



State of Florida
Department of Children and Families

Ron DeSantis
Governor

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Secretary

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TO: Economic Self Sufficiency Operations Managers
Economic Self Sufficiency Program Offices

FROM: Julie Reed, Chief, Program Policy
Terri Lynch, Director, Operations
(Signatures on File)

SUBJECT: Revised Work Priorities – Data Exchanges and Case Maintenance Units

EFFECTIVE: Upon Receipt

The purpose of this transmittal is to provide staff (including Case Maintenance Units) with updated guidance on current work priorities for processing data exchanges, alerts, reports and compliance with assigned time standards.

This transmittal obsoletes: P-05-06-0014, C-03-06-0016, I-06-10-0022, I-09-05-0014, and P-11-05-0005.

Background Information

The Data Exchange (DE) process within the FLORIDA eligibility system involves the transfer of information between agencies and computer systems to accomplish validations required for case processing such as income and assets of applicants/recipients, sanction requests and lifts, Social Security numbers, job placements, and Benefit Recovery.

The timing and frequency of Department data exchange processing depends on the source of the exchange, the method used, and when the related files are updated. Data exchanges are automatically initiated during client registration or application entry for each case member with a Social Security number.

Time Standards for Processing Data Exchanges

Verified upon receipt responses originate directly from the source, and the information is not questionable. Matches which are **verified upon receipt** require prompt action and must be processed within a **10-day time standard**. Staff must take timely action to process changes across all case types, including Food Assistance (FA) Simplified Reporting cases, without requiring further verification.

Data exchanges with lesser impact do not require immediate case action and may be deferred until the next scheduled review—unless the information indicates that household's income exceeds 130% of the Federal Poverty Level (FPL) for the applicable Assistance Group (AG) size. These exchanges must be processed within a **45-day time standard** from receipt and may require additional validation or verification before action is taken.

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Priorities

Data Exchange alerts are assigned time standards and priority levels for processing. The following list reflects the priority order for processing data exchange alerts. The priority assignment is based on urgency, federal reporting requirements, and program impact. Each item below includes its associated description, compliance time standard, and verified upon receipt indicator:

Priority	Data Exchange Type	Description	Time Standard	Verified Upon Receipt?
1	DEDT	Vital Statistics Death Matches (State)	10 Days	Y
3	DEPI	Impose Sanction	10 Days	Y
4	DELS	Lift Sanction	10 Days	Y
5	DEJP	Job Placement	10 Days	Y
6	DEUC	Unemployment Compensation	10 Days	Y
7	DEBB	SSA BENDEX Data	10 Days	Y
8	DENU	Numident SSN	10 Days	Y
9	DEHS	Learnfare (K-12 Student Data)	10 Days	Y
10	DEQC	40 Quarters - SSA	10 Days	Y
11	DESD	State Data Exchange (SSI)	10 Days	Y
12	DEAV	Asset verification	10 Days	Y
13	DECS	Child Support Sanctions	10 Days	Y
14	DENE	New Hire	45 Days	N
15	DESW	FL Wage Data	45 Days	N
16	DEBW* (Secure)	BENDEX Wages DERS/BEERS	45 Days	N
17	DEFR	Florida Retirement System	45 Days	N
18	DEPR	Prisoner Data	45 Days	N
19	DERS* (Secure)	IRS Unearned Income	45 Days	N

Priority	Data Exchange Type	Description	Time Standard	Verified Upon Receipt?
20	DEIC	Internet Data	45 Days	N

*DEBW and DERS exchanges contain protected Federal Tax Information (FTI). Staff must never document, disclose the source, or screen print.

Processing

Vital Statistics Death Matches (DEDT):

Information from Vital Statistics Death Matches (DEDT), which displays death information for persons who die within the State of Florida, is **verified upon receipt**. These data exchange matches are high priority that require action and follow up. Use the Case Maintenance Unit Guide instructions for processing the DEDT data exchange. Act on this data exchange information at application, recertification/review, or during the recertification/review period for all programs. Staff must deny an application based on DEDT information without the need to contact or attempt contact with the household.

Death information can also be received from these verified upon receipt sources:

- DEBB - showing termination of the SSA income and date of death;
- DESD - showing SSI income ending and date of death; and
- DENU - with a date of death.

Employment/Job placement (DEPI):

Staff may take case action based on information provided via DEPI employment/job placement data exchanges on TCA cases. It is not necessary to pend the case for verification, unless the information provided by the DEPI data exchange is insufficient to process the change, unclear, or inconsistent with information previously provided. Independent verification of the income reported via DEPI should be obtained at the next complete review or reapplication. When DEPI employment/job placement data is received on a TCA recipient who is also in receipt of FA and/or Medicaid, take adverse action for these benefits without pending for verification.

Prisoner Data Match (DEPR):

The Prisoner Data Match (DEPR) is **not verified upon receipt** information. For FA only cases, explore the DEPR to determine release dates and current living arrangements only at application and recertification using the Case Maintenance Unit Guide instructions. If the individual in the DEPR is in a combination case receiving FA, Temporary Cash Assistance (TCA), and/or Medicaid, staff must explore the information to determine release dates and current living arrangements using the Case Maintenance Unit Guide instructions, at application, recertification/review, or during the recertification/review period for all programs.

Department of Corrections (DOC):

Information received directly from the Department of Corrections (DOC), showing an individual is in a State or Federal prison is **verified upon receipt**. Public Benefits Integrity (PBI) staff will act on these reports of prison incarceration based on data received directly

from the DOC. This policy does not apply for individuals reported to be in a County or Municipal jail. Staff must not confuse the information from DOC with the DEPR data exchange.

Confidential Tax and Benefit Information Reminder

The IRS and BEERS exchange is confidential tax and benefit information with state agencies only when the state agrees to comply with strict federal security protocols governing the storage, use, and disclosure of such data.

As outlined in Policy Manual Chapters 3010, 3020, 3030, 3040, 3050 and 3060, DERS and DEBW refer to:

- **Benefit Earnings Exchange Reports System (BEERS):** Reports of an individual's earned income submitted to the IRS via W-2 forms.
- **Internal Revenue Service (IRS):** Reports of unearned income submitted via 1099 forms.

Federal law protects the confidentiality of this tax information. Any individual who knowingly or negligently discloses IRS or BEERS data is in violation of the law and may face civil action by the affected taxpayer in U.S. District Court. Staff are prohibited from printing, faxing, emailing, copying, or storing IRS/BEERS information—this applies to all devices, including multifunction printers.

Combination Cases

When reviewing data exchanges consider the change reporting requirements for all programs. Recipients of TCA and Medicaid are required to report changes within 10 days. FA households/ AGs that receive TCA, and/or Medicaid must report changes according to TCA and/or Medicaid Program requirements.

Continue to act on changes reported for TCA and/or Medicaid and make the change to affect all three programs.

System Instructions

Accessing and Processing Data Exchange Alerts

System enhancements made in 2016 protect the AWAA screen from disposition if any alerts exist requiring attention. Staff cannot *authorize or deny benefits* at application, renewal, or during change processing if **any** DE responses remain unreviewed or unworked. Refer to [Transmittal No.: P-16-09-0007](#) and [Data Exchange Reference Guide](#) (last updated August 2024) for more information.

A message will be displayed, and benefits may not be approved, denied, or closed until all data exchanges are worked. From AWAA, press PF18 (shift + F6) to view the unreviewed data exchange alerts.

Data Exchanges can still be accessed using DEPL (DE Response List) with the case number. To check for any unworked data exchanges alerts, type DEPL in NEXT TRAN and press PF14 (shift+PF2).

Unworked data exchange responses will not affect authorization on AWAA for AGs approved by TIP, Auto Updates, Mass Changes, Medicaid Auto Renewals, SUNCAP, PEPW, ASEC, Qualified Hospital Presumptive Eligibility and Disaster SNAP (D-SNAP).

The chart below shows the parameters needed for accessing the DEPL/DEAL Data Exchanges.

Screen Name /Next Tran	Parameter	Shows
DEPL	Case Number	Unreviewed alerts by case
DEPL	Case Number/All	All unreviewed and reviewed alerts by case
DEAL	User ID or Caseload	Unreviewed alerts by caseload

From the **DEPL** or **DEAL** (DE Response by Worker Alerted) list, staff must enter an "I" to select a specific alert or case. Then, press "Enter" to get the details. On DEPL, use PF18 to go to the next individual(s).

Staff must use either "**U**" to indicate that case action was required and the case has been updated, or "**N**" if no case action was required for the "Disposition: Action Taken" field on the data exchange screen.

Tips on Processing Data Exchanges

1. Check alerts when running the driver, completing the interview, and again before final authorization.
2. Before pending, check IQAA, IQEL, Case notes, AWES, IQFS, etc. to see if benefits were received.
3. Before removing an individual from AIID, check for any unreviewed alerts to prevent them from being lost.
4. Use DEPL and the case number/all to view already cleared alerts and check case notes. Your alert may be a duplicate.
5. When information received via DE conflicts with the information provided on the application, resolve the discrepancy per the instructions in manual passage 3010.0100. This may require contact with the individual, collection of additional verifications, correction of the information entered in the system, and/or a referral to Benefit Recovery.

Reminder: All eligibility staff should document case notes clearly and accurately, specifying whether action was taken or deferred for each data exchange response.

Case Maintenance Unit Functions

The Case Maintenance Units (CMU) handle casework that typically does not require direct customer contact. The activities for these units include:

- Bill tracking
- Reported Changes

- Data Exchanges:
 - o Child Support Program sanctions (DECS);
 - o Unemployment Compensation Benefits (DEUC);
 - o Social Security - BENDEX (DEBB);
 - o Social Security - State data/SSI (DESD);
 - o Employment and training - (DEPI). Impose and lift all sanctions. Process all DEPI income exchanges for Temporary Cash Assistance cases.
 - o Vital statistics/death match (DEDT);
 - o Numident (DENU)
 - o Learnfare (DEHS)
- Age Change - 90 days (Alert 313/Re-evaluate work exemption for TCA recipients when child turns 90 days old);
- Reports (such as but not limited to: MM P overdue, UME, COLA, PARIS, No SSNs, Ex partes, and Buy in)

Regional Program Offices with policy questions related to this transmittal should submit them through the Policy Technical Assistance Request page. Systems related questions should be directed to LaQuetta Anderson at LaQuetta.Anderson@myflfamilies.com.

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