

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
BISMARCK, NORTH DAKOTA  
March 14, 2019**

**Amended IM 5338**

**TO:** County Social Service Directors  
Economic Assistance Policy Regional Representatives  
Economic Assistance Policy Quality Control Reviewers

**FROM:** Michele Gee, Director, Economic Assistance

**SUBJECT:** Policy Updates

**PROGRAMS:** Supplemental Nutrition Assistance Program (SNAP)

**EFFECTIVE:** Immediately

**SECTIONS  
AFFECTED:** **Converting Income 430-05-50-15-10**  
**Changes Resulting in a Decrease in Benefits 430-05-67-15-10**  
**Combination Cases 430-05-67-15-15**  
**Unclear or Insufficient Information to Make a Benefit Determination 430-05-67-15-20**  
**Household Moves to a New County Within the State 430-05-67-30**

SNAP Policy Manual letter 3532 which was effective October 1, 2018, implemented many policy changes and updates. After reviewing these policy changes with county workers, the following policy updates and clarifications are now implemented.

**Additional clarifications and policy corrections were added to policy Unclear or Insufficient Information to Make a Benefit Determination 430-05-67-15-20 and Household Moves to a New County Within the State 430-05-67-30. These policy clarifications are highlighted in the policy sections below.**

1. Example number five in this policy was corrected.

## **Converting Income 430-05-50-15-10**

Whenever a full months earned and unearned income is received or is anticipated to be received either weekly or biweekly (every two weeks), the income must be converted for benefit determination. This includes situations when income is received early or late because of a holiday or weekend.

### **EXCEPTIONS:**

#### **Income conversion does not apply to:**

- 1. Income paid monthly or twice a month.**
- 2. Irregular income such as on-call or income from day labor even if they receive a pay check on every pay date.**
- 3. Self-Employment income.**
- 4. Child support income.**
- 5. Income will not be converted when it is known that a household will not receive the income on each of the weekly or biweekly pay dates.**

To convert weekly earnings, total the weekly checks and divide by the number of checks (4 or 5) to arrive at the weekly average. The weekly average is then multiplied by 4.3.

To convert biweekly earnings, total the biweekly checks and divide by the number of checks (2 or 3) to arrive at the biweekly average. The biweekly average is then multiplied by 2.15.

If tips, commissions, bonuses or incentives are paid or reported weekly or biweekly and are included in the gross income on the weekly or biweekly paycheck or pay stub, they are converted.

If tips, commissions, bonuses or incentives are paid or reported weekly or biweekly and are included on the paycheck or pay stub, but not in the gross income and the paychecks are received weekly or biweekly, they must be added to the gross income and converted.

If tips, commissions, bonuses or incentive are not paid weekly or biweekly, they are not converted. The tips, commissions, bonuses or incentives must be counted separately as earned income.

**Examples:**

1. Cash tips received daily and reported monthly are not converted.
2. A household applies for benefits on October 20 and report a household member started a new job, is paid weekly, and received their first paycheck on October 18. October income is not converted for the month of application because the individual did not receive income each week. Actual income along with what is anticipated for the remainder of the month is used for October. Income is converted for the second beginning month of November.
3. A household applies for benefits on October 10. At the time of application the household reports a household member will be losing a job on October 25, will receive a final paycheck on November 3, and will be searching for a job. October income is converted for the application because the individual received income each week. For November, the income for this individual is not converted, as the individual will not receive income each week in November. The actual anticipated last paycheck on November 3rd is used.
4. A household applies for benefits on September 29. At the time of application, the household reports a household member started a new job working 40 hours per week on September 3rd. The household member has received a paycheck on each pay date in September however; one of the paychecks is not 80 hours. Since the household did not receive a full month of income in September, actual income along with what is anticipated for the remainder of the month

is used for September. Income is converted for the second beginning month of October.

5. Ongoing household reports on June 5, that they will not receive all of their weekly paychecks in July as the company will be closed for one week. Since this change will result in an increase in benefits, the F419 must be sent for verification. If verification is provided, the actual anticipated income (not converted) must be used for July as the household will not receive income on each of their weekly pay dates. This income would remain in the budget for the remainder of the review period unless the household would report a new change to their income. If the verification is not provided, the case is closed. A 10-day advance notice must be sent to the household, unless the change was reported in writing and signed by the household.

For In August, the household reports they are now receiving all of their weekly paychecks ~~is anticipating to receive all of their weekly pay checks. Since converting the income will result in a decrease in benefits, the change to conversion must be acted on.~~

The F419 must be sent for verification. If verification is provided, the income is converted for the next month. ~~August.~~ If the verification is not provided, the change is acted on using client statement.

In cases where income is received sporadically, the worker must use base month income, unless the household reports a change.

**Example:**

On call income even if received on every pay date or child support received on an irregular basis.

2. Example number three in this policy was updated.

## **Changes Resulting in a Decrease in Benefits 430-05-67-15-10**

A worker must act on changes that will result in a decrease in benefits. The worker must send the F419- Request for Verification if necessary, allowing the household 10 days to provide the verification. If the household fails to provide verification after the 10 days, the change must be acted on without verification. Verification must be provided no later than the next review.

The reported change must be acted on within 10 days from the date the change was reported and a 10-day advance notice must be sent. If the change was reported in writing and signed by the household, adequate notice is required.

### **Examples:**

1. A household reports starting a new job and provides verification of the number of hours, pay dates, hourly wage and when the first paycheck will be received. The verified change results in a decrease in benefits. The worker has 10 days to act on this change and must allow for a 10-day advance notice. If the information was provided in writing and signed by the household, adequate notice is required.
2. On July 5 an individual reports a new job, provides the first pay stub and no other information. The worker must send notice F419- Request for Verification allowing the household 10 days from the mail date to provide the information needed (number of hours they will work, pay dates and hourly wage).

If the household provides or does not provide the verification by July 15, the worker must act on the reported change to affect August benefits. If the verifications are not provided, client statement must be used.

3. A household reports a decrease in rent and they have not moved. ~~If the change will result in a decrease in benefits, the decreased rent must be used without verification.~~ The change reported results in a decrease in benefits. The worker must send notice F419 – Request for Verification allowing the

household 10 days from the mail date to provide the information needed. If the household does not provide the verification, the decreased rent must be acted on using client statement, allowing for advance notice. Verification of the decreased rent must be provided no later than the next review.

3. The policy section, Combination Cases was repealed with manual letter 3532. Sections of this policy as it relates to changes reported for the Medicaid and TANF programs remain current policy. The policy was updated with the required changes and will be reinstated.

## **Combination Cases 430-05-67-15-15**

### **Combination Medicaid Cases**

The worker must **act on** determine if a change reported for Medicaid results in an increase or decrease in SNAP benefits using the following procedures:

- ~~1. Enter the verified changes on the benefit calculator or do a hand budget.~~
- ~~2. If the changes result in an increase in benefits, the changes must be made to the case in TECS.~~

#### **Exception:**

**In combination SNAP/Medicaid cases when processing the cost of living adjustment changes in December of each year, if the client share is being averaged, do not change the amount allowed as a medical expense deduction for SNAP purposes. The change is not acted on until review.**

- ~~3. If the changes results in a decrease in benefits, the changes are not acted on until review and benefits continue as previously authorized. A copy of the benefit calculator or hand budget must be retained in the casefile.~~

#### **Exception:**

**~~If the change meets the criteria to decrease benefits, the change must be acted on within 10 days from the date the change was~~**

~~reported and a 10 day advance notice must be sent. If the change is reported in writing and signed by the household, a 10 day advance notice is not required. Adequate notice is required.~~

**Examples:**

1. In a combination SNAP/Medicaid case if the entire client share is being allowed as a medical expense deduction and it changes as a result of a change in income reported by the household, change the amount of income being used and allow the new client share. ~~if it results in an increase in benefits.~~

~~If the change in income reported by the household and resulting change in client share results in a decrease in benefits, the change is not acted on until review.~~

If Medicaid closes for client share not being met, and this results in a decrease in benefits, ~~do not remove the client share~~ must be removed from the SNAP budget. ~~amount until review.~~

2. Ongoing SNAP/Medicaid case. Client is paid weekly and provides four of the five pay stubs from the base month. The fifth pay stub is not required by Medicaid. The worker must use the four pay stubs to convert the income. ~~If the change results in an increase in benefits, the change must be acted on.~~

~~If the change results in a decrease in benefits, the change is not acted on and the benefits stay the same.~~

3. Ongoing SNAP/Medicaid case. Client resides in a group home and each month the case manager provides a listing of earnings for individuals in the group home to the county office. ~~If the change results in an increase in benefits, t~~I~~he change must be acted on.~~

~~If the change results in a decrease in benefits the change is not acted on until review.~~

4. Ongoing SNAP/Medicaid case. Household provides prior month and all of the current month's pay stubs. The current

month's pay stubs must be used to determine the effect on the benefit, as it is the most current information.

5. Ongoing SNAP/Medicaid case. The household provides pay stubs for Medicaid and the income is not over the gross income limit for SNAP. The worker converts the income because the individual is paid biweekly which results in the converted income exceeding the gross income limit.

If the household is eligible for a benefit, the change in income must be made. ~~no change is made, as it would result in a decrease in benefits.~~ The worker must send the F741-HH Over GIL and Eligible - Reporting Requirement - Ongoing Case to the household.

If the household is not eligible for a benefit, the worker must send the F419 - Request for Information - Simplified Reporting to determine if the income will continue.

1. If the household responds and indicates the income will continue or the household does not respond, the case must be closed for excess income.
2. If the household responds and states they do not know if the income will continue to exceed the gross income limit for the household size, the case must be closed.

If the household verifies by the last working day of the current month their gross income is below the gross income limit for the household size, the worker must revert the case to open and determine eligibility and level of benefits based on the newly verified income.

3. If the household responds and states they do not expect the income to continue, the household must provide verification other than client statement that their income will not continue to exceed the gross income limit for their household size. If the household does not provide the verification, the last reported converted income is used to close the case.

If the household provides the verification and the newly verified income, ~~results in an increase in benefits,~~ the change must be acted on



If the household provides the verification and the newly verified income results in a decrease in benefits, the change must not be acted on until review.

### **Combination TANF Cases**

When a new application for TANF, TANF Diversion or TANF Pay After Performance is approved in an ongoing SNAP case, the information used in determining the grant along with the grant must be acted on for SNAP, regardless of the effect on the benefit.

In an ongoing case, when changes are reported for TANF that result in a change in the TANF grant, the changes along with the change in the TANF grant must be acted on, regardless of the effect on the benefit.

When changes are reported for TANF that do not result in a change in the TANF grant, the changes must be acted on for SNAP, are not acted on unless they result in an increase in benefits.

#### **Exception:**

~~If the change meets one of the other criteria to reduce benefits, the change must be acted on within 10 days from the date the change was reported and a 10 day advance notice must be sent. If the change is reported in writing and signed by the household, a 10 day advance notice is not required. Adequate notice is required.~~

When multiple changes are reported and some but not all result in a change in the TANF grant, they must be acted on for SNAP, are acted on as follows:

- ~~If using the multiple changes including the change in the TANF grant results in an increase in SNAP, act on all the changes.~~
- ~~If using the multiple changes including the change in the TANF grant results in a decrease in SNAP, then only the changes that result in the change in the TANF grant and the changed TANF grant must be acted on.~~

#### **Exception:**

~~If the change meets one of the other criteria to reduce benefits, the change must be acted on within 10 days from the date the change was reported and a 10 day advance notice must be sent. If the change is reported in writing and signed by the household, a 10 day advance notice is not required. Adequate notice is required.~~

Changes reported for Diversion, Transition or ineligible caretaker cases do not result in a change in the grant. For SNAP, these changes must be acted on. ~~are not acted on unless they result in an increase in benefits.~~ The grant continues to be used for SNAP at the same amount.

### Exceptions:

- ~~1. If the change meets one of the other criteria to reduce benefits, the change must be acted on within 10 days from the date the change was reported and a 10 day advance notice must be sent. If the change is reported in writing and signed by the household, a 10 day advance notice is not required. Adequate notice is required.~~
- 2.1. If the children in an ineligible caretaker case have income that changes and these changes result in a change in the grant, the change in income and the change in the grant must be acted on, regardless of the effect on the benefit.**
- 3.2. In an ineligible caretaker case, if the parent of the children moves into the home, this will result in a change in the grant and must be acted on, regardless of the effect on the benefit.**

### Examples:

1. Ongoing TANF/SNAP case. The household reports a change in income. The change in income results in a decrease in the TANF grant. The increased income and the decreased TANF must be acted on for SNAP. ~~regardless of the effect on the benefit, as they meet the criteria to decrease benefits.~~
2. Ongoing TANF Diversion/SNAP case. The household reports a change in income. The change in income does not result in a change in the TANF Diversion grant. The change must be acted on for SNAP. ~~in income does not meet the criteria to decrease benefits. If the change in income results in an increase in SNAP, the change must be acted on. If the change in income results in a decrease in benefits, the change must not be acted on as it does not meet the criteria to decrease benefits.~~
3. Ongoing TANF/SNAP case. The household reports a change in income and a change in rent. The change in income results in a decrease in the TANF grant. The change in rent does not affect the TANF grant. ~~If the change in income, the change in the TANF grant and the change in rent results in an increase in benefits,~~ All of the reported changes are must

~~be acted on for SNAP. If the change in income, the change in the TANF grant and the change in rent result in a decrease in benefits, the change in income and the change in the TANF grant must be acted on as they meet the criteria to decrease benefits. The change in rent is not acted on until review.~~

~~In this scenario, the change in rent would be acted on if the household moved into or out of subsidized housing as it affects the TANF grant and meets the criteria to decrease benefits.~~

4. Ongoing SNAP/TANF case. The household received a grant of \$328 in January. The household files their monthly report in February for March benefits. Based on the monthly report, the household would have received a grant of \$328 for March also.

However, mom is sanctioned for March so the March TANF grant without mom's needs is \$163. Since mom is not exempt from the work requirements for another reason, mom is disqualified for SNAP. SNAP benefits cannot be increased as a result of a sanction for TANF so the full \$328 grant must be used.

5. Ongoing SNAP/TANF case. The household received a grant of \$300 in February. The household files their monthly report in February for March benefits and reports and verifies a change in income. Based on the monthly report, the household would have received a grant of \$375 for March.

However, mom is sanctioned for March so the March TANF grant without Mom's needs is \$163. Mom is not exempt from the work requirements for another reason, so mom is disqualified for SNAP. ~~Since the change in income reported on the monthly report resulted in a change in the TANF grant,~~ The change in income must be acted on for SNAP. SNAP benefits cannot be increased as a result of a sanction for TANF so the full \$375 grant must be used.

6. Ongoing SNAP/TANF case. Mom is sanctioned on 12/24/08 for January benefits due to her failure to comply with JOBS. As mom is not exempt from the work requirements for another reason, an adequate notice to impose the disqualification for SNAP must be sent on the same day as the TANF adequate notice. Mom also failed to complete a

TANF monthly report for December and as a result, the TANF case closed the end of December. The full TANF grant must be anticipated for January as there is a history of late reporting for TANF.

7. Ongoing SNAP/TANF case. Mom is an eligible student due to receipt of TANF. TANF is closing the end of January due to excess income because as a result of an increase in unearned income.

~~For SNAP, since the income change resulted in the change in the TANF grant, the change in income must be acted on and the TANF grant must be removed for February benefits.~~

Mom remains an eligible student for SNAP as we cannot determine if mom would be eligible as a student for a reason other than receipt of TANF until review.

8. Ongoing SNAP/TANF case. The household consists of mom, her kids, boyfriend and their child in common. Mom reported she started a job in November and received 2 pay checks in November. However, the job does not meet the employability plan and as a result TANF is closing the end of December due to the JOBS sanction progressing to close. As mom is not exempt from the SNAP work requirements for another reason, mom was disqualified and remains disqualified for SNAP. Mom also reported that boyfriend had an increase in his wages in November.

~~For SNAP, if the change in income for mom, the change in income for boyfriend and removing the TANF grant results in an increase in benefits, the changes must be acted on.~~

~~If the change in income for mom, the change in income for boyfriend and removing the TANF grant results in a decrease in benefits, then only the TANF grant is removed. Since the changes in income do not result in a change in the TANF grant, the changes in income do not meet the criteria to decrease benefits and are not acted on until review.~~

9. Ongoing SNAP case. The household applies for TANF and is approved as an ineligible caretaker case. Since Even though the ineligible caretaker's income is not used in determining the TANF grant, the caretaker's income must be acted on for SNAP. ~~does not meet the criteria to decrease benefits. If the ineligible caretaker's income is provided at the time of~~

~~application for TANF, and using the caretaker's income along with the TANF grant results in an increase in benefits for SNAP, the income and the grant are acted on. If using the caretaker's income results in a decrease in benefits, only the TANF grant is used for SNAP.~~

For ongoing months, if the ineligible caretaker reports income on the monthly report, the income must be acted on for SNAP. ~~is only used if it results in an increase in SNAP as the income does not change the TANF grant.~~

10. Ongoing SNAP/TANF case. A source other than the household reports the household moved out of state in December. TANF is closed the end of December as the household did not file a monthly report. Since the change in the TANF grant was due to failure to monthly report, the TANF grant is removed in determining January benefits as there is no history of late reporting. The SNAP case continues until review.
11. Ongoing SNAP/TANF case. The caretaker reports fluctuating income monthly and is also paying child support for a child outside of the home. The amount of the child support changes monthly as it is based on her earnings (withholding cannot be more than ½ of net income). The base month child support withheld is allowed as an expense for TANF and affects the amount of the TANF grant each month. Since the fluctuating income and the child support expense result in a change in the TANF grant, the change in income, the child support and the change in the TANF grant must be acted on. ~~regardless of the effect on the benefit.~~

In January, the caretaker reports missing one pay check in the base month due to the holidays in December but anticipates receiving a full month's income in February. A full month's income and child support expense must be anticipated when determining February benefits.

12. Ongoing SNAP/TANF case. The household has a history of late monthly reporting and did not file a monthly report by 12/27/08. The 12/08 grant of \$328 is anticipated when working 01/09 SNAP benefits.

On 12/31/08 the household files a monthly report and reports a new job with verified partial month income of \$442

received in 11/08. The 01/09 TANF grant of \$197 is issued on 01/05/09.

The household has not filed their monthly report by advance notice deadline in January, the \$197 grant must be anticipated for 02/09 benefits as the household continues to have a late history of monthly reporting for TANF. A full months income from the new job must be anticipated for February. ~~as the new income results in a change in the TANF grant and SNAP benefits are prospectively budgeted.~~

13. Ongoing SNAP/TANF case. The household reports new employment beginning in January on the monthly report filed in January. As the new income is retro budgeted and will not result in a change in the TANF grant for February, the change in income ~~cannot~~ **must be acted on** be used for SNAP.

In February when working TANF, the base month income from January is used in determining the TANF grant for 03/09. ~~As the change in income results in a change in the TANF grant,~~ The change in income and the change in the grant are used in determining SNAP for 03/09. A full months income is used as SNAP benefits are prospectively budgeted.

Whenever a change results in the reduction or termination of a household's TANF benefits within the household's SNAP review period, the worker must make a separate determination for SNAP eligibility. A worker must not terminate a household's SNAP benefits solely because the TANF case has closed.

When a household has not submitted a completed TANF monthly report by the third to the last working day of the month, the TANF grant must not be counted prospectively to determine SNAP benefits.

**Exception:**

**If there is a two-immediate prior consecutive month history, which could include the processing month, of late or incomplete monthly reporting for TANF, the TANF grant must be counted prospectively to determine SNAP benefits. Monthly reports for TANF are due on the fifth of the month or the first working day after the fifth of the month if the fifth falls on a weekend or North Dakota Department of Human Services holiday. A TANF monthly report received after the due date is considered a late report.**

**Example:**

Ongoing TANF/SNAP case. The household files a monthly report for TANF on August 10 and September 20. As of October 29, the TANF monthly report has not been filed. On October 29 the worker is processing November SNAP benefits. The TANF grant must be anticipated for November.

When a TANF household changes from TANF Diversion to TANF or from TANF to TANF Diversion, a TANF grant is anticipated as follows:

1. A household received four months of TANF Diversion Assistance and a closing notice is sent in month four. The household submits a TANF monthly report in month four and a Request for Benefits. A TANF grant must be anticipated and counted for month five.
2. A household received four months of TANF Diversion Assistance and a closing notice is sent in month four. The household submits a TANF monthly report in month four but does not submit a Request for Benefits. A TANF grant is not anticipated or counted for month five.
3. A household received four months of TANF Diversion Assistance and a closing notice is sent in month four. The household does not submit a TANF monthly report in month four but does submit a Request for Benefits. A TANF grant is not anticipated or counted for month five.
4. A household received four months of TANF Diversion Assistance and a closing notice is sent in month four. The household does not submit a TANF monthly report or a Request for Benefits in month four. A TANF grant is not anticipated or counted for month five.
5. A household received two months of TANF. The household submits a Request for Benefits and a TANF monthly report in month two to be changed to TANF Diversion. A TANF grant must be anticipated and counted for month three.

If a change is made to the TANF case after authorizing SNAP and it results in the TANF case closing, the worker must revert TANF to close and reauthorize the SNAP case as the household is no longer considered categorically eligible.

If a change in household circumstances requires a reduction or termination in the TANF grant and the worker has sufficient information to determine how the change affects the household's SNAP eligibility and benefit level, the worker must take the following actions:

1. If the change requires a reduction or termination of SNAP benefits, the worker must issue adequate notice or advance notice for both the TANF and SNAP actions on the same day. If the household requests a fair hearing within the period provided by the notice, the worker must continue the household's SNAP benefits on the basis authorized immediately prior to sending the adequate or advance notice.

If a fair hearing is requested for both programs, the hearing must be conducted according to TANF procedures and timeliness standards.

If the SNAP review period expires before the fair hearing process is completed, the household must reapply for SNAP benefits.

2. If the change will result in an increase in benefits as a result of the reduction or termination of the TANF grant, the worker must issue the TANF advance notice, but must not take any action to increase the household's SNAP benefits until the household decides whether it will appeal the TANF advance notice.

If the household appeals and the TANF grant is continued, the household's SNAP benefits must continue at the previous level.

If the household does not appeal, the worker must act on the changes along with the change in the TANF grant. The 10-days for the worker to act on the increase is calculated from the date the TANF advance notice period expires.

### **Examples:**

1. Ongoing TANF/SNAP case. The household reports an increase in earned income on the TANF October 5 TANF monthly report. The change results in a decrease in the TANF grant. The increased earned income and the decreased TANF grant must be acted for November benefits allowing for adequate notice. ~~as the change meets the criteria to decrease benefits.~~
2. Ongoing TANF/SNAP case. The household reports a household member left the home on October 25. Since the change will result in a decrease in TANF and requires advance notice for both TANF and SNAP, the household member must be removed and the decreased TANF grant must be anticipated for December benefits. The TANF



advance notice and the SNAP advance notice must be issued on the same day.

Whenever a change results in the reduction or termination of the TANF grant and the worker does not have sufficient information to determine how the change affects SNAP eligibility and benefit level (such as an absent parent returning to the household and the household asked to have its TANF case closed without providing any information on the income of the new household member), the worker must take the following action:

1. If the situation requires a reduction or termination of the TANF grant and requires a TANF advance notice, the worker must issue F419 - Request for Information at the same time it sends a TANF advance notice giving the household 10 days from the mail date to provide the needed information. Before taking further action, the worker must wait until the TANF advance notice period expires, or until the household requests a fair hearing, whichever occurs first.
  1. If the household requests a fair hearing and elects to have the TANF grant continue pending the appeal, the worker must continue SNAP benefits at the same level.
  2. If the household does not request a fair hearing and provides the information requested, the worker has 10 days to act on the changes and the change in the TANF grant allowing for advance or adequate notice.
  3. If the household does not request a fair hearing and fails to provide the information, the SNAP case is closed ~~only the change in the TANF grant is acted on~~ allowing for advance or adequate notice.
2. If the situation does not require a TANF advance notice, the worker must send F419 giving the household 10 days from the mail date to provide the needed information. If the household provides the requested information within the 10 days, the worker has 10 days to act on the information allowing for advance or adequate notice.

If the household fails to provide the requested information, the SNAP case is closed allowing for advance or adequate notice. ~~only the TANF grant is removed when determining SNAP benefits.~~

**Example:**

Ongoing TANF/SNAP case. Household reports on October 5 the absent parent returned to the household and asked to have

their TANF case closed. The worker must send the F419 on the same day the TANF advance notice to close is sent allowing the household 10 days to provide the information for the absent parent.

The household provides the information on October 10. The worker must not act on the changes until October 15. If the household does not request a fair hearing for TANF, the change to add the absent parent and remove the TANF grant must be acted on.

4. Example number four was removed and policy was added for situations when a household moves.

### **Unclear or Insufficient Information to Make a Benefit Determination 430-05-67-15-20**

If a worker receives unclear or insufficient information from a household and the worker is unable to determine the effect on the benefit, the worker must pursue clarification and verification of household circumstances if the change occurred within 60 days of the current month of participation using the following procedures:

1. The worker must send Notice - F419 "Request for Verification" to the household clearly advising the household of the verification it must provide or the actions it must take to clarify its circumstances. The household must be allowed 10 days from the mailing date of F419 to respond and to clarify its circumstances either by telephone or by correspondence.
2. If the household responds and provides sufficient verification within the 10-day period, the worker must act on the reported change within 10 days and send the household the appropriate notice. If the change results in a decrease in benefits or case closure, a 10-day advance notice must be sent. If the change was reported and signed by the household, adequate notice is required.

If the household fails to provide verification within the 10-day period,

the case is closed. The worker must send the F401 – Failure to Provide Information. A 10-day advance notice is required.

If a worker receives unclear or insufficient information that a change occurred more than 60 days from the date of report , the worker must not act on this information or request verification until the next review unless the information should have been reported at the time of application or review.

### **Examples:**

1. 20-year-old single individual is approved for SNAP and informed to report if her income exceeds the 130% GIL for a household size of one. During the review period, the 20-year-old moved in with mom. The 20-year-old must include mom's income in determining if her income exceeds the 130% GIL for a household size of one.

The 20-year-old reports the move in the same month she moved. The worker must send the F419 for the information needed to add mom to the 20 year olds case. If the household responds, mom is added to the 20 year olds case. The worker must then send the F741 –Household Over Gross Income Limit and Eligible- Reporting Requirement (Ongoing Case) or F742 – Household Under Gross Income Limit Reporting Requirement (Ongoing Case), whichever is appropriate, informing the household of their new reporting requirement based on the increased household size.

If the household fails to respond, ~~the case continues until review~~ **provide verification within the 10-day period, the case is closed. The worker must send the F401 – Failure to Provide Information. A 10-day advance notice must be sent. If the change was reported and signed by the household, adequate notice is required.**

2. Boyfriend and girlfriend living in the same home apply for SNAP and are determined to be separate households and were approved for benefits. Since separate household status was established at the time of application, they do not need

to include each other's income in determining if their income exceeds the 130% GIL.

During the review period, **the** girlfriend reports they were married. The report was made the same month they were married. The worker must send the F419 for the information needed to add boyfriend to girlfriend's case. **The F419 also must be sent to the boyfriend since a source other than the household reported a change.**

If **either of** the household**s** respond, the boyfriend is added to the girlfriend's case after allowing for advance notice to close the boyfriend's case. **If the change was reported and signed by the household, adequate notice is required.** The worker must then send the F741 or F742, whichever is appropriate, informing the household of their new reporting requirement based on the increased household size.

If the household**s** fails to respond, her **both** case**s** is **are** closed. The worker must send the F401 **and a** 10-day advance notice **is required.** ~~If the change was reported and signed by the household, adequate notice is required.~~

3. A household applies and is approved for SNAP in April. In August, the household reports they received a pay raise which began in May. This new income increase did not cause the household to exceed the GIL for their household size. The F419 must **not** be sent to the household to request verification of the pay raise.
4. ~~A household applies and is approved for SNAP in June. In September, the household reports a new address but does not provide any updated expenses. The F419 must be sent to the household.~~

~~If the reported change would result in a decrease in benefits and verification is not provided, the change must be acted on using what the household initially reported and a 10-day advance notice is required.~~

~~If the reported change would result in an increase in benefits, the F419 must be sent. If the household fails to provide~~

~~verification within the 10-day period, the case is closed with a 10-day advance notice.~~

~~If verification is provided and a benefit decreases or case closure results, a 10-day advance notice is required. If the change was reported in writing and signed by the household, adequate notice is required.~~

~~If the reported change would result in a decrease in benefits and verification is not provided, the change must be acted on using what the household initially reported and a 10-day advance notice is required.~~

~~If the reported change would result in an increase in benefits, the F419 must be sent. If the household fails to provide verification within the 10-day period, the case is closed with a 10-day advance notice.~~

~~If verification is provided and a benefit decreases or case closure results, a 10-day advance notice is required. If the change was reported in writing and signed by the household, adequate notice is required.~~

~~If the household provides verification of residence but fails to provide verification of expenses, shelter costs are not allowed and the case is not closed.~~

~~If the expense is verified at a later date, the expense is allowed for the next benefit month.~~

~~If the household provides verification of residence but fails to provide verification of expenses, shelter costs are not allowed and the case is not closed.~~

~~If the expense is verified at a later date, the expense is allowed for the next benefit month.~~

~~If the household provides the verification at a later date the change must be acted on for the month after receipt of the verification.~~

When the worker has information indicating a household has moved and verification has not been provided or receives returned mail **with** a forwarding address, the worker must update the address and send Notice F419- Request for Verification requesting any verification needed, including residency and new shelter and utility expenses. The household has 10 days from the mailing date of the F419 to provide the verification.

If the requested verification(s) are received, the worker must act on the **verified** reported change(s) within 10 days and send the household the appropriate notice. If the change(s) result in a decrease in benefits, advance notice is required. If the **verified** change is signed by the household, then adequate notice is required.

If the requested verification(s) are not received, **the worker must send the F401. If it is prior to advance notice deadline the F401 must be sent and the case will close at the end of the month.**

If it is after advance notice deadline and the household fails to provide the requested verification(s) the F401 cannot be sent until the first working day of the following month in TECS. Benefits are authorized the same as the previous month.

If it is after advance notice deadline and the household provides verification of one or more of the reported changes but not all of the changes the F401 cannot be sent until the first working day of the following month in TECS. The worker must act on all verified information within 10 days and send the appropriate notice. If the changes result in a decrease in benefits, advance notice is required unless the change is signed by the household, then adequate notice is required. ~~update the address and remove the shelter and utility expense(s). Residency must be verified at the next review. If the changes result in a decrease in benefits, advance notice is required.~~

If the worker receives returned mail **without** a forwarding address, the case must be closed for residency using adequate notice.

5. Policy was corrected and updated in this section.

## **Household Moves to a New County Within the State 430-05-67-30**

When the worker has information indicating a household has moved to a new county and verification has not been provided, the worker from the county the household is moving from must send Notice F419 – Request for Verification requesting any verification needed, including residency, and new shelter costs, and utility cost(s). The household has 10 days from the mailing date of the F419 to provide the verification. Verification of residency is not required until review.

If the household fails to provide the verifications the worker must send the F401. If it is prior to advance notice deadline the F401 must be sent and the case will close at the end of the month.

If it is after advance notice deadline the F401 cannot be sent until the first working day of the following month. Benefits are authorized using the most current known and verified income and expenses ~~from the previous month only~~. Shelter costs are not allowed. The case is not transferred to the new county since the case will be closing.

Prior to transferring the case the worker must complete the following in order. However, the sending and receiving county must take into consideration what is in the best interest of the household.

1. Change the address.
2. Send the F419 requesting any verification needed, including residency and new shelter costs allowing the household 10 days to provide the verification.
3. Authorize benefits.
4. Work any IEVS for combination cases when verification has been received or case alerts.
5. Complete any outstanding claims.
6. Ensure that any cash payments on claims received by the worker are submitted to Finance.

7. Review the file to ensure the mandatory verifications are included.
8. Update narrative.
9. Send notice F817 – Notice to Client Case File Transfer.
10. Transfer the case in the TECS system using the CARC screen.
11. Complete SFN 700 – Case Transfer Log.

**Example:**

Worker received mail returned with a new forwarding address outside of their county on February 25. The worker sends the F419 requesting residency and new shelter costs on February 26 allowing the household 10 days to provide the information. March benefits remain authorized through. On March 5 the household provides the requested verifications. The new shelter costs are allowed when processing April benefits.