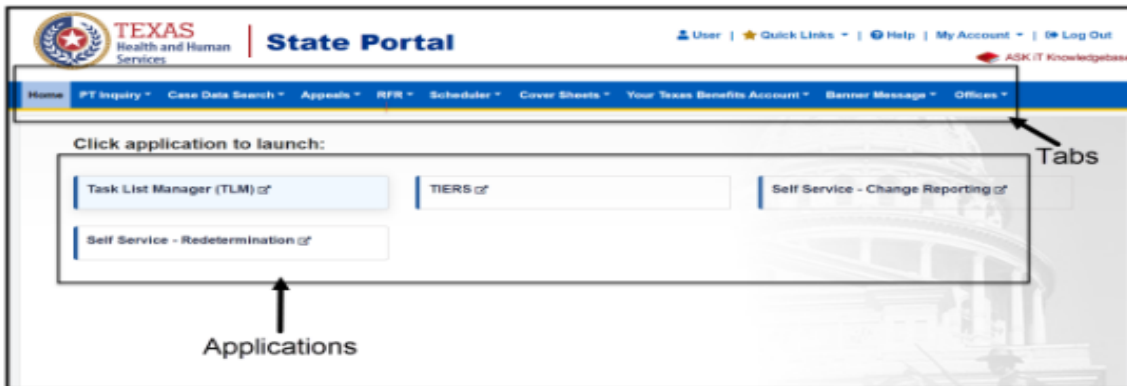
[Forgot Password?](#)

Login

After a successful log in, you see the State Portal home page.



State Portal Home Page Tabs and Applications



Use tabs to navigate to different areas of the State Portal. On the home page, there are tabs such as **Home, PT Inquiry, Case Data Search**, etc. Your security profile determines which hyperlinks and tabs you can see.

Click on an application to launch it. Applications include:

- Task List Manager (TLM)
- TIERS
- Self Service Change Reporting
- Self Service Redetermination

PT Inquiry

Perform inquiry in State Portal through **PT Inquiry**. Current and historical information is available for cases and applications. **PT Inquiry** information displays in portlets and primarily comes from TIERS. You may also perform inquiry in TIERS. The differences between inquiry in State Portal and TIERS are:

- State Portal provides easier access to multiple types of information in one place
- TIERS provides more historical information than the State Portal

Program Technician (PT) Inquiry

The **PT Inquiry** tab allows you to search for detailed information about a case, starting with a high-level overview.

The screenshot displays the HHSC Benefits Portal interface. The top navigation bar includes the Texas state logo and the text "HHSC Benefits". Below this, a horizontal menu contains several tabs: "Home", "PT Inquiry", "Case Search", "Image Research", "Complaints", "Appeals/IFB", "Scheduler", "My Account", "Cover Sheets", "Your Texas Benefits Account Management", and "Enter Message". The "PT Inquiry" tab is circled in red. Below the navigation bar, there is a search form with fields for "SSN", "Last Name", "First Name", "DOB", "Case # / Application #", "Individual #", "EOB #", and "County". A "Search" button is located below the form. Below the search form, there is a table with columns: "Search Run", "Name", "DOB", "SSN", "Individual #", "File Cleared?", "Case # / Application #", "Case Mode", "Case Status / Application Status", "Invalidated HQT?", and "Action". Below the table, there is a list of portlets including "EOB Details", "Benefit Issuance Details", "TIERS Case Comments", "Inbound Correspondence Image Repository Search", "L3 MSP Application Details", "Active Tasks", "Appeals", "Appointment History", "App Registration Rules", and "Request For Review".

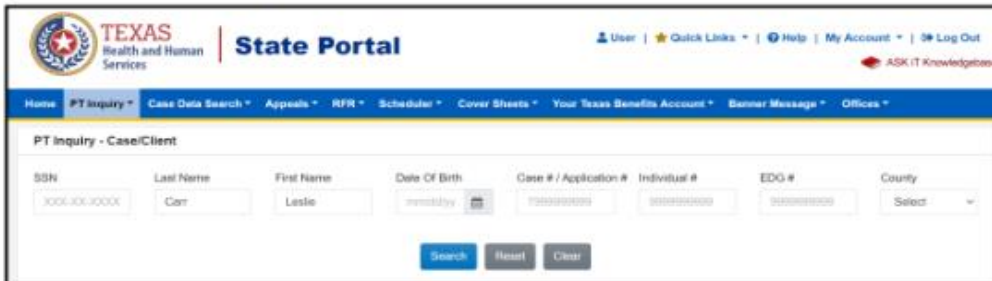
PT Inquiry Search

PT Inquiry offers the following search criteria fields:

- *SSN*
- *Last Name*
- *First Name*
- *DOB*
- *Case/Application #*
- *Individual #*
- *EDG #*
- *County*

When completing a search, use as many search criteria fields as possible to limit the search results. Click *Search* to retrieve any existing information.

There are two other buttons available in the search portlet. *Reset* clears search criteria in the search fields. *Clear* removes search criteria and results from a previous search. Completing another search does not remove the previous search results. Search results remain visible until you clear the results or log out, allowing you to view all results at the same time.



The screenshot shows the Texas State Portal interface. At the top left is the Texas Health and Human Services logo. To its right is the text "State Portal". Further right are links for "User", "Quick Links", "Help", "My Account", and "Log Out". Below this is a navigation bar with links for "Home", "PT Inquiry", "Case Data Search", "Appeals", "RFR", "Scheduler", "Cover Sheets", "Your Texas Benefits Account", "Banner Message", and "Offices". The main content area is titled "PT Inquiry - Case/Client" and contains a search form with the following fields: SSN (with a masked value), Last Name (with "Carr"), First Name (with "Leslie"), Date Of Birth (with a calendar icon), Case # / Application #, Individual #, EDG #, and County (with a "Select" dropdown). Below the fields are three buttons: "Search", "Reset", and "Clear".



Steps

1. Enter search criteria
2. Click *Search*

The search results appear in the columns below the action buttons. Your search may display multiple results based on the criteria you entered. Review the results to identify whether any results match the case or individuals for whom you search.

PT Inquiry - Case/Client

SSN: [XXXXXXXX] Last Name: [Last Name] First Name: [First Name] Date Of Birth: [mm/dd/yyyy] Case # / Application #: [XXXXXXXXXX] Individual #: [XXXXXXXXXX] EDC #: [XXXXXXXXXX] County: [Select]

[Search] [Reset] [Clear]

Select	Search Result	Name	DOB	SSN	Individual #	File Closed	Case # / App #	Case Mode	Case Status / Application Status	Invited/DCR #
<input type="checkbox"/>	Result 1	Doretha Egony	06/24/1951	XXXXXXXXXX	XXXXXXXXXX	Yes	XXXXXXXXXX	Ongoing	Approved	No
<input type="checkbox"/>	Result 1	Stana Egony	04/15/1951	XXXXXXXXXX	XXXXXXXXXX	Yes	XXXXXXXXXX	Ongoing	Approved	No
<input type="checkbox"/>	Result 1	Hjer Egony	06/24/1951	XXXXXXXXXX	XXXXXXXXXX	Yes	XXXXXXXXXX	Ongoing	Approved	No
<input type="checkbox"/>	Result 1	Woods Egony	12/15/1951	XXXXXXXXXX	XXXXXXXXXX	Yes	XXXXXXXXXX	Ongoing	Approved	No

Total 4 | Current Page 1



Steps

1. Click the *Expand/Collapse Row* icon under the *Select* column for the matched case.
2. Review the details to determine if the information matches the application data.

Note: When the match is not obvious after comparing the available information for the individual to the search results, you may have to click the *Show Details* icon and view details for more than one case. Look at the other household members, address and phone number to help you identify a match to the individual or case.

Select	Search Row	Name	DOB	SSN	Individual #	File Closed	Case # / App #	Case Mode	Case Status / Application Status	Invalidated HCR ?																																						
<input checked="" type="radio"/>	Result 1	Doretha Egarty	06/27/1950	000000000	00000000	Yes	00000000	Ongoing	Approved	No																																						
<div style="display: flex;"> <div style="flex: 1;"> <p>Contact Information</p> <p>Mailing Address Residence Address 3000 S 14th Drive Austin TX 78721-2400</p> <p>Residence County Travis</p> <p>Home Phone (512) 557-8555</p> <p>Work Phone</p> </div> <div style="flex: 2;"> <p>Case Individuals</p> <table border="1"> <thead> <tr> <th>Name</th> <th>DOB</th> <th>SSN</th> <th>Individual #</th> <th>Is HCR ?</th> <th>Living with HCR ?</th> </tr> </thead> <tbody> <tr> <td>Egarty, Doretha JF</td> <td>06/27</td> <td></td> <td></td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Egarty, Grace WF</td> <td>05/13</td> <td></td> <td></td> <td>No</td> <td>Yes</td> </tr> <tr> <td>Egarty, Nigel WF</td> <td>06/26</td> <td></td> <td></td> <td>No</td> <td>Yes</td> </tr> <tr> <td>Egarty, Mirinda WF</td> <td>03/15</td> <td></td> <td></td> <td>No</td> <td>Yes</td> </tr> </tbody> </table> <p>Legal Guardian/Parent(s)</p> <table border="1"> <thead> <tr> <th>Individual #</th> <th>HTM Show Name</th> <th>Guardian/Parent Name</th> <th>Guardian/Parent Type</th> </tr> </thead> <tbody> <tr> <td colspan="4">Legal Guardian/Parent(s) HTM Individuals not available</td> </tr> </tbody> </table> </div> <div style="flex: 1; text-align: right;"> <p><input type="checkbox"/> Show Individual addresses</p> </div> </div>											Name	DOB	SSN	Individual #	Is HCR ?	Living with HCR ?	Egarty, Doretha JF	06/27			Yes	Yes	Egarty, Grace WF	05/13			No	Yes	Egarty, Nigel WF	06/26			No	Yes	Egarty, Mirinda WF	03/15			No	Yes	Individual #	HTM Show Name	Guardian/Parent Name	Guardian/Parent Type	Legal Guardian/Parent(s) HTM Individuals not available			
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Egarty, Doretha JF	06/27			Yes	Yes																																											
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Egarty, Nigel WF	06/26			No	Yes																																											
Egarty, Mirinda WF	03/15			No	Yes																																											
Individual #	HTM Show Name	Guardian/Parent Name	Guardian/Parent Type																																													
Legal Guardian/Parent(s) HTM Individuals not available																																																
<input type="radio"/>	Result 1	Ethna Egarty	05/13/2008	52393308	04032187	Yes	000037148	Ongoing	Approved	No																																						
<input type="radio"/>	Result 1	Nigel Egarty	06/26/2012	52393308	04032188	Yes	000037148	Ongoing	Approved	No																																						
<input type="radio"/>	Result 1	Mirinda Egarty	03/15/2013	52393301	04032189	Yes	000037148	Ongoing	Approved	No																																						

Total: 4 - Current Page: 1



Steps

1. Click to de-select the *Expand/Collapse Row* icon.
2. Click the *Select* radio button.

Select	Search Row	Name	DOB	SSN	Individual #	File Closed	Case # / App #	Case Mode	Case Status / Application Status	Invalidated HCR ?
<input checked="" type="radio"/>	Result 1	Doretha Egarty	06/27/1950	000000000	00000000	Yes	00000000	Ongoing	Approved	No
<input type="radio"/>	Result 1	Ethna Egarty	05/13/2008	52393308	04032187	Yes	000037148	Ongoing	Approved	No
<input type="radio"/>	Result 1	Nigel Egarty	06/26/2012	52393308	04032188	Yes	000037148	Ongoing	Approved	No
<input type="radio"/>	Result 1	Mirinda Egarty	03/15/2013	52393301	04032189	Yes	000037148	Ongoing	Approved	No

Total: 4 - Current Page: 1

After you make your selection, the row is bolded. The change to the selection indicates the corresponding portlets contain populated information.

Select	Search Result	Name	EDG	SNAP	Individual #	File Closed	Case # / App #	Case Mode	Case Status / Application Status	Invited/Not Invited
▼	Result 1	Doretha Bogany	0623/2023	00000000	00000000	No	00000000	Ongoing	Approved	No
▼	Result 1	Briana Bogany	05/01/2023	00000000	00000000	No	00000000	Ongoing	Approved	No
▼	Result 1	Njeri Bogany	08/26/2023	00000000	00000000	No	00000000	Ongoing	Approved	No
▼	Result 1	Wicrete Bogany	03/15/2023	00000000	00000000	No	00000000	Ongoing	Approved	No

Total: 4 | CoverPage: 1

Case Name: Doretha Bogany Case # / Application #: 100207144 Case Mode: Ongoing Case Status: Approved

EDG Details

EDG #	TDA	Eligibility Begin Date	Eligibility End Date	Eligibility Status	Disposition / Authorization Date	Periodic Income Check Status	Last Review Date	Periodic Review Due/End Date	EDG Review Status	Reauthorization Packet Date	Benefits Scheduled Date
00000000	FS - SNAP	00000000		Approved	00000000	Not Applicable		00000000	Review Requested		1st of the month

Total: 1 | CoverPage: 1



Steps

1. Click the + for *EDG Details*.
2. Review *EDG Details* information.

The *EDG Details* portlet displays existing EDGs and their statuses. For the Bogany household, there is an approved SNAP (Food Stamps - Non-Public Assistance) EDG

Clicking *Show Details* in the *Action* column displays a pop-up window showing basic information, such as *EDG individuals*, *EDG address* and more. Use the information to confirm you have the correct individual and EDG.

Reset/Clear Search Criteria

There are two other buttons available in the search portlet:

- *Reset* clears search criteria in the search fields but not the search results.
- *Clear* removes search criteria and results from a previous search.

Completing another search does not remove the previous search results. Search results remain visible until you clear the results or log out, allowing you to view all results at the same time.

Selection	Search Result	Name	ID#	SSN	Individual #	File Closed	Case #/App #	Case Status	Case Status / Application Status	Unpublished ID#
<input checked="" type="checkbox"/>	Result 1	Shirley Rogers	9822198	2208228	9822198	Yes	9822198	Pending	Approved	No
<input type="checkbox"/>	Result 1	Shirley Rogers	9822198	2208228	9822197	No	9822198	Pending	Approved	No
<input type="checkbox"/>	Result 1	Har Rogers	9822197	2208228	9822198	No	9822198	Pending	Approved	No
<input type="checkbox"/>	Result 1	Shirley Rogers	9822197	2208228	9822198	No	9822198	Pending	Approved	No



Step

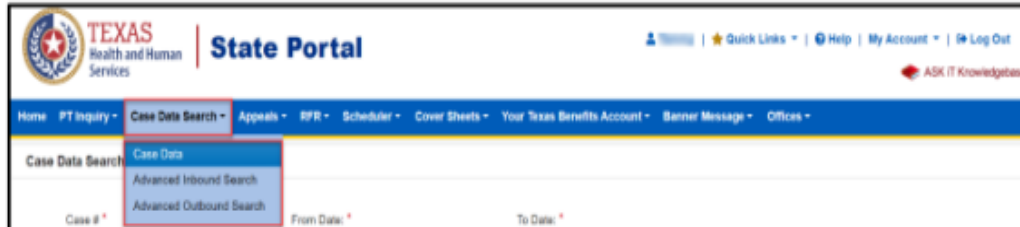
Click *Clear*.

Case Data Search Reference Guide

The State Portal **Case Data Search** tab allows you to search individual or case-specific information, including forms, supporting documents, verifications and correspondence.

The **Case Data Search** tab contains the following dropdown selections:

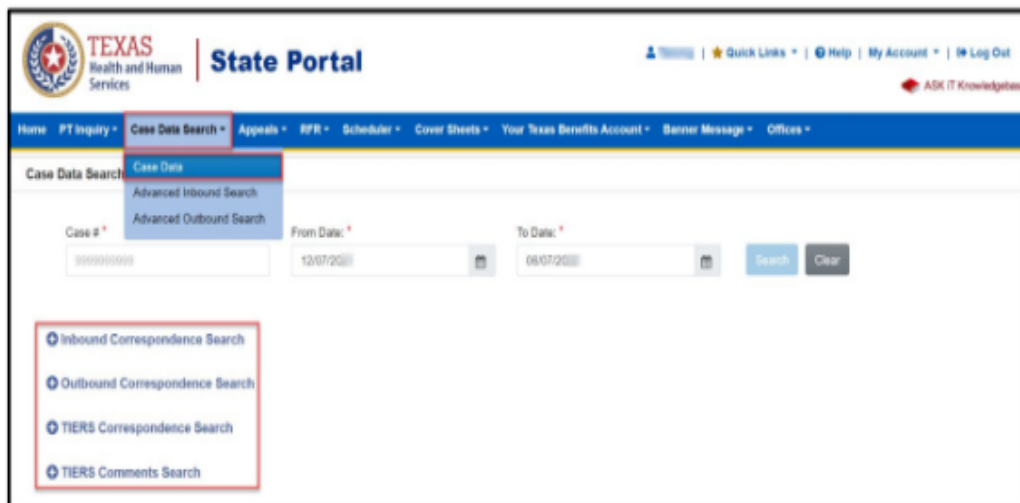
- *Case Data*
- *Advanced Inbound Search*
- *Advanced Outbound Search*



Case Data

Use **Case Data Search – Case Data** to perform a simple search by *Case #*. After entering the case number and clicking *Search*, available information displays in the following expandable and collapsible portlets:

- *Inbound Correspondence Search*
- *Outbound Correspondence Search*
- *TIERS Correspondence Search*
- *TIERS Comments Search*



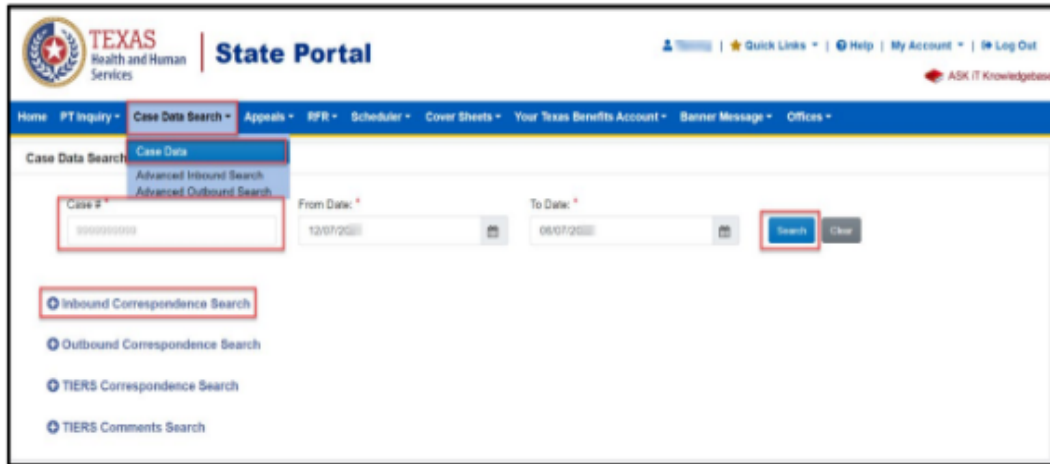
The *Case #*, *From Date:* and *To Date:* always require entries. The *To Date:* field defaults to the current day and the *From Date:* field defaults to six months prior to the current day. Update as necessary to search for your designated time period.

Note: Date range cannot exceed more than five years.

Clear removes search criteria and results from a previous search.



Inbound Correspondence Search



The screenshot shows the 'Case Data Search' section of the Texas State Portal. The 'Case #' field contains the number '000000000'. The 'From Date' is set to '12/07/20' and the 'To Date' is set to '06/07/20'. A 'Search' button and a 'Clear' button are visible. Below the search fields, there are four search options: 'Inbound Correspondence Search', 'Outbound Correspondence Search', 'TIERS Correspondence Search', and 'TIERS Comments Search'. The 'Inbound Correspondence Search' option is highlighted with a red box.

1. Enter the Texas Integrated Eligibility Redesign System (TIERS) case number into the *Case #* field.
2. Accept the *From Date:* and *To Date:* defaults or update as needed.
3. Click *Search*.

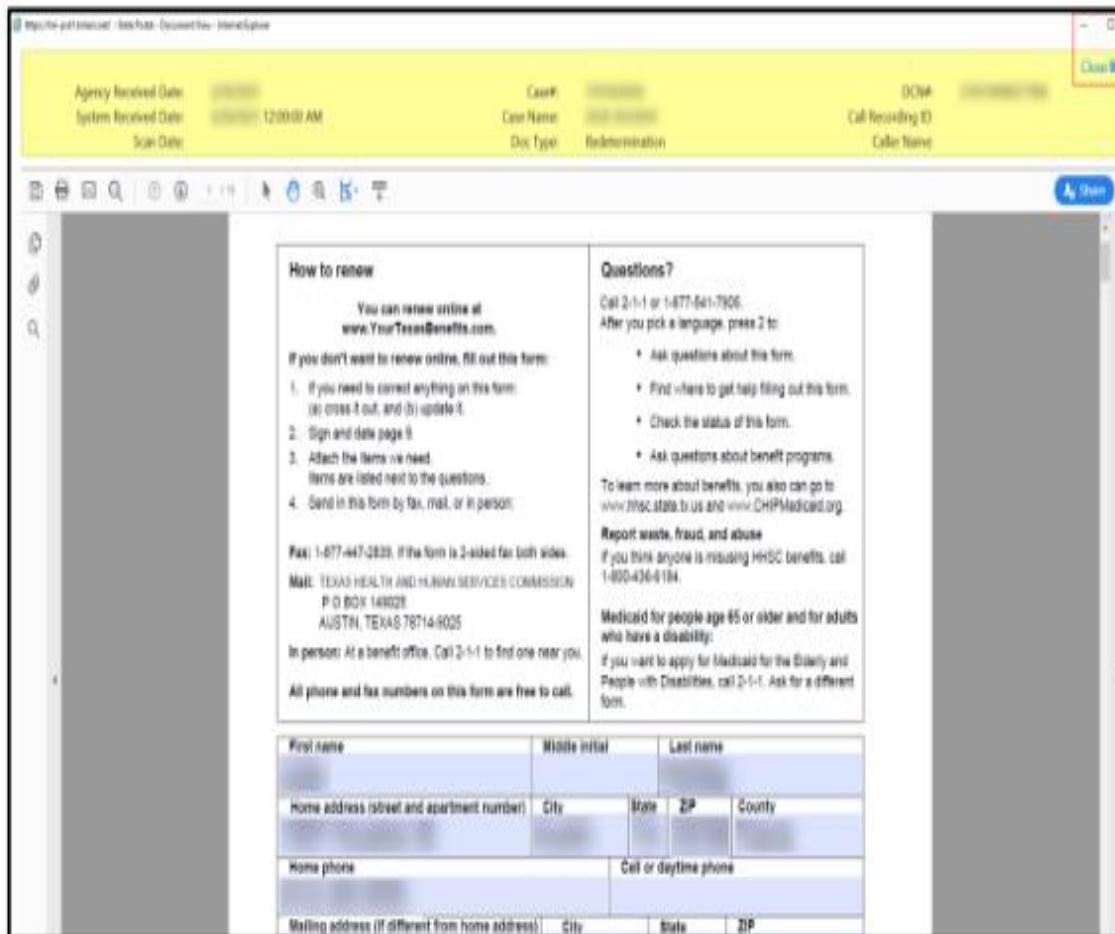


The screenshot shows the 'Inbound Correspondence Search' results table. The table has the following columns: Case #, DCN, Doc Type, Page Count, Last Name, First Name, Agency Received Date, System Received Date, Scan Date, Signed By, and Actions. The first row of data shows: Case # 000000000, DCN 0000000000000000, Doc Type Redetermination, Page Count 15, Last Name [REDACTED], First Name [REDACTED], Agency Received Date 03/29/20, System Received Date 03/29/20, Scan Date [REDACTED], Signed By [REDACTED], and Actions [View icon]. The 'View' icon is highlighted with a red box.

Case #	DCN	Doc Type	Page Count	Last Name	First Name	Agency Received Date	System Received Date	Scan Date	Signed By	Actions
000000000	0000000000000000	Redetermination	15	[REDACTED]	[REDACTED]	03/29/20	03/29/20	[REDACTED]	[REDACTED]	[View icon]

Total: 1 | Current Page: 1

4. Review the search results in the *Inbound Correspondence Search* portlet.
5. Click the *View* icon (👁) in the *Action* column to review the document. The correspondence appears in a pop-up.



Agency Received Date: 12/15/2023
System Received Date: 12/15/2023 12:00:00 AM
Scan Date:

Case#: 123456789
Case Name: JANE DOE
Doc Type: Redetermination

DDW: 123456789
Call Recording ID:
Call Name:

How to renew

You can renew online at www.YourTexasBenefits.com.

If you don't want to renew online, fill out this form:

- If you need to correct anything on this form: (a) cross it out, and (b) update it.
- Sign and date page 9.
- Attach the items we need. Items are listed next to the questions.
- Send in this form by fax, mail, or in person.

Fax: 1-877-447-2829, if the form is 2-sided fax both sides.
Mail: TEXAS HEALTH AND HUMAN SERVICES COMMISSION
P O BOX 148028
AUSTIN, TEXAS 78714-8025
In person: At a benefit office. Call 2-1-1 to find one near you.
All phone and fax numbers on this form are free to call.

Questions?

Call 2-1-1 or 1-877-641-7906.
After you pick a language, press 2 to:

- Ask questions about this form.
- Find where to get help filling out this form.
- Check the status of this form.
- Ask questions about benefit programs.

To learn more about benefits, you also can go to www.jhsc.state.tx.us and www.DHPMedicaid.org.


Report waste, fraud, and abuse

If you think anyone is misusing HHSC benefits, call 1-800-436-6184.

Medicaid for people age 65 or older and for adults who have a disability:

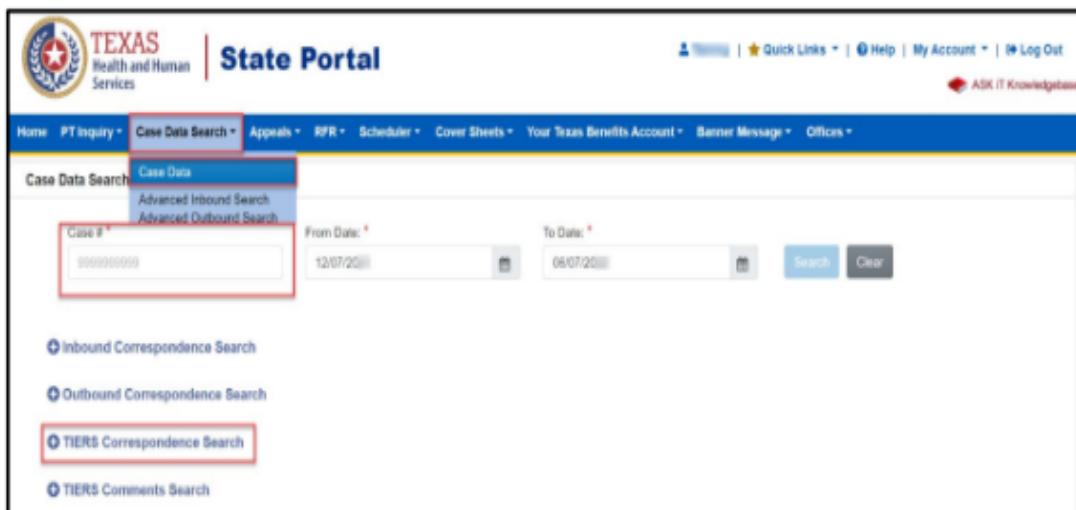
If you want to apply for Medicaid for the Elderly and People with Disabilities, call 2-1-1. Ask for a different form.

First name	Middle initial	Last name		
		City	State	ZIP
Home address (street and apartment number)		City	State	ZIP
Home phone		Cell or daytime phone		
Mailing address (if different from home address)		City	State	ZIP

- Click *Close* () in the image viewer or the [x] in the upper right-hand corner of the Portable Document Format (PDF) to exit.



TIERS Correspondence Search



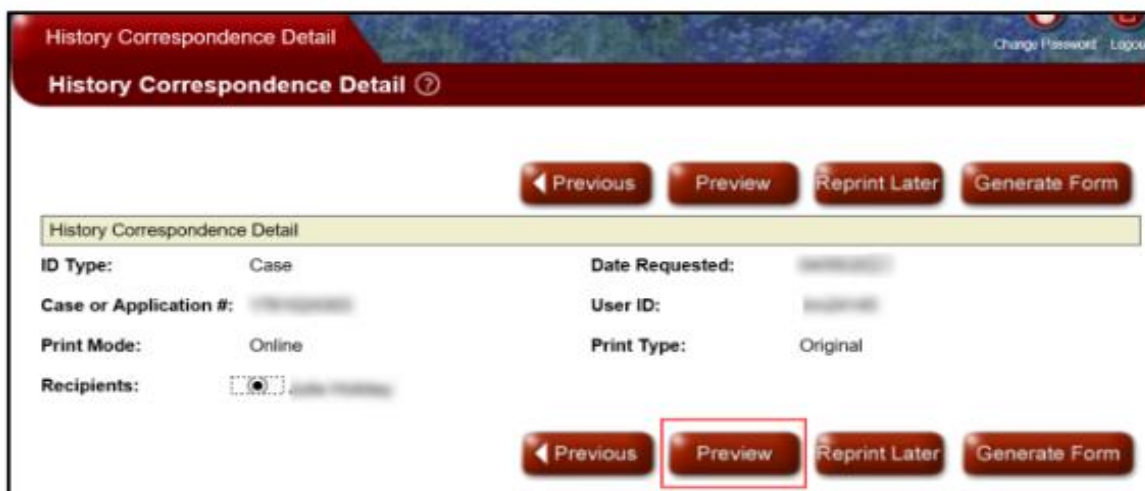
1. Enter the TIERS case number into the *Case #* field.
2. Accept the *From Date:* and *To Date:* defaults or update as needed.
3. Click *Search*.



Document Description	Request Date	Generate Date	Print Date	Go To TIERS
FXK509 - H1830 - Interview Notice for Flexible Appointments	04/05/20	04/05/20	03/29/20	View

Total: 1 | Current Page: 1

4. Review the search results in the *TIERS Correspondence Search* portlet.
5. Click *View* hyperlink in the *Go To TIERS* column for the desired correspondence. This opens the **TIERS History Correspondence Detail** logical unit of work in a new window.



6. Click *Preview* to view the correspondence which appears in a separate PDF pop-up window.



Remember: Do not click *Reprint Later* or *Generate Form* unless a client specifically requests a copy of their correspondence. If desired, click *Print File* in the PDF pop-up to manually print the document.

7. To close the PDF correspondence image, and the *TIERS History Correspondence Detail*, click the [x] in the upper right corner for both windows.



TIERS Comments Search

The screenshot shows the Texas State Portal navigation bar with 'Case Data Search' highlighted. Below it is a search form with fields for 'Case #', 'From Date', and 'To Date'. There are also links for 'Inbound Correspondence Search', 'Outbound Correspondence Search', 'TIERS Correspondence Search', and 'TIERS Comments Search'. The 'TIERS Comments Search' link is highlighted with a red box.

1. Enter the TIERS case number into the *Case #* field.
2. Accept the *From Date:* and *To Date:* defaults or update as needed.
3. Click *Search*.
4. Review the search results in the *TIERS Comments Search* portlet.

Date/Time Created	Worker	Comments Description	Case Status	TIERS Page
5/14/21 6:40 PM	*****	DNAP certification period automatically extended due to COVID-19	Ongoing	Case Comments
5/11/21 9:33 PM	*****	DNAP/DMAP CAP supplements issued for May 2022 by PER 1002917-044 to COVID-19	Ongoing	Case Comments
5/4/21 2:58 PM	*****	--Add Update information for SAP Request - Submission ID: 129384808Submitted by *****@redsox.com	Ongoing	Case Comments
5/4/21 2:58 PM	*****	New Working Address provided by the client through the SAP to *****	Ongoing	Case Comments
5/4/21 2:56 PM	*****	New Physical Address provided by the client through the SAP to *****	Ongoing	Case Comments
5/7/21 9:33 PM	*****	DNAP/DMAP CAP supplements issued for May 2022 by PER 1002917-044 to COVID-19	Ongoing	Case Comments
1/28/21 11:58 AM	*****	GENERAL INFORMATION : USER FIRST NAME : ***** USER LAST NAME : ***** WHERE INTERPRETER SER...	Complete Action	Case Comments
1/28/21 11:58 AM	*****	US Indeed on-line management not accessible	Complete Action	Case Comments
1/13/21 11:9 AM	*****	WKHS - Work Update System Action for Miss Update to deny the Medical Renewal/COEs for failure to provide report	Ongoing	Case Comments
1/13/21 11:9 AM	*****	Medical eligibility is being sustained due to COVID-19	Ongoing	Case Comments
10/20/20 9:37 AM	*****	GENERAL INFORMATION : USER FIRST NAME : ***** USER LAST NAME : ***** PROGRAM END ACTION :	Complete Action	Case Comments

5. Click the *Expand/Collapse Row* (▼) for the desired comment in the *Comments Description* column.

Date/Time Created	Worker	Comments Description	Case Status	TIERS Page
5/11/21 9:33 PM	*****	DNAP/DMAP CAP supplements issued for May 2022 by PER 1002917-044 to COVID-19	Ongoing	Case Comments
1/28/21 11:58 AM	*****	GENERAL INFORMATION : USER FIRST NAME : ***** USER LAST NAME : ***** WHERE INTERPRETER SE	Complete Action	Case Comments

GENERAL INFORMATION : USER FIRST NAME : ***** USER LAST NAME : ***** WHERE INTERPRETER SERVICES REQUESTED : NO PROGRAM/INLACTON : PROGRAM ACTION APP DATE : DNAP APPLICATION ***** @ 18 : INTERVIEW DATE : 05/11/2021 SOWS VISUAL METHOD : 110 BELIEVED : # OF ADULTS : 1 # OF CHILDREN : 0 ARE THERE OTHER INDIVIDUALS INVOLVED FOR THE MEDICALSHIP DUE TO THE PLANS STATUS : NO DISCREPANCIES : SLIPPS ON APPLICATION : (S-10) is used to track care of illness and assistance with housing costs, it's use to call and give notes of bank app usage recording up before there are for only items) INCOME : INCOME : YES) NAME OF PERSON WITH INCOME : ***** TYPE OF INCOME : Unrealt INCOME EMPLOYER/SOURCE INCOME : TRAIL HOURS (Child Support) PAY FREQUENCY : Monthly NAME OF PERSON WITH INCOME : ***** TYPE OF INCOME : Unrealt INCOME EMPLOYER/SOURCE INCOME : CHILD SUPPORT PAY FREQUENCY : Monthly NAME OF PERSON WITH INCOME : ***** TYPE OF INCOME : Unrealt INCOME EMPLOYER/SOURCE INCOME : CHILD SUPPORT PAY FREQUENCY : Monthly NAME OF PERSON WITH INCOME : ***** TYPE OF INCOME : Unrealt INCOME EMPLOYER/SOURCE INCOME : CHILD SUPPORT PAY FREQUENCY : Monthly MANAGEMENT : IS MANAGEMENT QUESTIONABLE/NEGATIVE : YES OTHERS : TIERS TICKET TRADE REQUESTED : NO OTHER INFORMATION FOR THE FINISHER : CC made to client who states and verified that she stopped working in December, it's not receiving earned income only child support, all income and resources reported, Expired PERL : WERE ANY CPMS USED : NO