

Par.1. **Material Transmitted and Purpose** – Transmitted with this Manual Letter are changes to Service Chapter 430-05 - SNAP. This manual letter also incorporates changes made with:

- IM 5139 Decrease in Mandatory Utility Standards
- AMENDED IM 5144 Income from Spirit Lake Nation and Sisseton-Wahpeton Oyate Lake Traverse Reservation
- IM 5148 ABAWD Waiver
- IM 5149 Annual Changes to SNAP
- IM 5152 Gift Cards
- IM 5153 ABAWDS
- IM 5159 Drug Related Felony Review
- IM 5160 Tax Refunds
- IM 5161 SNAP Self-Employment Income Tax Guidelines
- IM 5162 NUMIDENT Invalid Matches with Social Security
- IM 5164 Standard Medical Expense Deduction

Par. 2. **Effective Date** – Changes included in this manual letter are effective May 1, 2013.

This manual letter is effective for all new applications and reviews received on or after May 1, 2013 unless otherwise indicated. For ongoing cases the changes must be made at next desk review or at the next certification review, whichever occurs first.

Items that include a change in policy are indicated. All other items are corrections or clarifications.

General Information 430-05-05

1. 430-05-05-05 – History of SNAP. Updated the number of SNAP households served, the total dollar issuance and EBT information.

History of SNAP 430-05-05-05

In 1935, Congress authorized the Secretary of Agriculture to use custom receipts to buy food for welfare institutions. These funds were known as Section 32 funds.

In 1946, Congress established the Commodity Distribution Program. Surplus foods from the price support program or Section 32 were made available for institutions and welfare programs.

Under the Kennedy administration, the Food Stamp Program began as a pilot program in 1961. The program became law in 1964 and was designed to increase the food buying power of low-income families. While the federal government established the program, the states and local governing bodies administered it. In North Dakota, the counties administered the program through their welfare boards and employees. Maximum incomes were set by a plan prepared by the Public Welfare Board of North Dakota with approval from the U.S. Department of Agriculture. As a part of the plan, a series of charts were developed to show how many bonus stamps could be issued for various levels of net income for various sized families. Thus, with a monthly net income of \$0 to \$19.99, a family of four in 1969 could spend \$2.00 for stamps and receive \$58.00 in bonus stamps for a total of \$60.00. The purchase price was not eliminated from the program until December of 1979.

During 1970, North Dakota had 41 counties participating in the Food Stamp Program, five counties with no program and seven counties who issued surplus commodities. It was not until July 1, 1974, that all counties in North Dakota were mandated to participate in the Food Stamp Program.

The program was totally automated in October of 1984 and today serves approximately ~~17,500~~ 27,000 households statewide with a total dollar issuance of approximately ~~3.1~~ 7.25 million dollars per month as compared to January of 1979 when \$504,520.00 dollars were issued to 6,021 households.

In February 1996, the State of North Dakota and South Dakota joined together to form the Dakota Electronic Benefits Transfer (EBT) Program which is was the first joint State EBT Program in the nation. A unique aspect of the Dakota EBT Program is was that the Dakota EBT cards can could be used in both North Dakota and South Dakota.

Electronic Benefits Transfer is an on-line computer-based system in which the benefit authorization is received from a central computer through a point-of-sale (POS) terminal. Eligible households utilize magnetic stripe plastic cards and have accounts maintained at the central computer instead of using food stamp coupons to purchase food items at authorized food retailers. Once certified, the household's benefits are electronically loaded into a central computer account for each month during the review period.

Checkout lanes at authorized food retailers are equipped with POS terminals. When the transaction occurs, the POS terminals connect on-line to the central computer database; verify the validity of the personal identification number (PIN), card number, and the amount of available benefits in an EBT account; obtain authorization for each purchase; and initiate the debiting of the household's account and the crediting of the retailer's account.

In July 2004 EBT became interoperable nationwide. Today individuals are able to use their EBT card in any state in the nation.

2. 430-05-05-20-05 – State Responsibilities. Added prisoner match to the heading for death match and changed matching to daily as these are now conducted each day for all new applications.

State Responsibilities 430-05-05-20-05

State responsibilities include supervision of certification, issuance and outreach activities, maintenance of Quality Control, quality assurance, a complaint procedures system, statewide fiscal accountability, settlement of claims resulting from fraud and non-fraud claims, and developing, conducting and evaluating statewide training.

Disaster SNAP

The State Emergency SNAP Plan of Operation must be followed when there is a presidentially declared disaster. The State Office will issue instructions.

Training

The State Office is responsible to institute a continuing training program for workers, supervisors, fair hearing officials, and performance reporting system reviewers.

The county is responsible to ensure staff attend training sessions.

North Dakota's open-meeting law and Federal regulations permit attendance of non-employees at training sessions. The role of public participants must be limited to observation only.

Quality Assurance Coordinator

The State Office is required by federal regulations to establish a continuing performance reporting system to monitor program administration and program operations. The components of the system must provide for:

- Data collection through Quality Control reviews and quality improvement reviews (QIR).
- Analysis of data collected by Quality Control and QIR and all other management information sources.
- Corrective action planning.
- Corrective action implementation, monitoring, and evaluation.
- Reporting to FNS on program performance.

QIR

SNAP regulations mandate that the State Office conduct a QIR of all counties. The reviews determine if the counties are administering and operating SNAP in accordance with program requirements contained in the State Policy Manual and the State Issuance Manual. The review must include an examination of random selected case files, personnel, training, certification procedures, client services (outreach), reporting/record keeping, security/control, issuance procedures and a physical inventory and reconciliation of EBT cards.

The results of this review assist counties in improving and strengthening the administration and operation of SNAP. The QIR must provide data on how the program is being administered at the local level and identify those areas that are deficient. The county should use the results of the QIR as a basis for corrective action.

Corrective Action Planning

The objectives of corrective action planning are to develop appropriate measures to correct SNAP deficiencies based upon the results of data analysis performed by the Quality Assurance Coordinator.

The State is responsible for the development of two types of corrective action:

Remedial involves rectifying past errors in individual cases.

Preventative involves correcting patterns of deficiencies.

Corrective action plans are monitored by county and state personnel to determine if they are completed in a timely manner.

FNS requires identification of counties that are not administering SNAP regulations correctly and require the State Office to initiate corrective action.

Quality Control

A Quality Control system has been established to comply with federal regulations. This system documents the number of and reasons for errors in eligibility and issuance of participating households.

Counties are required to correct case errors cited by Quality Control.

A review is a statistically random sample of active and negative cases to determine if households are receiving correct SNAP benefits and if cases are denied or closed correctly.

Cases reviewed by Quality Control are randomly selected. Matching random digits against the last four digits of the primary individual's (PI) social security number generates a statewide sample list.

Death and Prisoner Match

The State Office conducts matching on a ~~monthly~~ daily basis with the Social Security Administration to identify individuals who are deceased or in prison. The county will be advised of any matches that require action on the part of the worker.

3. 430-05-05-35 – Disclosure of Information. Added a statement indicating information can be released to individuals listed in this section without a signed release and also added examples of other federal assistance programs counties can release information to without a signed release.

Disclosure of Information 430-05-05-35

Use or disclosure of information obtained from applicant households, exclusively for SNAP, is restricted to the following persons. Information can be disclosed to these individuals without a signed release.

1. Persons directly connected with the administration or enforcement of the provisions of the Food and Nutrition Act or regulations, other federal assistance programs such as housing or WIC, or federally assisted state programs which provide assistance, on a means tested basis, to low income households.
2. Persons directly connected with the administration or enforcement of the programs which are required to participate in the Income Eligibility Verification System (IEVS) program, to the extent the SNAP information is useful in establishing or verifying eligibility or benefit amounts under those programs. Those programs are TANF, Medical Assistance, Unemployment Compensation, and SNAP in North Dakota.
3. Persons directly connected with the verification of immigration status of aliens applying for SNAP benefits through the Systematic Alien Verification for Entitlement (SAVE) system, to the extent the information is necessary to identify the individual for verification purposes.

4. Persons directly connected with the Child Support (IV-D) Program, and Health and Human Services employees as necessary to assist in establishing or verifying eligibility or benefits under Title II (Federal Old Age Survivors and Disability Benefits) and Title XVI (Supplemental Security Income) of the Social Security Act.
5. Employees of the Controller General's Office of the United States for audit examination authorized by any provision of law.
6. Local, State or Federal law enforcement officials, upon their written request, for the purpose of investigating an alleged violation of the Food and Nutrition Act or regulations. The written request must include the identity of the individual requesting the information and their authority to do so, the violation being investigated and the identity of the person on whom the information is being requested.
7. Federal, State, or local law enforcement officers who request in writing the address, social security number, and if available, the photograph of a SNAP client. The officer must furnish the client's name and notify the county in writing that the member is fleeing to avoid prosecution or custody for a crime, or an attempt to commit a crime that would be classified as a felony or is violating a condition of probation or parole imposed under Federal or State law.

The county must also provide information regarding a household member that has information necessary for the apprehension or investigation of another member who is fleeing to avoid prosecution or custody for a felony or has violated a condition of probation or parole upon the written request of a law enforcement officer.

If a law enforcement officer provides documentation indicating that a household member is fleeing to avoid prosecution or custody for a felony, or has violated a condition of probation or parole, the county must terminate participation of that member

applying 10-10-10. SFN 1032 – Request From Law Enforcement must be used to document the case.

8. If there is a written request by a responsible member of the household, its currently authorized representative, or a person acting on its behalf to review materials contained in its casefile, the material and information contained in the casefile must be made available for inspection during normal business hours. **However, information such as names of individuals who have disclosed information about the household without the household's knowledge, or the nature or status of pending criminal prosecution must not be furnished.**
4. 430-05-05-25 – Non-Discrimination. Added reference to Service Chapter 300-01, Non-Discrimination to Client for additional guidelines on discrimination.

Non-Discrimination 430-05-05-25

Counties must not discriminate against any applicant or participant including, but not limited to, the certification of households, the issuance of benefits, the conduct of fair hearings, or any other SNAP service for reasons of race, color, national origin, sex, religion, age, disability or political beliefs (protected classes).

For additional policy, refer to Service Chapter 300-01, Non-Discrimination to Clients, located on the County Intranet in the 'Legal' folder.

5. 430-05-05-25-05 – Filing a Complaint. This section is being repealed as policy on non-discrimination is maintained in Service Chapter 300-01, Non-Discrimination to Clients.
6. 430-05-05-25-10 – Complaint Requirements. This section is being repealed as policy on non-discrimination is maintained in Service Chapter 300-01, Non-Discrimination to Clients.
7. 430-05-05-50 – Food Distribution (Tribal Commodities) Program Information Sharing. Individuals disqualified from the Food

Distribution Program for an IPV are not allowed to participate in SNAP until the disqualification period has expired. **This is a change in policy.**

Food Distribution (Tribal Commodities) Program Information Sharing 430-05-05-50

A household is not allowed to participate simultaneously in SNAP and the Food Distribution Program (Tribal Commodities). To prevent dual participation, the State Office sends a monthly list of SNAP households to the Food Distribution Program. The local agencies administering the Food Distribution Program are required to submit monthly lists of recipients to counties on or near reservations.

An individual disqualified from participation in SNAP due to an IPV or court conviction of fraud (DF) **may not participate** in the Food Distribution Program until the period of disqualification expires. Counties must notify the Food Distribution Program in writing of SNAP disqualified individuals, along with the dates of disqualification.

Individuals disqualified from participation in SNAP for a reason other than IPV or a court conviction of fraud **may be eligible** to participate in the Food Distribution Program.

An individual disqualified from participation in the Food Distribution Program for an IPV may not participate in SNAP until the disqualification period expires.

Definitions 430-05-10

8. 430-05-10 – Definitions.

- Added a definition of Business Day which does not include weekends or public holidays during which the North Dakota Department of Human Services is closed. As a result, if an application or review is filed, a change is reported or verification is provided on a day in which the county is closed but the

Department is open, it will be considered received on that date.

This is a change in policy.

- Removed the definition of Categorical Eligibility and combined the information with the definition of Categorically Eligible Households.
- Added that NUMIDENT serves as verification of identity.
- Added additional information to the definition of TANF Information and Referral.
- Combined the definition of Public Institution with Institution.
- Added to the definition of trafficking based on a change in Federal Regulations. **This is a change in policy.**

Business Day – The official working days of the week defined as the days between and including Monday to Friday, but do not include weekends and those public holidays during which the North Dakota Department of Human Services is closed. If an application or review is filed, a change is reported or verification is provided on a day in which the county is closed but the Department is open, it will be considered received on that date.

Categorical Eligibility

~~TANF and SSI households are income and asset eligible. TANF Information and Referral Service households are asset eligible and must meet the net income test.~~

Categorically Eligible

~~Any household in which all members receive or are authorized to receive TANF Information and Referral Services (the household is notified that if eligible, the household is authorized by signing the application/application for review), or any household in which all members receive or are authorized to receive TANF and/or SSI. These households are income and asset eligible.~~

Institution

A facility which provides an individual with the majority of their meals (over 50% of three meals daily) as part of the facility's normal services. Individuals that reside in these facilities are not eligible to participate as separate households or as a member of any household.

Examples:

Hospitals, prisons, jails, work release, state hospitals, developmental centers, individuals on work release or those on approved leave who have not been discharged and residents of the Burdick Job Corp.

Exception:

Individuals living in in the following institutions may be eligible to participate as a separate household even when a majority of their meals are provided as part of the facilities normal services.

- **Federally subsidized housing for the elderly**
- **Drug/alcohol treatment centers**
- **Group living arrangements for blind or disabled individuals**
- **Shelters for abused individuals**
- **Shelters for the homeless**

NUMIDENT - Number Identification

A system interface with the Social Security Administration that verifies social security numbers and identity for North Dakota residents.

Public Institution

A facility which provides an individual with the majority of their meals (over 50% of three meals daily) as part of the facility's normal services, and the facility has not been authorized to accept SNAP benefits.

Examples:

Prisons, jails, work release, state hospitals, developmental centers, individuals on work release or those on approved leave who have not been discharged and residents of the Burdick Job Corp.

TANF Information and Referral (TANF I&R)

A county will provide individuals with information and referrals to various other agencies, programs, organizations and community/county resources that could be of benefit to the household (i.e. housing, Child Care Assistance, Salvation Army, Community Action, Job Service, Bureau of Indian Affairs). All members receive or are authorized to receive TANF I&R by signing the application or application for review. These household are asset eligible and must meet the 200% gross income and net income tests.

Trafficking

Trafficking means:

1. The buying, selling, stealing, or otherwise effecting an exchange of SNAP benefits for cash or consideration other than eligible food, either directly, indirectly, in complicity or collusion with others, or acting alone;
2. The exchange of firearms, ammunition, explosives, or controlled substances for SNAP benefits;
3. Purchasing a product with SNAP benefits that has a container requiring a return deposit with the intent of obtaining cash by discarding the product and returning the container for the deposit amount, intentionally discarding the product, and intentionally returning the container for the deposit amount;
4. Purchasing a product with SNAP benefits with the intent of obtaining cash or consideration other than eligible food by reselling the product, and subsequently intentionally reselling the product purchased with SNAP benefits in exchange for cash or consideration other than eligible food; or
5. Intentionally purchasing products originally purchased with SNAP benefits in exchange for cash or consideration other than eligible food.

~~The buying or selling of EBT cards, ATP cards, or other benefit instruments for cash or consideration other than eligible food; or the exchange of firearms, ammunition, explosives, or controlled substances.~~

Application Processing 430-05-20

9. 430-05-20-15 – Application.

- Added information regarding applications that are received without an address.
- Added that the entire application with a signature on the last page must be provided before certifying a household.
- Clarified the application date when an application is filed on a weekend or holiday.

Application 430-05-20-15

An SFN 405 - Application for Assistance is considered incomplete if it contains only the applicant's name, address (residential or mailing) and signature of a responsible household member or authorized representative. The household must be advised that it does not have to be interviewed before filing the application and may file an incomplete application form. The incomplete application must be registered, the pending notice sent and the interview scheduled.

If the household files an application without an address (residential or mailing), it is not an application. The county must file the application and note on the form that it is not considered an application.

If a household provides a residential address but does not provide a mailing address and the applicant is not able to get their mail at their residence, General Delivery must be used. The worker must explain to the household that they may not get information necessary to keep their case open. If mail is returned with an unknown address, the case, if otherwise eligible, would continue until review.

Section 1 of the SFN 405 – Application for Assistance can be filed and is used to screen applicants for expedited service. If the household files section 1, it must be registered as an application and an interview scheduled. The remainder of the application with signature on the last page, an interview and all mandatory verifications are required to process the application.

Exception:

For households entitled to expedited service, all mandatory verifications with the exception of identity must be postponed in order to meet the expedited processing standard.

~~Section 1 will be considered a completed application if the household is entitled to expedited service and it contains the applicant's name, address (residential or mailing), household composition, income, assets and the signature of the applicant, a responsible household member or authorized representative. If the shelter/utility costs questions are not completed, it is still considered complete.~~

~~If the household is entitled to expedited service, Section 1 must be registered as an application and the interview must be scheduled if the applicant is not interviewed at the time of request.~~

~~If the household is not entitled to expedited service, Section 1 must be registered as a pending application and mandatory verifications cannot be postponed. To complete the application process Sections 2, 3, 4 and 6 of the application are required along with the interview and verifications. The office interview can be waived for hardship reasons. The pending notice must be sent to the household and the interview scheduled.~~

~~If the household provides a residential address but does not provide a mailing address and the applicant is not able to get their mail at their residential address, General Delivery must be used as the address. The worker must explain to the household that they may not get information necessary to keep their case open. If mail is returned with an unknown address, the case, if otherwise eligible, would continue until review.~~

~~The date of application is the date the county receives a signed SFN 405 – Application for Assistance, provided the application was submitted during normal county business hours. When an application is submitted after normal county business hours, on a weekend, or on a North Dakota Department of Human Service holiday, the application is considered received the next business day. The date of application~~

~~for an Application for Assistance that is mailed in is the date the county receives it. The date of application for a faxed Application for Assistance is the date the county receives it. If a faxed or mailed Application for Assistance is received on a weekend or holiday, the date of application is the next working day. The county must document the date an application is filed by recording the date it was received on the application. The processing timeframe begins the day following the date of application.~~

For residents of institutions who apply prior to release, the date of application is the date of the release.

If an applicant completes an application online at a county social service office, the county must print a copy and provide it to the household.

An individual's signature on the application attests to providing full information and to understanding the reporting requirements of the program.

10. 430-05-20-45 – Interviews. Removed the statement defining when changes occurring after the date of interview but before the notice of eligibility are required to be reported. This was added in to the Simplified Reporting Requirements section at 430-05-67-05.

Interviews 430-05-20-45

All applicant households, including those submitting applications by mail, must have face-to-face interviews with a worker prior to initial certification. An interview must be conducted at the county office or other mutually acceptable location (including a household's residence – this must be scheduled in advance). The primary purpose of interviewing an applicant is to obtain and furnish information. The interview must be conducted as an official and confidential discussion of household circumstances. The applicant's right to privacy must be protected during the interview. Facilities must be adequate to preserve the privacy and confidentiality of the interview.

The individual interviewed may be the applicant, spouse or any other responsible member of the household, or an authorized representative. The worker must review the information that appears on the application, explore and resolve inconsistent and incomplete information.

Households must be advised of their rights and responsibilities during the interview, including the appropriate processing timeframes and the household's responsibility to report changes.

Households that are applying for or receiving TANF must be advised that time limits and other requirements that apply to TANF do not apply to SNAP. These households must also be advised that they may still be eligible for SNAP if they are no longer receiving TANF because they have reached the TANF time limit, have begun working or for other reasons.

Workers, during the interview, must inquire about any changes in household circumstances between the time the application was completed and the time of the interview.

~~Changes occurring after the interview but before the date of the notice of eligibility must be reported by the 10th of the month following the notice of eligibility.~~

Any changes received or reported prior to the application being processed must be acted on.

1. The worker must also:
 - a. Document the date the application was filed by recording on the application the date it was received by the county.
 - b. Document the date the interview was conducted and the name of the individual interviewed on the application.
 - c. Examine and explore each section of the application with the household or its authorized representative.

- (1) If the application is incomplete, assist the household in completing the form.
- (2) Ensure that the application is completed and signed.
 - d. If the household has not designated an authorized representative, explain to the household the functional capacity of the authorized representative and allow them the opportunity to designate someone.
 - e. The worker must remain flexible, avoid biases, be sincerely interested in people, and be sensitive to their individual circumstances.
2. The worker must keep in mind an interview is **not**:
 - a. a criminal investigation.
 - b. a counseling session.
 - c. an interrogation.

Success in interviewing is attained by discovering, mastering, and integrating proper habits, skills, and techniques appropriate to accomplishing the intended purpose of the interview.

11. 430-05-20-45-15 – Things to do Before the Interview. Removed Civil Rights and TANF I & R Brochure as these are included in the Application for Assistance Guidebook.

Things to do Before the Interview 430-05-20-45-15

1. Register the application if it is received prior to the interview.
2. Copy the MOIA (Monthly Inquiry Authorization) screens (Function 3 on MOMM menu).
3. Read the last narrative.

4. Check case alerts.
5. Review the last application or application for review.
6. Check FACSES and New Hire.
7. Check DIRE to see if there are any outstanding claims.
8. If there is an outstanding claim, check NOHS to see if the client received a Treasury Offset Notice (TOP). If so, and the application is being approved, contact the State Office so the State Office can set the client to "inactive" in the TOP file and reopen the claim. Recoupment will then begin with allotment reduction. Regulations prohibit collection from TOP if the client is an open SNAP case, unless the client is eligible for a zero benefit.
9. Put packet together:
 - a. DN 696 - Simplified Reporting Information Fact Sheet
 - b. SFN 385 Affidavit for SNAP Work Requirements or SFN 353 - Affidavit for SNAP BEST Work Registrants
 - c. Checklist for requested verifications
 - d. Any other forms that may be pertinent to the case (i.e. IIM account, authorization for release of information)
 - e. SFN 187 - Medical Expense Verification Worksheet
 - f. ~~Civil Rights Brochure and TANF I & R Brochure~~
12. 430-05-50-50-15 – Expedited Processing Standards.
 - Added countable in defining households combine gross monthly income to use in determining entitlement to expedited services.
 - Corrected the process for applications that are mailed in or dropped off at the county office.

- Added an example of household's reapplying after failing to provide postponed verification.

Expedited Processing Standards 430-05-20-50-15

County application procedures must be designed to identify households eligible for expedited service at the time the household requests assistance by conducting a pre-screening. Section 1 of the Application for Assistance must be used to screen for expedited services. A household cannot waive its right to expedited service.

Income is not converted when determining entitlement to expedited services.

Income must be converted if the household is paid weekly or biweekly when determining the amount of benefits the household is entitled to.

If any of the following apply, the household is entitled to expedited services:

1. Households with less than \$150 in countable gross monthly income.
2. Migrant or seasonal workers who are destitute.
3. Households who have combined countable gross monthly income that is less than the household's monthly rent or mortgage and the appropriate mandatory utility standard.

If pre-screening identifies a household as entitled to expedited service, the application must be processed using the following expedited processing standards:

- The household must be interviewed and issued an EBT card on the date of application. The application must be processed no later than the 3rd calendar day following the date the application is filed postponing all verifications not received, with the exception of identity.

- If the household cannot be interviewed at the time of the request, the household must be issued an EBT card and provided an appointment no later than the 2nd calendar day following the date the application is filed. The application must be processed no later than the 3rd calendar day following the date the application is filed postponing all verifications not received, with the exception of identity.

Examples:

- 1. Household files an application on June 2, is screened and entitled to expedited service. The household is issued an EBT card and interviewed on June 2. The case must be processed on or before June 5 postponing all verification not received with the exception of identity.**
- 2. Household files an application on June 15, is screened and entitled to expedited service. The household indicates they cannot stay for the interview or EBT card issuance. An interview and EBT card issuance must be scheduled on June 16 or 17. The application must be processed on or before June 18 postponing all verification not received with the exception of identity.**

If the household does not show for the scheduled interview, the notice F018 – Notice of Missed Interview must be sent. If the household reschedules the interview in time to meet the 7-day processing timeframe, the interview must be completed, identity verified and benefits must be available to the household by the 7th day.

If the household does not reschedule the interview in time to meet the 7-day processing timeframe, the application is processed within the 30-day processing timeframe. If the household makes no further contact, the application must be

denied on the 30th day following the date of application for failure to complete the interview process. The notice of denial must not be generated prior to the 30th day after the date of application. If the 30th day falls on a weekend or holiday, the application must be denied on the next working day following the 30th day.

If the expedited processing standard is not met, the application must be processed no later than the 6th day following the date of application so benefits are available by the 7th day. The reason the benefits were not made available within the expedited processing standard must be clearly documented in the casefile.

If pre-screening identifies a household as not entitled to expedited service and it is later determined that the household is entitled to expedited services, the expedited processing timeframe begins with the date the household is discovered entitled to expedited services.

Example:

An application is filed on May 5 and indicates that the household is not entitled to expedited service. At the interview on May 12 it is discovered that the household has countable gross income of less than \$150. The application must be processed and an EBT card issued by May 14 so benefits are available on May 15.

If the application is mailed in or dropped off, the county must attempt to contact the household to complete the screening. If the applicant is entitled to expedited services, the application must be processed following expedited processing standards. ~~county must complete a telephone interview and issue an EBT card within the expedited processing standard.~~

Incomplete Application

If an incomplete application is submitted by mail or an incomplete application is filed and the household is unable to stay for the pre-screening, eligibility for expedited processing cannot be determined.

The worker must schedule an interview no later than the 2nd calendar day following the date the application is filed.

If the interview is completed, identity is verified and the household is found eligible for expedited services, the application must be processed no later than the 3rd calendar day following the date the application is filed. If the household does not have an EBT card, a card must be issued at the time of interview.

If the interview is completed and the household is not eligible for expedited services, the application must be processed within the 30-day timeframe.

If the household does not show for the scheduled interview, the notice F018 –Notice of Missed Interview must be sent. If the household reschedules the interview in time to meet the 7-day processing timeframe, the interview is completed, identity verified and the household is found eligible for expedited services, the 7-day processing timeframe starts with the date of interview. Benefits must be made available to the household by the 7th day. If the household does not have an EBT card, a card must be issued at the time of interview.

Benefits must be issued by the 6th day for deposit into the household's EBT account to ensure they are available to the household by the 7th day.

If the household does not reschedule the interview in time to meet the 7-day processing time frame, the application is processed within the 30-day processing time frame. If the household makes no further contact, the application must be denied on the 30th day following the date of application for failure to complete the interview process. The notice of denial must not be generated prior to the 30th day after the date of application. If the 30th day falls on a weekend or holiday, the application must be denied on the next working day following the 30th day.

There is no limit to the number of times a household can be certified under expedited processing.

Exception:

Before a household is entitled to expedited services when verifications were postponed, the household must have provided the postponed verifications or have since been certified under 30-day processing standards.

Example:

Household applied on October 17, was determined entitled to expedited services and certified for two months with postponed verifications. The household failed to provide postponed verifications or recertify.

The household reapplies on December 7, is expedite, however, is not entitled to expedited services because they failed to provide postponed verification in October or November. Mandatory verifications for the December application cannot be postponed and are required to process the application under 30-day processing standards.

13. 430-05-20-50-15-05 – Special Procedures for Expediting Services.
- Added a link to acceptable documentary evidence of identity.
 - Corrected the example.
 - Added determination of drug felony disqualification as a type of postponed verification.
 - Added an additional example of household's reapplying after failing to provide postponed verification.
 - Added a procedure for household certified for one month in which the only postponed verification is SSN.

Special Procedures for Expediting Services 430-05-20-50-15-05

To expedite the certification process, a worker must use the following procedures.

Interviews

For a household that is entitled to expedited service, the worker must interview the household within the expedited processing standard. If the household states they cannot stay or cannot return for the interview dates and times offered to meet the expedited processing standard or 7-day timeframe, this must be clearly documented in the casefile. The application must then be processed under the 30-day processing standards. If the household fails to keep the scheduled interview, the worker must send notice F018 – Notice of Missed Interview. This notice informs the household that they are responsible to schedule a second interview.

Identity

In all cases, the applicant's or authorized representative's **identity must be verified** through **readily available documentary evidence** or a collateral contact. **Verification of identity cannot be postponed.**

If verification of identity of the applicant is not provided at the interview, the expedited processing standard starts with the date of receipt of identity. **For expedited applications identity cannot be waived.**

Example:

The county receives the application on May 10 and schedules an interview on May 11. Verification of identity was not provided. The household fails to show for this interview. The worker sends the F018 - Notice of Missed Interview to the household. On May 13 the household calls to set up an interview. Worker schedules an interview for May 14.

On May 14 the household comes in for the interview and provides ~~the application and~~ verification of identity. As verification of identity and interview requirements were met on May 14, the worker has through May 16 to process the application and issue an EBT card so benefits are available on May 17.

Verifications

All reasonable efforts must be made to verify within the expedited processing standards, the household's residency, income, alien status and all other factors, through readily available documentary evidence or a collateral contact. Benefits must not be delayed beyond the expedited processing standard because these eligibility factors have not been verified.

Postponed Verifications

Expedited households are the only households where the mandatory verifications can be postponed. All mandatory verifications including questionable information (i.e. income, deductible expenses, social security numbers, work requirements, citizenship, job quits, verification of participation in another state, determination of drug felony disqualification, etc.) must be postponed if unable to verify within expedited processing standard.

Exception:**The identity of the applicant or the authorized representative.**

The worker must postpone the verification(s) which normally would be required, if necessary to meet the expedited processing standard.

A household reapplying must not be denied for failure to provide postponed verifications. However, they lose their entitlement to expedited service and are processed under 30-day processing standards.

Example:

Household applied on October 17, was determined entitled to expedited services and certified for two months with postponed verifications. The household failed to provide postponed verifications or recertify.

The household reapplies on December 7, is expedite, however, is not entitled to expedited services because they failed to provide postponed verification in October

and November. Mandatory verifications for the December application cannot be postponed and are required to process the application under 30-day processing standards.

If it is determined that benefits were issued incorrectly because verifications were postponed in order to meet the expedited processing standard, a claim is not established.

Exceptions:

- 1. If the household failed to report information, a claim must be established.**
- 2. Agency errors.**

Work Requirements

The worker must:

1. Require the applicant to complete the SFN 385 - Affidavit for Work Requirements or SFN 353 - Affidavit for BEST Registrants unless exempt.
2. Require the applicant to complete the SFN 385 - Affidavit for Work Requirements or SFN 353 - Affidavit for BEST Registrants for all non-exempt household members. Work requirements for non-exempt household members must be postponed, if necessary, to meet the expedited processing standard.
3. Require an authorized representative interviewing on behalf of a household to complete the SFN 385 - Affidavit for Work Requirements or SFN 353 - Affidavit for BEST Registrants for all non-exempt household members.
4. Postpone questionable exemptions if the expedited processing standard cannot be met.

Social Security Numbers (SSN)

Expedited households are the only households in which individuals are allowed to participate without a SSN or without proof of application for a SSN for one **full** month of benefits. (If an expedited household applies after the 1st but on or before the 15th, and the only postponed verification is SSN, TECS will only allow a one month review period. The worker will need to contact System Support and Development for assistance in certifying for two months so a full month's benefit can be issued.)

In all cases, expedited households must be asked to provide a SSN for each individual in the household.

Exception:

A newborn is allowed to participate without a SSN or proof of application of SSN for six months following the month the baby is born or by the next review, whichever is later.

Examples:

- 1. The following examples do not include newborns. A five person expedited household applies May 1. Two of the five household members do not have a SSN or proof that they have applied. All five individuals are entitled to participate for the full month of May (May 1 through May 31).**

In this example, the household must be certified for the month of May only, and must reapply for June. If at the time of review the two individuals are unable to provide a SSN or proof of application for a SSN, they are ineligible household members (DI) when determining benefits for June or until the SSN is provided. June benefits would be for a three-person household.

- 2. A five person expedited household applies May 2 (any time after the first of the month). Two of the**

five household members do not have a SSN or proof that they have applied. All five individuals are entitled to participate for the partial month of May (May 2 through May 31), and the full month of June (June 1 through June 30).

In this example, the household must be certified for no more than the months of May and June and must reapply. If at the time of July review the two individuals are unable to provide a SSN or proof of application for a SSN, they are ineligible household members (DI) when determining benefits for July or until the SSN is provided. July benefits would be for a three-person household.

14. 430-05-20-50-15-10 – Length of Review Period. For a household certified for two month, added the household has through the last working day of the second month to provide verification of expenses before the second month is issued without allowing the expenses when verification of expenses is the only postponed verification. Also clarified the household must provide postponed verifications and file an application for review in order to continue to receive benefits.

Length of Review Period 430-05-20-50-15-10

Households that are certified on an expedited basis and have provided all required verifications must be assigned regular review periods.

1. If verification **other than SSN** was postponed and the household applied on or before the 15th of the month, the household must be certified for the month of application only.

Example:

A household applies on or before June 15 and verification has been postponed. This household must be certified for the month of June only.

When certified only for the month of application, the worker must send notices F100 - Expedite Approval - 1 Month - Postponed Verification and provide the household with SFN 407 - Application for Review. The household must reapply, complete an interview and provide postponed verifications for continued eligibility. If the household does not reapply and provide postponed verifications, they do not qualify for expedited service again. The household must reapply and complete the verification, which was postponed in order to qualify for expedited service again.

Exception:

Unless certified under 30-day processing standards since the last expedited application.

2. If verification **other than SSN** was postponed and the household applied on the 16th of the month or later, the household must be certified for the month of application and the following month. Benefits for the second month **must not be issued** until all postponed verifications have been provided.

Exception:

If expenses were postponed and not provided by the last working day of the second month, the second benefit month is issued without allowing unverified expenses.

Benefits for the second month must be issued no later than the 5th working day from the date the verifications are received, or the 1st of the second month, whichever is later.

Example:

A household applies on March 16 and is certified for the months of March and April. Benefits for the month of March must be available to the household within the expedited processing standard. Benefits for the month of April must not be issued until all

postponed verification has been obtained. April benefits are issued no later than the 5th working day from the date the verifications are received or April 1, whichever is later.

If postponed verifications are not received by April 30, April benefits are not issued and the case will close March 31. The system automatically closes with a certification ending reason.

When certified for the month of application and the following month, the worker must send notices F101 - Expedite Approval - 2 Month - Postponed Verification. If the application is processed after the 25th day of the application month, the worker must also provide the household with form SFN 407 - Application for Review.

Example:

A household applies on June 16. This household must be certified for the months of June and July. Benefits for the month of June must be processed within the expedited processing standard. Benefits for the month of July must not be issued until all postponed verification has been obtained. July benefits are issued no later than the 5th working day from the date verifications are received or July 1, whichever is later.

If the postponed verifications are not received by July 31, July benefits are not issued and the case must be closed June 30.

The household must reapply, complete an interview and provide postponed verifications for continued eligibility. If the household does not reapply and provide postponed verifications, they do not qualify for expedited service again.

Exception:**Unless certified under 30-day processing standards since the last expedited application.**

15. 430-05-20-50-20-05 – Application Use for Two Beginning Months. Changed the title of this section to Application Use for Beginning Months and defined beginning months.

Application Use for Two Beginning Months 430-05-20-50-20-05

An application is used to process the initial month, second beginning month and in some cases three beginning months. In order to process the application, mandatory verifications are required for **all** beginning months. If a household is interviewed in the second beginning month and anticipates changes in the second or third beginning month, the application must be pended for verification of those changes. If the household fails to provide verification necessary to process **all** beginning months, the application must be denied for failure to provide verification.

Because of anticipated changes, a household may be eligible for the month of application or month of application and second beginning month (if processing in the second month), but ineligible for the following months. In this instance the worker must process the application, approve benefits and send an approval notice for the initial month or initial and second beginning month.

The worker must then enter the anticipated changes for the second or third beginning month (if processing in the second month) and issue a closing notice. This must be done on the same day the initial month is processed to avoid sending a 10-day advance notice. If the second or third beginning month (if processing in the second month) is not processed on the same day as the first month, a 10-day advance notice is required to close the case.

Similarly, a household may be ineligible for the month of application, but eligible for the following months due to anticipated changes. The

worker must deny the month of application and use the same application to pend or approve the second month.

If a household applies and indicates they are not interested in benefits for the month of application, the month of application must be denied using the F214 – Application/Review Withdrawn notice. ~~withdrawn/denied in TECS.~~ The same application is then used to pend or approve the second month.

A household may be eligible for a zero benefit due to proration for the ~~first beginning~~ initial month. The worker must approve the application and a zero benefit must be authorized.

If the initial month is denied, the second month becomes the initial month. If the second month is denied and eligibility is anticipated for the third month, a new application is required.

Exception:

If processing the application in the second beginning month and there is no eligibility for the initial month and second beginning month, but anticipated eligibility for the third month, the same application can be registered and used to process the third month.

16. 430-05-20-50-20-10 – Denying the Application. Added additional clarification regarding delays in processing.

Denying the Application 430-05-20-50-20-10

Households that are ineligible must be sent a notice of denial as soon as possible, but no later than 30 days following the date the application was filed. If the 30th day falls on a weekend or holiday, the application must be denied on the next working day following the 30th day. The household must file a new application if further program consideration is desired.

If a household has failed to appear for an interview and has made no further contact with the worker to express an interest in pursuing the

application or failed to provide verifications, the worker must send the household a notice of denial 30 days after the date of application. The notice of denial must not be generated prior to the 30th day after the date of application. If the 30th day falls on a weekend or holiday, the application must be denied on the next working day following the 30th day. If the household schedules an interview or provides the verifications after the 30th day but within 60 days following the date of application, Delays in Processing at 430-05-20-50-2015 apply.

~~The household must file a new application if further program consideration is desired.~~

17. 430-05-20-50-20-15 – Delays in Processing. Included the procedure for registering the application when delays in processing apply.

Delays in Processing 430-05-20-50-20-15

When eligibility and an opportunity to participate within 30 days following the date of application is delayed, responsibility for the delay must be determined.

Determining cause for the delay dictates what action (deny or pend) must be taken on the case and whether or not the household is entitled to benefits retroactive to the date of the application.

Delays Caused by the County

When a delay in the initial 30-day determination period is caused by the county:

1. Do not deny the application.
2. Notify the household by the 30th day following the application date that the application is pending and state the reason.

If the household is found eligible during the second 30 - day period, provide retroactive benefits to the date of application.

Delays Caused by the Household

If a household has failed to complete any part of the application process within the initial 30 - day period, the worker must deny the application using the appropriate notice. However, the worker must have taken the following actions before a delay is caused by the household:

1. Failure to Complete the Application Form: The worker must have offered, or attempted to offer, assistance in completion of the application form.
2. Failure of Household Member(s) to Register for Work: The worker must have informed the household of the need to complete SFN 385 - Affidavit for SNAP Stamp Work Requirements or SFN 353 - Affidavit for BEST Registrants and given the household at least 10 days from the date of notification to register household members.
3. Failure to Provide Required Verification: The worker must have:
 - a. Provided the household with a statement of required verification, **and**
 - b. Offered to assist the household in obtaining required verification, **and**
 - c. Allowed the household at least 10 days from the date of request to provide the missing verification.
4. For households that have failed to appear for an interview, the worker must have sent the F018 – Notice of Missed Interview. If the household failed to schedule a second interview or a subsequent interview is postponed at the household's request or cannot be rescheduled until after the 20th day but before the 30th day, the household must appear for the interview, bring verification and register members for work by the 30th day; otherwise the delay is the fault of the household.

If the household fails to appear for the interview, bring verification or register members for work by the 30th day, the application must be denied. If the required action is taken after the 30th day but before the 60th day following the date of application, the same application form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~the same application form is used to approve benefits from the date the action is completed.~~

5. If the household has failed to appear for the first interview and a subsequent interview is postponed at the household's request until after the 30th day following the date of the application, the delay is the fault of the household.

The application review must be denied on the 30th day. If the household appears for the interview after the 30th day but before the 60th day following the date of application, the same application form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~the same application form is used to approve benefits from the date the action is completed.~~

If the household takes the required action within 60 days following the date of application, the household will receive benefits for the second 30 days only. The same application form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~Do not~~ require a new application. If the delay was the result of missing verification, ~~prorate the benefits from the date verification is provided.~~

Examples:

1. **A household's application was denied for failure to provide verification on May 17 (30th day). On June 10 the household provides the requested verifications. The application that was denied must be registered with a benefit start date of June 10.**

- 2. Household applies for benefits on January 3rd and is scheduled for an interview on January 10th. The household fails to show for the interview and the F018 Notice of Missed Interview is sent on January 14th. The application is denied on February 2nd (the 30th day) for failure to complete the interview.**

On February 22nd the household contacts the county and requests an interview. The application must be screened for expedited service and if the household is eligible an interview must be scheduled no later than the 3rd calendar day (February 25th) following the date the application is filed.

The interview is scheduled for February 25th and the January 3rd application is used for this request. If expedited, and the household is eligible, benefits are prorated from the interview date, postponing all verifications not received, with the exception of identity.

If not expedited, the application is registered effective with the interview date, CURRENT additional verifications are required and an F301 pending notice is sent to the household. The household has 30 days from the interview date (March 27th) to provide the verifications needed. If the household is eligible, benefits are prorated from the interview date. If the household fails to provide the verifications, the application is denied on March 27th. If the household is interested in future benefits, a new application is required.

- 3. Household applies for benefits on January 3rd and is scheduled for an interview on January 10th. The household fails to show for the interview and the F018 Notice of Missed Interview is sent on January**

10th. The application is denied on February 2nd for failure to complete the interview.

On February 22nd the household contacts the county and requests an interview. The application must be screened for expedited service at that time using the January 3rd application and obtaining current information from the household. If the household is eligible for expedited service, an interview must be scheduled no later than the 3rd calendar day (February 25th) following the date the application is filed postponing all verifications not received, with the exception of identity. If the household is eligible, benefits are prorated from the interview date.

- 4. Household applies for benefits and is denied on the 30th for failure to provide information.**

Sometime during the second 30 days, (within 60 days from the application date), the household provides verification of some but not all of the verifications previously requested. In this instance, the original application is not re-registered as not all verifications requested have been provided. If the household is interested in future benefits, they must provide all of the verifications or reapply.

- 5. Household applies for benefits and is denied on the 30th day for failure to provide verification of income and expenses. Sometime during the second 30 days, the household provides verification of income, but not the expenses previously requested. In this instance, the original application is not re-registered as not all verifications requested have been provided. If the household is interested in future benefits, they must provide ALL of the verifications within the second 30 days (by the 60th day following the date of the original application) or reapply.**

18. 430-05-20-55-15 – Sources of Verification. Added additional information to collateral contacts.

Sources of Verification 430-05-20-55-15

Acceptable sources of verification include documentary evidence, collateral contacts, home visits and system interfaces.

Documentary Evidence

Documentary evidence is written confirmation of a household's circumstances and must be used as the primary source of verification for all items except residency and household size. If the household cannot obtain documentary evidence, the worker may require collateral contacts or do a scheduled home visit. Residency and household size may be verified through any other source of verification.

Examples:

Wage stubs, rent receipts and utility bills.

Acceptable verification is not limited to any single type of document and may be obtained from the household or another source.

Whenever documentary evidence is insufficient to make a determination of eligibility or benefit level, the worker must pend the application and request sufficient verification from the household.

Collateral Contacts

A collateral contact is a verbal confirmation of a household's circumstances by an individual outside the household and is used when documentary evidence is insufficient or incomplete. The collateral contact may be either in person or over the telephone. The worker must rely on the household to provide the name of any collateral contact. The household may request assistance in naming a collateral contact.

A collateral contact can be any third-party verification of the household's statements. The worker is responsible for obtaining verification from acceptable collateral contacts, which include but are not limited to:

- Employers
- Landlords
- Social service agencies
- Community action agencies
- Migrant service agencies

Once the household has supplied the name of a collateral contact or has asked the worker for assistance in locating a collateral contact, the worker must promptly contact the collateral contact or otherwise assist the household in obtaining the necessary verification.

When the collateral contact designated by the household is unacceptable, the worker must ask the household to name another collateral contact or substitute a scheduled home visit.

The county should only disclose the information that is absolutely necessary to get the information being sought. The county should avoid disclosing that a household has applied for SNAP and should not disclose any information provided by the household. Counties should not suggest that a household is suspected of any wrong doing.

In directly contacting a collateral contact, the worker must always identify themselves by name, position and the name of the county social services office. In doing so and then inquiring about a particular client by name, the contact may be able to determine that the client is applying for assistance. This does not constitute a violation of confidentiality.

If the collateral contact requests information about the recipient's status, the worker must refuse the inquiry and briefly explain the confidentiality requirements.

Verification obtained in non-written form must be documented in the case file.

Home Visits

Home visits are used on a case-by-case basis when documentary evidence or collateral contacts are insufficient or cannot be obtained. A home visit must be scheduled in advance with the household.

System Interfaces

Workers have access to the following interfaces that are acceptable types of verification:

- BENDEX
- SDX
- TPQY
- New Hire
- IEVS
- NUMIDENT
- Motor Vehicle
- FACSES

Narrative/Documentation

Casefiles must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination.

Where verification was required to resolve questionable information, the worker must document why the information was considered questionable or at a minimum, indicate where the inconsistency exists, and what documentation was used to resolve the questionable information.

The worker must document the reason why a collateral contact or home visit was needed.

The worker must also document the reason a collateral contact was unacceptable and an alternate requested.

Good documentation habits save time. Documentation need not be lengthy and no specific format is required but it must address the following:

- Who did the information come from?
- What was the information received?
- When was it received?
- Why is the information pertinent?
- How was the information treated?

19. 430-05-20-60-15 – Identity. Added TPQY as a source of verification for identity.

Identity 430-05-20-60-15

The identity of the individual making application must be verified. When an authorized representative applies on behalf of a household, the identity of **both** the authorized representative and the applicant must be verified.

Identity may be verified through readily available documentary evidence, or if this is unavailable, through a collateral contact. Any documents that reasonably establish the applicant's identity must be accepted and no requirement for a specific type of identity verification document may be imposed.

Acceptable documentary evidence includes but is not limited to:

- Driver's license
- A work or school identification.
- An identification card for health benefits, other assistance or social service program.
- Wage stubs
- Birth certificate

- TPQY (Worker must document when TPQY was used as verification of identity.)
20. 430-05-20-60-40 – Questionable Information. Added TPQY as verification of citizenship when obtained on new Medicaid/Healthy Steps applications and bulleted types of citizenship verification.

Questionable Information 430-05-20-60-40

Other than the mandatory verifications, workers must verify other factors of eligibility only if they are questionable and affect the household's eligibility or benefit level.

Information is considered questionable when the applicant makes inconsistent statements with what is listed on the application, previous applications, or information received by the worker.

A household's report of expenses that exceed its income may be grounds for a determination that further verification is required. However, this circumstance will not, in and of itself, be grounds for denial. The worker must explore with the household how it is managing its finances, whether the household receives excluded income or has assets, and how long the household has managed under these circumstances.

The following information must be verified if questionable along with any other household discrepancies:

1. **Assets** - At the time of the application interview, household assets must be explored. The worker must explain to all households what liquid and non-liquid assets are and the household's responsibility to report them.

Asset information must be verified prior to certification **only if inconsistent** with other information on the application, previous application or other documented information known to the worker. If the applicant is unable to resolve the apparent inconsistency, the worker must then verify questionable information.

- a. Liquid Assets - Current bank statements, documents or collateral contact that support the household statements.
- b. Non-Liquid Assets - Verification from local realtors, tax assessors or other knowledgeable sources can be used to verify non-liquid assets.

To receive TANF Information and Referral Services, a household must provide asset verification if questionable.

2. **Household Composition** - household size and boarder status.
3. **Citizenship** - Documents such as the following are suitable verifications of citizenship.
 - Birth certificates
 - Religious records
 - Voter registration cards
 - Passports
 - Certificate of citizenship or certificate of naturalization
 - TPQY - 'Verified with positive citizenship' or 'Verified with positive citizenship; Deceased' citizenship verification codes for Medicaid.

If verification cannot be obtained and the household can provide a reasonable explanation as to why verification is not available, a signed statement from someone who is a United States citizen must be accepted. Such a statement must read as follows:

"I declare under penalty of perjury that _____ is a United States citizen. It is my understanding that intentionally giving false information to help this person get SNAP benefits may result in a fine, imprisonment, or both."

The individual whose citizenship is in question is ineligible to participate until proof of United States citizenship is obtained. Until such time as proof is obtained, the individual's income and assets are treated as an ineligible (DI) household member.

Exception:**Verification of non-citizen status is not required for expedited service.**

When information from another source contradicts statements made by the household, the household must be afforded a reasonable opportunity to resolve the discrepancy prior to an eligibility determination.

21. 430-05-20-85 – TANF Information and Referral Services. Added additional policy to the exception for households with disqualified members.

TANF Information and Referral Services 430-05-20-85

Any household in which ALL members receive or are authorized to receive TANF Information and Referral Services are eligible as a TANF Information and Referral Services (TANF I & R) household. SNAP households receive TANF I & R services through the receipt of the DN 246 - TANF I & R brochure or the DN 405 - Application for Assistance Guidebook. All applicants and recipients are authorized and notified of these services by signing the SFN 405 - Application for Assistance or the SFN 407 - Application for Review. Both of these forms include a statement that if the household is eligible for TANF Information and Referral Services, the household has been notified and is authorized to receive TANF Information and Referral Services.

The county will provide individuals with information and referrals to various other agencies, programs, organizations and community/county resources that could be of benefit to the household (such as housing, Child Care Assistance, Salvation Army, Community Action, Job Services, Bureau of Indian Affairs, etc.).

Automatic Asset Test

TANF I & R households will automatically pass all asset tests in TECS based on participation codes.

Households must provide verification of assets if questionable, in order to receive TANF Information and Referral Services. If assets are questionable based on sound judgment of the worker and the household fails or refuses to provide verification, the household is not eligible for TANF Information and Referral Services.

If a household is not eligible for TANF I & R, verification of questionable assets is required. The worker must send Notice F240 – TANF Information and Referral Service Denial and Notice F201 – Failure to Provide Information to the Household.

Exception:

Households with a member who is disqualified for work requirements (DW), a disqualified alien (DI), an ineligible ABAWD (DI), or failure to provide an SSN (DI) can remain TANF I & R eligible. The household must pass the asset test, 200% gross income test and the 100% net income test. Only the disqualified individual's assets are applied to the asset test.

However, if a household with a DW or DI member also includes a member that is elderly or disabled, the household must pass the asset test and 100% net income test. Only the disqualified individual's assets are applied to the asset test.

Income Test

TANF I & R households must pass the 200% gross income and 100% net income test based on household size. If the household fails the 200% gross income or 100% net income test, the worker must deny the application using the F207 - Excess Income notice. When a household's net income exceeds the level at which benefits are provided, the worker must deny the application using Notice F231 – Zero Benefit.

Exception:

If the TANF I & R household fails the 200% gross income test and includes an elderly or disabled household member, the household is not considered a TANF I & R household and must

be tested a second time under regular SNAP rules. Regular SNAP rules require these households to pass the asset test and 100% net income tests only.

If the household fails the asset test, the worker must deny the application using the F208 – Excess Assets. If the household passes the asset test but fails the net income test, the worker must deny the application using the F207 – Excess Income.

Non-TANF I & R Households

Households with a member who is disqualified for fraud (DF) or a drug felony (DD) are not TANF I & R eligible. The household must pass the asset test, 130% gross income test and 100% net income test. All household members' assets are applied to the asset test.

Household Composition

22. 430-05-25-15 – Non-Separate Household Status. Added policy for cases including household members in which there is joint custody.

Non-Separate Household Status 430-05-25-15

The following must be considered a single SNAP household and **must not be** granted separate household status even if they do not purchase and prepare meals together:

1. A group of individuals who live together and customarily purchase food and prepare meals together for home consumption. Members of this group can be granted separate household status during a review period, if they report a change in how food is purchased and prepared and they meet separate household status.

Exception:

Residents of group homes, treatment centers, abuse shelters or homeless shelters.

2. Spouses who live together, even if they do not purchase food and prepare meals together.
3. Parent(s) (regardless of age or marital status) and their natural, adopted, or stepchildren under 22 years of age, even if they do not purchase food and prepare meals together.

An individual is considered to be age 22 the entire month in which they turn age 22.

Exception:

When parents have joint custody, the child(ren) are included in the SNAP case of the parent the child(ren) eat a majority of their meals with (over 50% of three meals daily). When parents have 50-50 custody, and the child(ren) truly spend 50 percent of their time with each parent, the child(ren) are included in the SNAP case of the parent that applies first.

The determination of where the child(ren) eat a majority of their meals is based on documented discussion with the parent. If questionable, further verification is required.

4. Individuals under 18 years of age who live with and are under the parental control of a person other than their parent, even if they do not purchase food and prepare meals together.

Exception:

Foster care child(ren)/adults including PATH, subsidized guardianship, Casey Foundation and non-TANF Kinship Care individuals may participate with the household they are residing with at the household's request. These individuals cannot participate separately from the household they are residing with.

A household does not have the option of including TANF Kinship Care children. TANF Kinship Care children must be included in the household.

5. Adult siblings (age 18 or older) who live together or adult children (age 22 or older) who live with their parents **if** they purchase and prepare meals **together**.

An individual is considered to be age 22 the entire month in which they turn age 22.

Exception:

Individuals who live with the household (regardless of relationship) who do not eat the majority of their meals (over 50% of three meals daily) as a part of that household.

Examples:

1. **Over the road truck drivers or salespersons, who have no separate residence and return home on the weekends, but are out of the home during the week and eat the majority of their meals away from home.**
 2. **A child who is attending school in another community and is only home on weekends.**
23. 430-05-25-35 – Non-Household Members. Removed reference to public for residents of public institutions as the definition for public institutions was removed and combined with institution.

Non-Household Members 430-05-25-35

The following individuals residing with a household **must not** be considered household members when determining the households' eligibility or benefit. The non-household member must be excluded from the household while determining household size. Correct participation codes for these individuals on SSDO are listed.

1. **Boarders including foster care individuals.** When the household providing the boarder service has not requested that the individual(s) be included as a member of the household. (OU)
2. **Individuals who live with the household** (regardless of relationship) who do not eat the majority of their meals (over 50% of three meals daily) as a part of that household. (OU)

Examples:

1. **Over the road truck drivers or salespersons, who have no separate residence and return home on weekends, but are out of the home during the week and eat the majority of their meals away from home.**
2. **A child who is attending school in another community and is only home on weekends.**
3. **Live-in attendants.** Individuals who reside with a household to provide medical, housekeeping, child care, or similar personal services. (OU)
4. **Residents of an ~~public~~ institution.** Including those in prison, jail, work release, state hospital, developmental centers and those on approved leave that have not been discharged and residents of Burdick Job Corp. (OU)

The State Office will perform a computer match comparing the TECS active SNAP caseload with the Social Security Administration's State Verification and Exchange System (SVES) and the ND Department of Corrections Listing of Inmates Incarcerated file to determine if any currently participating individuals have been incarcerated. The State Office will notify a worker of any match.

5. **Roomers.** Individuals to whom a household furnishes lodging,

but no meals, for compensation. (OU)

6. **Students.** Individuals enrolled in an institution of higher education that are ineligible because they fail to meet the student eligibility criteria. (OU)
7. **Supplemental Security Income recipients in "cash-out" states.** The only Supplemental Security Income cash out state is California. (OU)
8. **Others.** Other individuals who share common living quarters with the household but do not customarily purchase and prepare meals with the household. (OU)

Example:

If the applicant household shares living quarters with another family to save rent, but does not purchase and prepare food together with that family, the members of the other family are not members of the applicant's household.

24. 430-05-25-40 – Excluded Household Members. Included policy for households with an elderly or disabled 'DI' individual as the expenses billed to or paid by these individuals do not entitle the house to uncapped shelter deduction or medical expenses.

Excluded Household Members 430-05-25-40

The following individuals residing with a household **must be** excluded from the household when determining the household's size for purposes of assigning a benefit level. Correct participation codes for these individuals on SSDO are listed.

Excluded household members may not participate as separate households.

1. **Drug Felony.** Individuals convicted of Federal or State felonies for possession, use, or distribution of illegal drugs are ineligible

to participate in the program, when the act occurred after August 22, 1996. The disqualification period is determined using the date of conviction and the 10-10-10 reporting requirements. (DD)

2. **Sale of a Controlled Substance Involving SNAP Benefits.** An individual found by a Federal, State, or local court to have used or received SNAP benefits, in a transaction involving the sale of a controlled substance. (DF)
3. **Fleeing Felons, Parole or Probation Violators.** Fleeing felons (charged with or convicted of any felony), parole or probation violators are ineligible to participate in the program. (DF)
4. **Ineligible aliens.** Individuals who do not meet the citizenship or eligible alien status, and those who do not attest to citizenship or alien status at the time of application. Among those excluded are alien visitors, tourists, diplomats and students who enter the United States temporarily with no intention of abandoning their residence in a foreign country. (DI)
5. **Intentional program violation disqualification.** Individuals disqualified because they have been found guilty of IPV. (DF)
6. **Social Security Number disqualified.** Individuals disqualified for failure to provide a Social Security Number. (DI)
7. **Work Requirements.** Individuals disqualified because they failed to comply with the Work Requirements, comparable work requirements for Job Opportunities and Basic Skills (JOBS) or Basic Employment Skills Training Program (BEST) (DW).

Able Bodied Adults Without Dependents must be coded as (DI).
8. **Duplicate Benefits.** Individuals convicted of attempting to receive duplicate benefits because they made a fraudulent statement regarding their identity or place of residence after September 20, 1996. (DF)

9. **Sale of Firearms, Ammunition, or Explosives Involving SNAP Benefits.** Individuals found by a Federal, State, or local court to have used or received SNAP benefits in a transaction involving the sale of firearms, ammunition, or explosives. (DF)
10. **Trafficking Benefits.** Individuals convicted by a Federal, State, or local court of trafficking benefits for an aggregate amount of \$500 or more. Aggregating involves the accumulation of separate dollar amounts for separate but related trafficking offenses leading up to a conviction. (DF)

Work Requirements

Work requirements for participation do not apply to excluded household members.

Exception:

Individuals that are excluded from participation for failure to comply with work requirements must comply or become exempt.

Treatment of Assets

The assets of excluded household members are counted in their entirety to the remaining household members.

Treatment of Income

The countable income of excluded household members is considered available in its entirety to the remaining household members according to the following:

1. Count all of the income of members disqualified because of:
 - a. A drug felony conviction.
 - b. Sale of a controlled substance involving SNAP benefits.

- c. A fleeing felon charge or conviction, or a parole or probation violation.
- d. SNAP IPV.
- e. SNAP work requirement.

Exception:**Ineligible ABAWDS**

- f. A conviction for attempting to receive duplicate benefits.
 - g. Sales of firearms, ammunition, or explosives involving SNAP benefits.
 - h. A conviction for trafficking benefits.
2. Count a prorated share of the income of:
- a. An ineligible alien.
 - b. An individual who fails to meet the SSN requirement.
 - c. An ineligible ABAWD

TECS prorates the income of the ineligible household member by dividing the income by the total number of household members (including the ineligible household member). All but the ineligible household members share is counted as income for the remaining household members. When the excluded household member has earned income, the 20% earned income deduction is applied in its entirety to the prorated share of the remaining household members. TECS performs this calculation based on the participation codes of household members.

Treatment of Expenses

Expenses of excluded household members are allowed as follows:

1. Allow all the expenses of members disqualified because of:
 - a. A felony drug conviction.
 - b. Sale of a controlled substance involving SNAP benefits
 - c. A fleeing felon charge or conviction, or a parole or probation violation.
 - d. SNAP IPV.
 - e. SNAP work requirement.

Exception:**Ineligible ABAWDS**

- f. A conviction for attempting to receive duplicate benefits.
 - g. Sale of firearms, ammunition, or explosives involving SNAP benefits.
 - h. A conviction for trafficking benefits.
2. Allow a prorated share of allowable child support, shelter and dependent care expenses that are paid by or billed to the following individuals. If the following individuals are elderly or disabled, medical expenses paid by or billed to them are not allowable and the household is subject to the shelter expense maximum. ~~the expenses of:~~
 - a. An ineligible alien.
 - b. An individual who fails to meet the SSN requirement.

c. An ineligible ABAWD.

That portion of the household's allowable child support, shelter and dependent care expenses that are paid by or billed to the excluded household member are divided evenly among the household members including the excluded member. In order for the TECS system to prorate expenses that are billed to or paid by the excluded household member, the expenses must be listed by the excluded household member. All but the excluded member's share is allowed as a deductible expense for the remaining household members. TECS performs this calculation based on the participation codes of household members.

Exception:

If the appropriate utility standard is paid by or billed to the excluded household member the entire expense is allowed.

Households with Special Circumstances 430-05-30

25. 430-05-30-40 – Students in Higher Education. Added involvement with Veteran's Vocational Rehabilitation as a source of verification of being physically or mentally unable to work and also added clarification regarding eligibility of students with meal plans that live on or off campus.

Students in Higher Education 430-05-30-40

A student is an individual enrolled in an institution of higher education at least halftime.

This section does **not apply** to individuals:

- Under the age of 18 (through the month the individual turns 18)
- Age 50 or older (effective the month an individual turns 50)
- Physically or mentally unable to work.

If an individual claims that they are physically or mentally unable to work and it is not evident, verification is required. Verification may

consist of an application for or receipt of temporary or permanent disability benefits issued by a government or private source, individuals who are accepted and actively involved in services through Vocational Rehabilitation, including Veteran's Vocational Rehabilitation, a statement from a physician, or a statement from a licensed or certified psychologist.

- Attending high school or working to obtain GED.
- Participating in on-the-job training programs, including refugee training programs.
- Not attending school at least half-time.
- Enrolled full-time in a school or training program which is not an institution of higher education.

Student status applies to individuals:

- Between the ages of 18 and 50.
- Physically or mentally able to work.
- Enrolled at least half time in an institution of higher education (defined by the institution).

~~Students living in a dorm who have not purchased a meal plan through the institution of higher education may participate in SNAP if otherwise eligible.~~

Student's that have purchased a meal plan for more than half of their daily meals are not eligible to participate. This includes students living on or off campus.

Student status must be verified (class schedule or other verification from the institution). A student **is ineligible** to participate and considered a non-household member (OU) **unless** they comply with one of the following eligibility requirements:

1. Employed a minimum of 20 hours per week averaged monthly and paid for such employment. If an individual is self-employed, they must be employed a minimum of 20 hours per week averaged monthly and receive weekly earnings at least equal to the Federal minimum wage multiplied by 20 hours.

2. Approved for state or federally financed work-study for the school term and the student must anticipate actually working during that time. School term is defined as the school year for this provision.

The exemption begins with the month the school term begins or the month work-study is approved, whichever is later. The exemption will continue until the end of the month the school term ends or it becomes known that the student has refused an assignment.

The exemption does **not** continue between terms when there is a break of a full month or longer unless the student is participating in work-study during the break.

3. Physically responsible for the care of dependent household member(s) under the age of six. Only one member may claim an exemption as the primary person responsible for the care of dependent(s) when the responsibility is shared.

The exemption for the primary care giver can be changed during the household's review period.

4. Physically responsible for the care of dependent household member(s) who have reached the age of six but are under age 12, where the worker has determined that adequate child care is not available to enable the student to attend class and comply with the work requirements required to be considered an eligible student. Availability of adequate child care must be made on a case-by-case basis. Only one member may claim an exemption as the primary person responsible for the care of dependent(s) when the responsibility is shared.

Example:

A household consists of mom, dad, and their eight year old child. Dad is employed full-time, and mom is a full-time student. Mom is considered an ineligible

student as she is not employed 20 hours per week averaged monthly or participating in a state or federally financed work study program during the regular school year. However, because adequate child care is not available, she is exempt from student criteria and considered an eligible student.

The exemption for the primary care giver can be changed during the household's review period.

5. A **single** parent enrolled in an institution of higher education on a full-time basis (as determined by the institution) and is responsible for the care of a dependent child under age 12.

This provision applies in those instances where only one natural, adoptive, or stepparent (regardless of marital status) is in the same SNAP household as the child.

Example:

A household consists of mom, her boyfriend, and her eight year old child. Mom is a full-time student and may qualify for eligible student status as her boyfriend is not the father of the eight year old child.

If no natural, adoptive, or stepparent is in the same household as the child, another single full-time student in the same SNAP household as the child may qualify for eligible student status under this provision if they have parental control over the child and is not living with their spouse.

6. Receiving benefits from TANF or participating in the JOBS Program.

7. Attending an institution of higher learning through or in compliance with the following: a program under the Workforce Investment Act (WIA) of 1998, an employment and training program under the Food and Nutrition Act, a program under Section 236 of the Trade Act of 1974. WIA and programs under the Trade Act of 1974 are administered by Job Service and can be verified by contacting that office.
 8. Attending an institution of higher learning through or in compliance with the following: a program for the purpose of employment and training operated by a state or local government as determined appropriate by the State (none in North Dakota).
26. 430-05-30-40-05 – Enrollment Status. Added clarification and examples regarding when student eligibility requirements apply.

Enrollment Status 430-05-30-40-05

Student status begins the first day of the school term of the institution of higher education. If the first day of the school term is in one of the application or review month(s), the student is required to comply with student eligibility requirements for those months. Enrollment continues through normal periods of class attendance, vacations, and recess, unless the student:

- Graduates
- Is suspended or expelled
- Does not intend to register for the next school term (excluding summer school).

Examples:

1. **An individual who graduates from high school in May and anticipates or is accepted for the fall semester in an institution of higher education is not considered a student until the first day of the school term.**

2. **An individual, who has not attended the prior school term but anticipates or is accepted for the next term, is not considered a student until the first day of the school term.**
 3. **An individual files an initial application on July 5th and indicates they will be starting school on August 25th. The individual must meet student eligibility requirements in order to be eligible for August.**
 4. **An individual files an application for review on July 10th for August benefits and indicates they will be starting school on August 25th. The individual must meet student eligibility requirements in order to be eligible for August.**
 5. **An individual files an application for review July 10th, after the review period expired, and indicates they will be starting school on August 25th. The individual must meet student eligibility requirements in order to be eligible for August.**
27. 430-05-30-40-20 – Treatment of Income. Added scholarships as an example of excluded financial aid and educational funds.

Treatment of Income 430-05-30-40-20

For both **eligible and ineligible** student's financial aid and educational funds such as scholarships, work study, assistantships, fellowships, internships or stipends are excluded.

Verification of financial aid is not required.

Eligible Student

All income, other than financial aid and educational funds, such as wages from employment, self-employment and unearned income are counted in determining eligibility and benefit level.

Ineligible Student

The income of an ineligible student living with a household is not considered in determining eligibility or level of benefits, **unless** the student makes the money available to the other household members.

When an ineligible student makes money available (e.g. deposit to joint account) from a countable income source to other household members it is counted as unearned income.

1. The **net** earned income of the ineligible student is the portion counted as unearned income when the ineligible student is making all of their earned income available to the household.
2. Cash payments from any countable income source made to the household by the ineligible student are treated as unearned income to the household.
3. When the earned income of an ineligible student and other household members is combined into one wage, the income is determined as follows:
 - a. If the household's share can be identified, count the portion due to the household as earned income.
 - b. If the household's share cannot be identified, prorate the earned income among individuals earning the combined wage. The portion of the prorated amount is counted as earned income.

Reviews 430-05-35

28. 430-05-35-05 – Application for Review.

- Changed redetermination to review.
- Added information regarding applications that are received without an address.
- Added that the entire application with a signature on the last page must be provided before certifying a household

- Clarified the application date when an application is filed on a weekend or holiday.

Application for Review 430-05-35-05

A review (for all households) is determining continued eligibility based on circumstances **anticipated** for the review period. Workers must approve or deny an application for review.

To determine continued eligibility a household must:

- File the SFN 407 - Application for Review or if a client is also on TANF and/or Medicaid, the Vision Review Redetermination form. (If the household completes the SFN 405 - Application for Assistance during the review month, it must be accepted in place of the SFN 407).

If an applicant completes an application for review online at a county social service office, the county must print a copy and provide it to the household.

- Complete an interview, if required, and provide required verifications.

An SFN 407 - Application for Review is considered incomplete if it contains only the applicant's name, address (residential or mailing) and signature of a responsible household member or authorized representative. The household must be advised that it does not have to be interviewed before filing the application and may file an incomplete application form. The incomplete application must be registered, the pending notice sent and the interview scheduled, if required.

The remainder of the SFN 407 with signature on the last page, an interview, if required, and all mandatory verifications are required to complete the application process.

The date of an application for review is the date the county receives a signed form, provided the application was submitted during the

county's normal business hours. When an application is submitted after normal business hours, on a weekend, or on a North Dakota Department of Human Service holiday, the application is considered received the next business day. The county must document the date an application for review is filed by recording the date it was received on the application. The processing timeframe begins the day following the date of application. The completed form must be filed in the last month of the current review period.

Example:

If a household's review period expires at the end of March, the household must file the application for review for April by March 31.

If the household files a review without an address (residential or mailing), it is not an application for review. The county must file the review and note on the form that it is not considered an application for review.

~~If the household files an application for review with~~ provides a residential address but does not provide a mailing address and the applicant is not able to get their mail at their residential address, General Delivery must be used as the address. The worker must explain to the household that they may not get information necessary to keep their case open. If mail is returned with an unknown address, the case, if otherwise eligible, would continue until review.

If an application for review is not filed in the last month of the review period, the case will automatically go to close in TECS.

If an application for review is filed prior to the last month of the review period, the worker must take the following action:

- If the review form was generated from TECS, the county must register the form using the 1st working day of the last month of the review period.

- If the review form was NOT generated from TECS, the household must be informed they will be receiving a form and must complete and return it after the first of the month.

~~A worker must approve or deny an application for review.~~

29. 430-05-35-19 – Withdrawing an Application for Review. This is a new section added to address policy for households that voluntary withdraw an Application for Review.

Withdrawing an Application for Review 430-05-20-35

A household may voluntarily withdraw an application for review at any time prior to the determination of eligibility. This request can be oral or written. The worker must document in the case file the request for withdrawal and send the notice F214 –Application/Review Withdrawn, to the household to confirm the withdrawal. The household must be advised of its right to reapply.

30. 430-05-35-20-05 – Denying the Application for Review. Added additional clarification regarding delays in processing.

Households that are ineligible must be sent a notice of denial as soon as possible, but no later than 30 days following the date the application for review was filed. If the 30th day falls on a weekend or holiday, the application for review must be denied on the next working day following the 30th day. The household must file a new application if further program consideration is desired.

If a household has failed to appear for an interview and has made no further contact with the worker to express an interest in pursuing the application for review or failed to provide verification, the worker must send the household a notice of denial on the 30th day following the date of application. If the 30th day falls on a weekend or holiday, the application must be denied on the next working day following the 30th day. If the household schedules an interview or provides the verifications after the 30th day but before the end of the month following the last month of the review period, Delays in Processing at 430-05-35-20-20 apply.

~~The household must file a new application if further program consideration is desired.~~

31. 430-05-35-25 – Expedited Services at Review. For households certified for two months, added the household has through the last working day of the second month to provide verification of expenses before the second month is issued without allowing the expenses when verification of expenses is the only postponed verification. Also clarified the household must provide postponed verifications and file an application for review in order to continue to receive benefits.

Expedited Service at Review 430-05-35-25

Expedited service does not apply at review unless the household files an application for review after the end of its current review period.

If a household files an application for review after the end of its current review period and an interview is required, Expedited Processing Standards at 430-05-20-50-15 apply.

If a household files an application for review after the end of its current review period and no interview is required, the following procedures apply.

County procedures must be designed to identify households eligible for expedited service at the time of review after expiration of the review period when no interview is required by conducting a pre-screening. The application for review must be used to screen for expedited services. If the household completes the SFN 405 - Application for Assistance instead of the application for review, it must be accepted in place of the SFN 407 and Section 1 is used to screen for expedite. A household cannot waive its right to expedited service.

The application for review or SFN 405 - Section 1 will be considered a completed application if the household is entitled to expedited service and it contains the applicant's name, address (residential or mailing), household composition, income, assets and the signature of the applicant, a responsible household member or authorized

representative. If the shelter/utility cost questions are not completed, it is still considered complete.

If the application for review or SFN 405 - Section 1 is not considered complete, the worker must attempt to contact the household to complete the screening. If the county is not able to complete the screening, the pending notice is sent for completion of the application for review or the SFN 405.

If the household is entitled to expedited service, the completed application for review or SFN 405 - Section 1 must be registered. An interview IS NOT required to process the review. The application for review or SFN 405 - Section 1 is processed within the expedited processing standard using the information and verifications provided at the time of filing. Verifications not provided at the time of filing must be postponed in order to meet the expedited timeframe.

When the remainder of the application for review or SFN 405 and verifications are postponed, the household must be certified for one or two months as follows:

1. If the household filed their application for review or SFN 405 - Section 1 on or before the 15th of the month, the household must be certified for that month only.

When certified only for one month, the worker must send notices F100 - Expedite Approval-1 Month-Postponed Verification and provide the household with SFN 407 - Application for Review for SNAP. The household must reapply, complete an interview and provide postponed verifications for continued eligibility. If the household does not reapply and provide postponed verifications, they do not qualify for expedited service again. The household must complete the application for review and provide all necessary verifications in order to continue to be eligible.

2. If the household filed their application for review or SFN 405 - Section 1 on the 16th of the month or later, the household must be certified for the month of review and the following month. Benefits for the second month must not be issued until the

remainder of the application for review or SFN 405 and all postponed verifications have been provided.

Exception:

If expenses were postponed and not provided by the last working day of the second month, the second benefit month is issued without allowing unverified expenses.

Benefits for the second month must be issued no later than the 5th working day from the date the remainder of the application for review or SFN 405 —~~Section 1~~ and all verifications are received, or the 1st of the second month, whichever is later.

When certified for the month of review and the following month, the worker must send notices F101 - Expedite Approval- 2 Month-Postponed Verification. If the review is processed after the 25th day of the month, the worker must also provide the household with form SFN 407 - Application for Review for SNAP. The household must reapply, complete an interview and provide postponed verifications for continued eligibility. If the household does not reapply and provide postponed verifications, they do not qualify for expedited service again.

~~The household must complete the application for review and provide all necessary verifications in order to continue to be eligible.~~

Exception:

Unless certified under 30-day processing standards since the last expedited application.

32. 430-05-35-30 – Interviews. Removed the statement defining when changes occurring after the date of interview but before the notice of eligibility are required to be reported. This was added in to the Simplified Reporting Requirements section at 430-05-67-05. Also, added any changes received or reported prior to the application being processed must be acted on.

Interviews 430-05-35-30

All households, with an interview required at review, including those submitting applications for review by mail, must have face-to-face interviews with a worker prior to review. An interview must be conducted at the SNAP office or other mutually acceptable location (including a household's residence – this must be scheduled in advance). The primary purpose of interviewing a household is to obtain and furnish information. The interview must be conducted as an official and confidential discussion of household circumstances. The individual's right to privacy must be protected during the interview. Facilities must be adequate to preserve the privacy and confidentiality of the interview.

The individual interviewed may be the applicant, spouse, any other responsible member of the household, or an authorized representative. The worker must review the information that appears on the application for review, explore and resolve inconsistent and incomplete information.

Households must be advised of their rights and responsibilities during the interview, including the appropriate processing timeframes and the household's responsibility to report changes.

Households that are applying for or receiving TANF must be advised that time limits and other requirements that apply to TANF do not apply to SNAP. These households must also be advised that they may still be eligible for SNAP if they are no longer receiving TANF because they have reached the TANF time limit, have begun working, or for other reasons.

Workers, during the interview, must inquire about any changes in household circumstances between the time the application for review was completed and the time of the interview.

~~Changes occurring after the interview but before the date of the notice of eligibility must be reported by the household within 10 days of the date of the notice of eligibility. If a household reports a change after~~

~~the interview but prior to the review being processed, the change must be acted on.~~

Any changes received or reported prior to the application being processed must be acted on.

1. The worker must also:
 - a. Document the date the application for review was filed by recording the date it was received by the county.
 - b. Document the date the interview was conducted and the name of the individual interviewed on the application.
 - c. Examine and explore each section of the application for review with the household or its authorized representative.
 - (1) If it is incomplete, assist the household in completing the form.
 - (2) Ensure that the application for review is completed and signed.
 - d. If the household has not designated an authorized representative, explain to the household the functional capacity of the authorized representative and allow them the opportunity to designate someone.
 - e. The worker must remain flexible, avoid biases, be sincerely interested in people, and be sensitive to their individual circumstances.
2. The worker must keep in mind an interview is **not**:
 - a. a criminal investigation.
 - b. a counseling session.
 - c. an interrogation.

33. 430-05-35-30-30 – Processing a Review When No Interview is Required. Added a statement that any changes received or reported prior to the application being processed must be acted on.

Processing a Review When No Interview is Required 430-05-35-30-30

When a household files an application for review and there is no interview required, the worker must document the date the application for review was filed by recording the date it was received by the county. The worker must then examine and explore each section of the application for review.

1. If the application for review is incomplete or mandatory verifications were not provided, the worker must register the application for review and return a copy of the incomplete application to the household highlighting the areas not completed.

If the application for review is not signed, the application for review cannot be registered. The original application for review must be returned to the household for signature.

The application for review is considered complete when:

- The household answers all questions that are appropriate and provides all requested information.
- Signed by a responsible member of the household or authorized representative.
- Mandatory verifications including verification of a full month's earned and unearned income from the base month or processing month if available is included. If a pay stub is missing, year to date totals can be used to calculate the income.

- The SFN 385 – Affidavit for SNAP Work Requirements or SFN 353 - Affidavit for BEST Registrants is complete for all household members required to work register.
2. Send the F301 – Additional Information notice to the household. The notice must indicate that the application for review is being returned for completion, if not complete, and to request mandatory verifications not provided with the application for review. Mandatory verifications include a full month's earned and unearned income from the base month or month of review.
 3. If the completed application for review is not returned, the worker must send the F201 – Failure to Provide Information notice to the household no later than 30 days following the date the application for review was filed. If the 30th day falls on a weekend or holiday, the application for review must be denied on the next working day following the 30th day.

If the application for review is complete and all verifications are provided, the worker must process the review as follows. If a household reports a change after filing the review but prior to the review being processed, the change must be acted on.

1. Register the application for review.
2. Compare information with what is in previous case records.
3. Review utility expenses to determine appropriate utility standard.
4. Review averaged expenses such as homeowner's insurance, taxes, medical expenses.
5. Check FACES and New Hire.
6. Copy MOIA (Monthly Inquiry Authorization) screens (Function 3 on MOMM menu) for the last benefit month. Compare MOIA to the application for review noting reported changes.
7. Read the last narrative.

8. Check case alerts.
 9. Review the last application or application for review.
 10. Check DIRE to see if there are any outstanding claims.
 11. Complete the application for review and authorize benefits.
 12. Send the appropriate review notice.
 13. Write the narrative.
34. 430-05-35-50 – Review Periods at Time of Review. Added additional policy for households that file a review with no interview and report only elderly or disabled household members with no earned income.

Review Periods at Time of Review 430-05-35-50

Review periods, conforming to calendar months, must be assigned to all eligible households. At review, the first month of the review period will generally be the month following the month in which an application for review is filed.

Simplified reporting households will be certified for 6 months with an interview required at 12 month review.

Exception:

Simplified reporting households with all elderly or disabled members and no earned income will be certified for 12 months with an interview required at 12 month review.

When a household files an application for review at 6 months with no interview required and reports the only household members are now elderly or disabled with no earned income, if eligible, the household will be certified for an additional 12 months with no interview.

35. 430-05-35-20-10 – Timely Application for Review. Added additional policy for households that timely file a review when certified for one or two months.

Timely Application for Review 430-05-35-20-10

An application for review is considered timely when it is filed by the 15th day of the last month of the review period and the following completed by the last day of the household's current review period.

1. An interview completed if required; and
2. All required verifications received.

When all of these conditions are met, eligibility must be determined by the end of the current review period for the new certification period and the appropriate notice sent by the last day of the review period.

Exceptions - Households Assigned One or Two Month Review Periods

Households certified for one month, and households certified for two months when the application for review is processed in the second month, ~~must have~~ are allowed 15 days from the mailing date on notices F100 - Expedite Approval - 1 Month - Postponed Verification or the F101 - Expedite Approval - 2 Month - Postponed Verification to timely file an application for review. If the household files their review within 15 days of the mailing date, the review must be registered the 1st of the month and benefits are not prorated.

If the household is eligible, benefits must be made available no later than 30 days after the last issuance. This could include an application for review that is received after the household's current review period has expired.

Example - One month review period assigned:

A household was certified for May on May 10 and issued May benefits on May 11. Notice F100 dated May 11 was sent to the household. The household timely reapplies for June (prior to May 26) and is found eligible. June benefits must be made available to the household no later than June 10 (30 days after the last issuance).

Example - Two month review period assigned:

A household was certified for April and May on April 25 and issued benefits for April on April 26 with waived verification. Notice F101 dated April 26 was sent to the household. The household provides the postponed verification on May 7. May benefits must be issued by May 12.

The household timely reapplies for June within 15 days (on or before May 10) and is found eligible. June benefits must be made available to the household no later than June 11 (30 days after the last issuance) and are not prorated.

The worker must revert the case to open, NEXT to CLIR and use function 3, enter the case, office, unit and caseload number and enter off the screen. In this instance, the worker must register the application for review with a benefit start date of June 1 on the REAP screen.

36. 430-05-35-20-20 – Delays in Processing. Included the procedure for registering the review form when delays in processing apply.

Delays in Processing 430-05-35-20-20

When a household files an application for review before the end of its current review period and takes the required action after the end of the current review period, responsibility for the delay must be determined.

Determining cause for the delay dictates what action (deny or pend) must be taken on the case and whether or not the household is entitled to benefits retroactive to the date of the application for review.

Delays Caused by the County

When a delay in the review determination period is caused by the county:

1. Do not deny the application for review.
2. Notify the household by the 30th day following the date of the application for review that it is pending and state the reason.

If the household is found eligible during the second 30-day period, provide retroactive benefits back to the date the review period should have begun.

Delays Caused by the Household

If a household has failed to complete any part of the review process within 30-days of receipt of the application, the worker must deny the application for review using the appropriate notice. However, the worker must have taken the following actions before a delay is caused by the household:

1. Failure to Complete the Application for Review: The worker must have offered, or attempted to offer, assistance in completion of the form.
2. Failure of Household Member(s) to Register for Work: The worker must have informed the household of the need to complete SFN 385 – Affidavit for Work Requirements or SFN 353 - Affidavit for BEST Registrants and given the household at least 10 days from the date of notification to register household members.
3. Failure to Provide Required Verification: The worker must have:
 - a. Provided the household with a statement of required verification; **and**

- b. Offered to assist the household in obtaining required verification; **and**
 - c. Allowed the household at least 10 days from the date of request to provide the missing verification.
4. For households that have failed to appear for an interview, the worker must have sent the F018 - Notice of Missed Interview. If the household failed to schedule a second interview or a subsequent interview is postponed at the household's request or cannot be rescheduled until after the 20th day but before the 30th day, the household must appear for the interview, bring verification and register members for work by the 30th day; otherwise the delay is the fault of the household.

If the household fails to appear for the interview, bring verification or register members for work by the 30th day, the review must be denied. If the required action is taken after the 30th day but before the end of the month following the last month of the review period, the same Application for Review form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~to approve benefits from the date the action is completed.~~

5. If the household failed to appear for the first interview and a subsequent interview is postponed at the household's request until after the 30th day following the date of application for review, the delay is the fault of the household.

The review must be denied on the 30th day. If the household appears for the interview after the 30th day but before the end of the month following the last month of the review period, the same Application for Review form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~to approve benefits from the date the action is completed.~~

If the household takes the required action by the end of the month following the last month of the review period, do not require a new application. The same Application for Review form is used and registered as a new application. The application date is the date required action was completed as benefits are prorated from that date. ~~Benefits are prorated from the date the verifications are provided or the interview is completed.~~

Examples:

- 1. A household certified through April 30th files an application for review on April 17 for May. The application is denied for failure to provide verification on May 17 (30th day). If the household provides the verification after May 17 but on or before May 31, the application for review that was denied must be registered with a benefit start date equal to the date the verifications were provided.**

If the household provides the verifications on June 1 or later, the household must file a new application.

- 2. A household certified through February 28th files an application for review on February 17 for March. The application is denied for failure to provide verification on March 19 (30th day). If the household provides the verification after March 19 but on or before March 31, the application that was denied must be registered with a benefit start date equal to the date the verifications were provided.**

If the household provides the verifications on April 1 or later, the household must file a new application.

- 3. Household files an application for review on January 25th for February benefits and an interview is scheduled for February 1st. The household fails to show for the interview and the Notice of Missed Interview is sent on February 2nd. The review is**

denied on February 24th for failure to complete the interview.

On March 15th, the household contacts the county and requests an interview. Because the review period ended January 31st delays in processing do not apply. If the household is interested in future benefits, a new application is required.

- 4. Household files an application for review on January 28th for February benefits. No interview is required for this review and the F301 pending notice is sent to the household requesting verification of January income. The household fails to respond to the pending notice and the review is denied on February 28th for failure to information.**

On March 22nd the household provides verification of January income. Because the review period ended January 31st, delays in processing do not apply. If the household is interested in future benefits, a new application is required.

- 5. Household files an application for review on March 1st for March benefits and an interview is scheduled for March 11th. The household fails to show for the interview and the notice of missed interview is sent on that date. On March 25th, the household contacts the county and requests an interview. The household is interviewed on March 28th and the application is pended for verification of income. On March 31st (30th day) the review is denied for failure to provide information.**

Because the review period ended February 28th, delays in processing do not apply. If the household is interested in future benefits, a new application is required.

37. 430-05-35-20-25 – Reviews Received after Expiration of Review Period. Removed the revert to open procedures from the example and included in the policy.

Reviews Received after Expiration of Review Period 430-05-35-20-25

If a household files an application for review the month following the last month of the review period, it is considered an application for review; however, benefits must be prorated. The worker must revert the case to open, NEXT to CLIR and use function number 3 – Register Application with Existing Case Number, enter the case number, office, unit and caseload number and enter off the screen. On the REAP screen, the worker must enter the date the application for review was received on the Application Received line.

If the household is entitled to expedited services, processing at 430-05-35-25 - Expedited Service at Review must be followed.

If the household is not entitled to expedited services or entitled to expedited services and certified with no postponed information/verification, notice F104 – Review Approval after Review Period Expired must be sent to the household.

Example:

A household's review period expired on June 30 and the household did not file an application for review in the last month of their review period (June). The household files an application for review on July 9. The application for review is used and benefits are prorated from July 9. A new Application for Assistance, SFN 405, is not required.

~~The worker must revert the case to open, NEXT to CLIR and use function number 3, enter the case number, office, unit and caseload number and enter off the screen. On the REAP screen, the worker must enter the date the application for review was received on the Application Received line.~~

Work Requirements for Participation 430-05-40

38. 430-05-40-30 – Voluntary Quit. Added clarification for households that report a voluntary quit after filing an application or review.

Voluntary Quit 430-05-40-30

When an individual quits or loses a job through their own actions or reduces their work effort voluntarily and after the reduction is working less than 30 hours per week, the worker must explore whether the voluntary quit provisions apply. **The voluntary quit provisions do not apply to individuals exempt from the work requirements, other than individuals exempt due to employment of 30 hours per week or receiving weekly earnings at least equivalent to the federal minimum wage currently in effect multiplied by 30 hours.**

~~When a household files an application for participation, or when a participating household reports the loss of a source of income or a reduction in hours, the worker must determine:~~

An individual is disqualified if all of the following voluntary quit provisions are met:

1. ~~For a household subject to **simplified reporting**,~~ If the quit or reduction in hours occurred:
 - Within 30 days prior to the date of initial application
 - Within 30 days prior to the date of receipt of the application for review.
 - After the initial application or application for review was filed and the household reports the quit or reduction prior to the application or review being processed.
2. If the individual was a **mandatory** work registrant at the time of the quit or reduction in hours.

3. If the individual was **hired** for employment of 30 hours or more per week (can be averaged), regardless of the length of employment or if the individual received weekly earnings at least equivalent to the federal minimum wage currently in effect multiplied by 30 hours.

Example:

A mandatory work registrant was hired to work 30 hours per week. The individual quit the second day of employment without good cause. This would be considered a voluntary job quit.

4. If the quit was without good cause.

Benefits must not be delayed beyond expedited processing time frames pending the outcome of the determination.

If it is determined that a voluntary quit or reduction in hours occurred after benefits have been issued and verifications were postponed in order to meet the expedited time frames, a claim must NOT be established.

A disqualification penalty **is applied** to a voluntary quit when an individual:

1. Voluntarily quits or reduced hours without good cause.
2. Simply leaves a job unannounced or does not return to work without good cause.
3. Had been warned by the employer and continues the objectionable behavior after the warning and is terminated.

Example:

An individual is continually late for work or does not show up for work.

4. Is terminated without prior warning.

Examples:

Stealing from the employer or drinking on the job.

If the individual states they quit a job or reduced their hours and are not claiming good cause, an employer contact is not required. This must be thoroughly documented in the case file.

A disqualification penalty **is not applied** to a voluntary quit when:

1. The reason for the termination/reduction was beyond the individual's control.
2. Terminating a self-employment enterprise.
3. Resigning a job at the demand of an employer, when an individual has been given the option of resigning or being terminated due to circumstances beyond the individual's control.
4. Terminating employment through a training program such as WIA.
5. An individual quits a job, secures new employment at comparable wages or hours and is then laid off, or through no fault of their own loses the new job, the earlier quit will not form the basis of a disqualification.

Example:

An individual quits a full-time job without good cause and several days later applies for SNAP. At the time of application, the individual has secured new employment and is exempt from work requirements. A disqualification would not be imposed against the individual as at the time of application, the individual is exempt from the work requirements.

39. 430-05-40-50-27 – Extended Three Month Benefit Period. IM 5153 is being incorporated into this manual letter to address changes in ABAWD policy. This section is being included in this manual letter as there is a change from when IM 5153 was issued. The change clarifies when an individual is eligible for extended months.

Extended Three Month Benefit Period 430-05-40-50-27

Once an ABAWD has received the three ABAWD months and has had a break in receipt of SNAP, including a participation code of 'DI', and the case is closed or denied for ~~failure to comply with the ABAWD work requirements or the individual failed to file a review,~~ extended benefits may be granted for **three full consecutive months** if the individual meets all of the following:

1. Has not voluntarily quit a job without good cause within 30 days of applying.
2. Worked 80 hours or more in any 30 consecutive day period.

Work can include volunteer or in-kind work.

Volunteer work is when arrangements have been made with a school, hospital, public service agency, library, nursing home, church or other community organizations.

In-kind work is when an individual works in exchange for goods or services.

Example:

An individual managing an apartment building in exchange for free or reduced rent.

This **does not include** court ordered community services or work done for family members or friends when the individual is not paid.

3. Participated in and complied with the requirements of a work program for 80 hours or more in any 30 consecutive day period. Work program means:
 - a. A program under the Workforce Investment Act of 1998 (WIA), this is administered by Job Services and can be verified by contacting that office. This includes the WIA administered by the Tribes as long as it meets the 20 hour or more per week averaged monthly requirement. (JT)
 - b. A program under Section 236 of the Trade Act of 1974 (Trade Adjustment Assistance Act Program). This is administered by Job Services and can be verified by contacting that office. (TA)

The BEST Program does not meet the definition of either of these programs.

4. Any combination of paid, volunteer, in-kind work, or work programs for 80 hours or more in any 30 day consecutive period.

A 30-day period means any 30 consecutive days since the individual was closed or denied for failure to comply with the ABAWD requirements or failed to file a review. It does not have to be a calendar month - it may be a combination of two months.

To receive the extended months, the worker must enter the code of EE (exemption extension) on the ABRE screen in TECS.

The extended three month benefit period can only be approved once in a 36-month period. The three months run consecutively. Once approved, the individual has received the extension regardless of whether they receive benefits for all three months. Case closings, disqualifications or zero benefits will not stop the three month count.

Examples:

- 1. An individual received the three ABAWD months in April, May and June and the case closed June 30 for failure to comply with the ABAWD work requirements. On August 16, the individual reapplies and verifies having worked 80 hours in a consecutive 30 days and lost the employment through no fault of their own. This individual is eligible for the extended three-month benefit period, September, October, and November. August does not count as one of the three months due to proration.**

- 2. An individual received the three ABAWD months in April, May and June and closed June 30 for failure to comply with the ABAWD work requirements. On August 16, the individual reapplies and verifies having worked 80 hours in 30 days and lost the employment through no fault of their own. This individual is eligible for the extended three-month benefit period, September, October, and November.**

On September 10 the individual reports new employment and income that exceeds the GIL, they expect the income to continue and their case closed September 30 for excess income.

Even though the individual is no longer receiving benefits, the extended three month benefit period continues through the month of November. This individual would not be eligible for an additional extended ABAWD three-month benefit period during this individual's 36-month period.

- 3. A single individual who is not exempt from the ABAWD requirements applies and is certified for six months. The case is closed for non-**

compliance with ABAWD requirements at the end of the third NE month. The individual reapplies after starting a job working an average of 20 hours per week and regaining eligibility (meeting the 80 hours of work in a 30 day period). Sometime later during the review period, the individual is laid off by the employer. This individual can receive the three EE months before case closure.

Simplified Reporting and Processing Changes

40. 430-05-67-05 – Simplified Reporting Requirements. Added additional policy for households that file a review with no interview that report only elderly or disabled household members with no earned income. Also added the timeframe for when mandatory reportable changes occurring after the interview are required to be reported.

Simplified Reporting Requirements 430-05-67-05

All households are subject to simplified reporting requirements. Simplified reporting households will be certified for 6 months with an interview required at 12 month review.

Exception:

Simplified reporting households with all elderly or disabled members and no earned income will be certified for 12 months with an interview required at 12 month review.

When a household files an application for review at 6 months with no interview required and reports the only household members are now elderly or disabled with no earned income, if eligible, the household will be certified for an additional 12 months with no interview.

All simplified reporting households will be authorized through for six or 12 months, whichever is appropriate.

Exceptions:

- 1. Households that contain an ABAWD that is receiving NE or EE months cannot be authorized through.**
- 2. Households that contain an individual in an open TANF, including Diversion Assistance, Transitional Assistance, TANF Pay After Performance and TANF Kinship Care cases in Vision cannot be authorized through.**

Mandatory Reportable Changes

Certified household must report the following mandatory changes by the 10th day of the month following the month of the change.

Mandatory changes occurring after the interview or after a review is filed with no interview but before the date of the notice of eligibility must be reported by the 10th of the month following the notice of eligibility.

1. Households must report a change in actual income from the base month when it exceeds the gross income limit for the household size (130% of poverty level) by the 10th day of the following month. Actual income is countable earned and unearned income that has not been converted or averaged.

To determine actual income, households must be advised to total their SNAP household's income at the end of the month. If new individuals are present in the home, their income must be included. If individuals have left the home, their income is not included. If the income of all those present exceeds the original gross income limit for the household size, then the household is required to report the income.

Exceptions:

- a. If at application or review a household is categorically eligible or TANF I & R and income exceeds the gross income limit for the household**

size (130% of poverty level) and the household is eligible for a benefit, the household is not required to report any change in income.

- b. If an ongoing case that is categorically eligible or TANF I & R reports a change in income that exceeds the gross income limit for the household size (130% of poverty level), and the household is eligible for a benefit, the household is not required to report any further changes in income.**

Examples:

- 1. A household reports actual income that exceeds the gross income limit for its household size and based on this income is not eligible for a benefit. The household anticipates that actual income will continue to exceed the gross income limit. The worker must send an advance notice to close the case.**
- 2. A household of four applies and is approved as a simplified reporting household. The household is informed of the gross income limit for its household size of four and that they must report if their income goes over this limit.**

In month three the household reports a new member with income moved in and income now exceeds the gross income limit for a household size of four. The household remains eligible after adding the new member. The household must now report if their gross month income exceeds the gross income limit for a household size of five.

- 3. A household with an individual who is disqualified (not elderly or disabled) with no earned income and a disabled individual is a**

simplified reporting household and is subject to report based on the gross income limit for a household size of 1.

- 4. A three person household is approved and informed to report if their income exceeds the gross income limit for a household size of three. In month three the household reports a new individual moved in with income that results in the household exceeding the gross income limit for a three person household. The household is required to report their income exceeding the gross income limit by the 10th day of month four.**

Since the new member purchases and prepares meals with the household, the new member and their income are required to be added to the case regardless of the effect on the benefit.

If the household remains eligible by adding the new member and their income, the household must be informed to report if their income exceeds the household size of four.

If the household is not eligible by adding the new member and their income, the F419 must be sent to determine if the income will continue.

- a. If the household does not respond to the F419, the case must be closed with advance notice unless the change was reported in writing and signed by the household.**
- b. If the household responds and expects the income to continue, the worker must close the case with an advance notice,**

unless the change was reported in writing and signed by the household.

- c. If the household responds and does not know if this income will continue, the worker must close the case with an advance notice, unless the change was reported in writing and signed by the household.**

If the household verifies prior to case closure that gross income is below the GIL for its household size, the worker must revert the case to open and determine eligibility and level of benefits using the newly verified income.

- d. 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 newly verified income results in an increase or decrease in benefits, the change must be acted on as adding an individual and their income meets the criteria to decrease benefits.

- 5. Mom, Dad and two children apply and are approved and informed to report if their income exceeds the gross income limit for a household size of four. Dad leaves the home in month four. The household did not report and is not required to report Dad left the home. Dad's income is not included in determining if the household's income exceeds the gross income limit for a household size of four.**

- 6. Sally and her daughter Molly live in the same home and purchase and prepare their meals separate from Jill and her son Michael. Both Sally and Molly and Jill and Michael apply and are approved in February as separate simplified reporting households. Both households must be informed to report if their income exceeds the GIL for a household size of 2.**

Jill and Michael's income is not considered in Sally's case and Sally and Molly's income is not considered in Jill's case as they have been determined to be a separate household.

In April, Jill's husband Al returns to the home. Al's income results in a household size of two exceeding the GIL. Both Sally and Jill are required to report their income exceeds the household size of two.

Since Al is required to be in Jill's case, no changes are made to Sally's case.

If Jill's case remains eligible by adding Al and his income, the household must be informed to report if their income exceeds the household size of three.

If Jill's case is not eligible by adding Al and his income, the F419 must be sent to determine if the income will continue.

- a. If they do not respond to the F419, the case must be closed with advance notice unless the change was reported in writing and signed by the household.**

- b. If they respond and expect the income to continue, the worker must close the case with an advance notice, unless the change was reported in writing and signed by the household.**
- c. If they respond and do not know if this income will continue, the worker must close the case with an advance notice, unless the change was reported in writing and signed by the household.**

If they verify prior to case closure that gross income is below the GIL for their household size, the worker must revert the case to open and determine eligibility and level of benefits using the newly verified income.

- d. If they responds and state they do not expect the income to continue, they 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 newly verified income results in an increase or decrease in benefits, the change must be acted on as adding an individual and their income meets the criteria to decrease benefits.

- 7. A three person household is approved and informed to report if their income exceeds the gross income limit for a household size of three. In month three the household reports a new individual moved in with income that results in the household exceeding the gross income limit for a three person household. The**

household is required to report their income exceeding the gross income limit by the 10th day of month four.

Since the new member purchases and prepares meals separately from the household, the new member and their income are not added. The three person household remains eligible and must report if their income exceeds the GIL for a household size of three. The household does not need to continue to report the new members income monthly as they have been determined to be a separate household.

- 8. Heather and John apply for benefits. John is determined to be an ineligible student and set to OU. Heather is approved and informed to report if her income exceeds a household size of one. In determining if income exceeds the GIL, Heather only needs to include the portion of John's income that is made available to her.**
2. When household member is identified as an ABAWD and the household members eligibility is based on working an average of 20 hours weekly, the household must report if the ABAWD's hours decrease below an average of 20 hours weekly.

Example:

A household reports an eligible ABAWD reduced their hours to less than 20 hours weekly. The household anticipates the hours will continue to be less than 20 hours weekly. The worker must send an advance notice to disqualify the individual from the case unless the individual is eligible for Non-Exempt (NE) or Exemption Extension (EE) months.