

Oil Spill related TANF May 2010 - June 2011

ag	total benefit
1018930671ADCR05	\$1,580
1024397912ADCR01	\$303
1061487539ADCR02	\$3,388
1170560539ADCR02	\$2,393
1171376197ADCR02	\$3,874
1171376197ADCR04	\$4,172
1171376197ADCR05	\$3,927
1171376197ADCR06	\$596
1172487219ADCR01	\$2,684
1184901333ADCR01	\$207
1194650724ADCU01	\$845
1224625196ADCR01	\$432
1280452765ADCR01	\$306
1316991792ADCU01	\$333
1330880781ADCR01	\$241
1333881711ADCR01	\$2,788
1357556811ADCR01	\$534
	\$28,603

Assistance groups identified from match with AWI oil spill related unemployment.comp applicants

ag	total benefit
1001459601ADCR02	\$2,178
1001459601ADCR03	\$2,178
1055843680ADCR02	\$2,441
1055843680ADCR03	\$2,178
1055843680ADCR04	\$2,178
	\$11,153

Combined total \$39,756

DCF BP/Deepwater Horizon Oil Spill Protocol

The oil spill process was discussed with ACCESS managers across the state during the June 4, 2010, June 16, 2010 and July 2, 2010 conference calls.

A code to identify ACCESS cases affected by the oil spill was implemented on June 7, 2010.

Training materials on identifying and serving customers impacted by the oil spill were supplied to Call Center managers and Training managers on June 29. These materials were also posted to the training website and included an overview of the BP Claims process along with the procedures shown below.

DCF BP/Deepwater Horizon Oil Spill Procedures

IF	THEN
The caller has a general non-ACCESS question about oil spill benefits	<p>Let the customer know claims may be filed with BP in three (3) ways:</p> <ol style="list-style-type: none"> 1. Call the BP Claims Line at 1-800-440-0858. The line is toll-free and available 24 hours a day, 7 days a week. 2. File a claim online at http://www.bp.com/claims. 3. Visit one of the service sites at (see next page for addresses) http://www.deepwaterhorizonresponse.com/go/doc/2931/542307
The caller says they are calling because they have applied for ACCESS benefits or reported an ACCESS change on their current case because of a loss or decrease in income (i.e. loss of job or decreased hours).	Ask if that occurrence is due to the oil spill in the Gulf.
The Customer answers YES , it is due to the oil spill in the Gulf	<p>Code the case AIIA screen with the OS flag Ask if they have applied for BP assistance IF No, then provide the customer with BP's information (see above) IF YES, then ask if any BP assistance has been received or is anticipated Follow-up appropriately on the callers issue Document CLRC</p>
The Customer answers NO , it is NOT due to the oil spill in the Gulf	Normal operating procedures apply