

Service Chapter: SNAP**Effective Date: April 24, 2026****Overview**

- Updated the Review Interview process to allow participants to complete the interview during the second 30-day period.
- Added guidance for approving applications when the 30th day falls on a weekend or holiday.
- Refined and expanded Employment & Training Case Manager responsibilities and added E&T Component section.
- Included Class of Admission (COA) as part of Eligible Alien Status verification.
- Updated definition of 'Discrimination' and removal the nondiscrimination statements from policy. Policy will now contain links to the applicable nondiscrimination information.

Description of Changes

1. **101 – Application Filing – Interview Process – Change**
2. **105 – Application Approval or Denial – Clarification**
3. **301 – Work Registration - Change**
4. **502 – Eligible Alien Status – Change**
5. **904 – SNAP Replacement Conditions - Clarification**
6. **1005 – Recertification – Change**
7. **Appendix A – Glossary - Change**
8. **Appendix D – Civil Rights- Change**
9. **Processes and Procedures – Processing SNAP Reviews- Change**

Policy Section Updates

1. 101 – Application Filing – Interview Process – Change

Overview

The SNAP eligibility determination process includes filing and completing an application form, being interviewed, and verifying necessary information. A household has the right to file an application by submitting the completed forms in person, through an authorized representative by mail, by completing an on-line electronic application, or by fax, telephone, or other electronic transmission. The household may submit the application to the North Dakota Department of Health and Human Services or any Human Service Zone Office.

All households have the right to apply or to re-apply for SNAP in writing. The eligibility staff shall neither deny nor interfere with a household's right to apply or to re-apply in writing.

Only a name, address and signature are required to apply for SNAP. The date this information is received is the application date and the remainder of the application must be completed during the interview, along with signature on last page.

Filing an Application

Signature Types and Requirements

Applications Filed on Behalf of Human Service Zone Staff

Screen for Expedited Processing

Date of Application

Applications Filed Through the Social Security Administration

Application and Re-certification Copies

Time Frame for Processing the Application

Interviews

Application for Review Interviews

The household is sent a Review Due notice by advanced notice deadline in the month prior to the month the certification period ends. If an interview is required, the household has the right to request an in-person or in-home interview. The notice informs the household that the interview is a SNAP application for review process requirement.

The Human Service Zone must send an appointment letter to the applicant. All appointment letters must be sent by regular mail. For participants that have provided

an email, the Human Service Zones must provide a copy of the appointment letter to the email address provided by the participant in addition to the regularly mailed appointment letter. A copy of the email with the appointment letter must be sent to FileNet.

Note: If a participant has opted out of email notifications do NOT send email correspondence.

The Human Service Zone must send the appointment letter the same day as date of receipt of the application for review. All application for reviews must have an interview schedule no later than 5 calendar days from the date of receipt.

If the household does not complete the interview within the given time frame, the household is issued a Notice of Missed Interview (NOMI). The NOMI must inform the household they have until the end of their certification period to complete the interview ~~without having to submit a new application form.~~

If the household completes the interview within 30 days of the closure date, reinstate the case and pro-rate benefits from the date the household finished the review process.

If the household does not complete the interview within 30 days of the closure date, the household must submit a new application to receive benefits.

[SNAP Interview Checklist \(SFN 677\)](#) must be completed with every interview and uploaded to FileNet using code 5 - Narrative. Eligibility Workers must narrate the date the checklist was completed and uploaded into FileNet.

2. 105 – Application Approval or Denial – Clarification

Overview

All non-expedited applications must be approved or denied within 30 days following the date of application. Processing delays are the only exception to this rule.

Actions When Application is Approved

When an application is approved:

1. Authorize the benefit amount(s).

Note: Benefits need to be available to the household by the 30th day following the date of application. (If the 30th day falls on a holiday or weekend, benefits need to be authorized on the last business day before the weekend or holiday.)

2. Send the appropriate approval notice including reporting requirements.

3. Document in case notes in sufficient detail to determine the reasonableness and accuracy of the eligibility determination.

Definitions of 'Eligibility' and Minimum Allotments

Allotment Prorated for Month of Application

Combined Allotments

Changes Reported After the Interview

Denial of Application

When it is known the applicant is ineligible for benefits for the application month AND the applicant does not anticipate a change, the application is denied without waiting until the 30th day.

Exception: If the household states that their income would make them ineligible, we still need to pend for verification of this income. We must give the household an opportunity to verify their income. The household should be advised of income standards. If no verifications are submitted, the application is denied for failure to provide requested verifications (if expenses are not verified, eligibility is determined without allowing the expense).

However, if the applicant anticipates a change that allows eligibility in the second month, verifications are requested to be provided within 10 days after the date of request for verification notice (only after the interview has been done). If eligible in the second month, a notice is sent informing the household the application was denied for the first month and approved for the second month.

If a household member or authorized representative is interviewed but does not provide all the necessary information/verification requested in the notice, the application will be denied on the 30th day following the application date.

If a household member or authorized representative does not complete the initial interview, the Notice of Missed Interview notice (NOMI) is sent no later than the day after the interview was scheduled. The notice informs the household of its responsibility to reschedule the interview if it wants to continue the application process.

If a household member or authorized representative does not complete an interview and has made no subsequent contact expressing interest in pursuing the application, the denial notice is sent **on the 30th day** following the application date. The household must reapply with a new application.

~~If the 30th day falls on a weekend or holiday, the application will be denied on the next business day.~~

The integrated eligibility system will automatically deny the application on the 30th day.

Household-Caused Processing Delays

Agency-Caused Processing Delays

Delays Beyond 60 Days

Voluntary Withdrawal

Refusal to Cooperate

State or Federal Quality Control Review Non-Compliance

3. 301 - Work Registration – Change

Overview

At **application** and application for **review**, the **household** must cooperate in providing sufficient information regarding employment status and availability for work. The eligibility worker must explain to the **applicant/participant** the consequences of a household member quitting a job, reducing hours of employment or failing to comply with other work registration requirements.

Work Registration

Written and Verbal Rights and Responsibilities

Exemptions from Work Registration

Loss of Exempt Status

SNAP Employment and Training (E&T)

Voluntary E&T Programs

Screening for E&T Referrals

E&T Components

Component Descriptions and Participation Guidelines

A list of approved components is listed below. The activities are designed to build on one another in a logical sequence, leading toward the ultimate goal of job placement.

Allowable E&T Components

Allowable SNAP E&T components are identified annually in the State's SNAP E&T Plan. Components are divided into three categories: education, and non-education/non-work.

Education Components:

- Basic/Foundational Skills Instruction (includes High School Equivalency Programs)
- Career/Technical Education Programs or other Vocational Training
- English Language Acquisition

Non-Education, Non-Work Components:

- Supervised Job Search
- Job Search Training
- Job Retention
 - The participant must have obtained employment either after receiving or while actively receiving other employment or training services provided through the State agency's E&T program.

ABAWD Enrollment in Combined Components

SNAP E&T qualifying components may be combined to help an ABAWD meet the required work hours. However, the total time spent in the combined components must not exceed the minimum participation requirement for any single activity the ABAWD is engaged in.

Example: An ABAWD works 72 hours per month and needs 8 more hours to meet the 80-hour work requirement. In this case, the participant would count 72 hours of employment plus 8 hours of an approved work program activity. To reach the full 80 hours, the ABAWD could be placed in 8 hours of vocational training.

Qualifying & Nonqualifying Components

The components are classified as qualifying or non-qualifying activities.

Qualifying Components

- Basic/Foundational Skills Instruction (includes High School Equivalency Programs)
- Career/Technical Education Programs or other Vocational Training
- English Language Acquisition
- Job Retention

Non-Qualifying Components

- Supervised Job Search
- Job Search Training

Eligibility Worker Responsibilities

Participant Responsibilities

E&T Case Manager Responsibilities

E&T case managers must:

- Conduct orientation sessions.
 - BEST and NDWORKS case managers will contact the participant within 7 days of the receipt of Form SNAP Employment and Training Program Referral to schedule the orientation and provide the date and time of orientation to the participant.
- Inform the eligibility worker when a participant gains employment **or when an ABAWD participant has hours in a qualifying component that may count toward the 20-hour-per-week ABAWD requirement.**
- Submit monthly program tracking spreadsheets to the SNAP Policy no later than 5 calendar days after the end of each calendar month.
- Complete a formal assessment and develop an employment plan specific to the participant. The employment plan must be updated monthly, at a minimum.
- Provide monthly case management, including weekly contact with the participant.
 - Part of case management is ensuring an individual is placed in a component within a timely manner and always participating in a component.
- Contact with the eligibility worker monthly to verify a participant continues to receive SNAP. Monthly contact can be via telephone or email.
- Submit monthly participant reimbursements requests along with receipts to the State Office using the [SFN471 – Vendor Payment Authorization and Request for Payment for Goods and Services](#) to the State Office no later than 5 calendar days after the end of each calendar month.
- If a participant become disengaged for a period of 30 days, they will be removed from the **BEST-SNAP** E&T program. If at any point after those 30 days the participant engages, a new referral will be required.
- E&T case managers also have the authority and responsibility to determine if an individual is ill-suited for E&T services. If a case manager determines an individual is ill-suited, they can refer the individual back to the human service

zone office. Eligibility workers will reevaluate the individual and take appropriate action on the SNAP case. This process is referred to as a provider determination.

- Make a recommendation to the EW if they feel that a participant is ill-suited for E&T services. If the case manager feels the participant is ill-suited, they must refer the participant back to the human service zone. EW's must reevaluate the participant and take the appropriate action on the participant's SNAP case. This process is referred to as a provider determination.

Participant Reimbursements

4. 502 – Eligible Alien Status

Overview

An individual who is not a U.S. citizen or a U.S. National must have their alien status verified to be included in the assistance unit. The State agency must give the household the option of withdrawing its application or participating without a household member if that individual does not wish the State agency to verify his/her immigration status. State agencies cannot deny benefits to otherwise eligible household members because other members have chosen not to disclose their citizenship, immigration status, or Social Security number.

Household members that “opt out” are considered non-applicants and are ineligible for SNAP. Alien visitors, tourists, diplomats, and students who enter the U.S. temporarily with no intention of abandoning their residence in a foreign country are not eligible for SNAP benefits under any circumstances.

Alien Status Verification (SAVE)

Eligible Alien

Non-Citizens Eligible to SNAP Immediately

Qualified Alien Categories

Special SNAP Criteria

A 'qualified alien' who is not a Cuban or Haitian entrant status or Compacts of Free Association (COFA) Citizens but is a LPR must meet one of the following 'Special SNAP Criteria' to be determined an 'eligible alien'.

1. **'Qualified Alien' and 5 years of residence-** effective April 1, 2003, an alien who has lived in the U.S. as a 'qualified alien' for a period of five years or

- longer from the date of entry such as a LAPR, parolee, conditional entry, or battered.
2. **Lawfully Admitted to the United States for Permanent Residence (LPR) and 40 work quarters** - a LAPR who also meets 40 quarters of work criteria. This requirement is for those individuals who have not resided in the U.S. as a LAPR, parolee, conditional entry, or battered for 5 years or more prior to submitting a SNAP application.
 - The individual must provide proof of earnings of 10 years or more with employer statements, income tax forms, wage stubs, etc., or obtain verification by requesting the information from the regional Social Security Administration (SSA) office. The eligibility staff member can access the 40 Quarters interfaces that is owned by SSA to establish the 40 quarters of work for the LAPR 'qualified alien'.
 - A maximum of four credits may be earned in a year by each individual. Credits will be credited only after the calendar quarter has ended. Calendar quarters mean the four calendar months ending March 31st, June 30th, September 30th, and December 31st of any year.
 3. **Child** - a child currently under 18 years of age who is lawfully residing in the U.S.
 4. **Disabled** - an alien receiving benefits or assistance for blindness or disability and lawfully is residing in the U.S.
 5. **Aged** - an alien lawfully residing in the U.S. on August 22, 1996, and who was born on or before August 22, 1931; or
 6. **Military connection** - an alien who meets one of the following:
 - A veteran, as defined by 38 U.S.C. §101, with an honorable discharge for reasons other than alien status who fulfilled minimum active-duty requirements.

Note: Acceptable documentation of veteran status is the original copy of the veteran's discharge papers issued by the branch of service the alien was a member. If there has been more than one discharge, the most recent one will be the only one used to determine if this requirement has been met.

- On active duty in the U.S. Armed Forces (other than for training); or

Note: Acceptable documentation of active military status is the original copy of the aliens' current orders posting the alien to a military base.

- The spouse and unmarried dependent children (age 18 or younger) of the alien veteran in (a) or (b) above, or the unmarried surviving spouse of a deceased alien veteran. An unmarried dependent child is a child under age 18, or if a full-time student, under age 22.

7. **Amerasian Immigrant** - an alien admitted to the U.S. as an Amerasian immigrant pursuant to Section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act, 1988.
8. **Certain Indians board abroad**- a North American Indian (at least 50% Indian blood) born in Canada to whom the provisions of Section 289 of the Immigration and Nationality Act (INA) (8 U.S.C. 1359) apply. This does not include a spouse or child of the Indian, nor a non-citizen whose membership in an Indian tribe or family is created by adoption unless the persons are also of at least 50% Indian blood. This provision was intended to address Canadian born:
 - North American Indians entitled to cross the U.S. border into Canada or Mexico.
 - A member of a federally acknowledged Indian Tribe as defined by the Indian Self- Determination and Education Assistance Act, 25 U.S.C. § 5304(e) Oct. 21, 2020).

Note: Acceptable types of documentation include birth or baptismal certificates issued on a reservation, tribal records, a letter from the Canadian Department of Indian Affairs, a Canadian Certificate of Indian Status (Form IA-2360), or school records

9. **Hmong or Highland Laotian tribe** - an individual lawfully residing in the U.S. and was a member of a Hmong or Highland Laotian tribe at the time the tribe rendered assistance to U.S. personnel by taking part in a military or rescue operation during the Vietnam era beginning August 5, 1964, and ending May 7, 1975. Also, the following family members:
 - the spouse, or unmarried surviving spouse of the Hmong or Highland Laotian who is deceased;
 - an unmarried dependent child (including legally adopted children) of the Hmong or Highland Laotian under the age of 18, or if a full-time student under the age of 22;
 - an unmarried child (including legally adopted children) under the age of 18 or, if a full-time student under the age of 22 of the deceased Hmong or Highland Laotian provided the child was dependent upon them at the time their death; or,
 - an unmarried disabled child (including legally adopted children) age 18 or older if the child was disabled and dependent on the Hmong or Highland Laotian person prior to the child's 18th birthday.
10. **Refugee** - an alien who was entered to the U.S. as a refugee under Section 207 of the INA.
11. **Granted asylum** - an alien who entered the U.S. as an asylum under Section 208 of the INA.

12. **Deportation withheld** - an alien who had deportation withheld under Section 243(h) of the INA.
13. **Iraqi and Afghan Special Immigrants** - Iraqi and Afghani members who claim special immigrant status must provide verification that they entered the U.S under section 101(a)(27) of the INA.
14. Certain **Afghan Nationals Granted Parole** Between July 31, 2021, and September 30, 2023.
15. Certain **Ukrainian Nationals Granted Parole** Between February 24, 2022, and September 30, 2024.
16. **Victims of Severe Trafficking**

Non-Citizen Class of Admission (COA) Codes

Non-citizens who become lawful permanent residents (LPRs) after belonging to a "Special SNAP criteria" group do *not* have to wait five years after obtaining LPR status to receive benefits. Below is a list of COA codes that are eligible for SNAP.

SAVE Immigration Status	Eligible COA Codes	Eligible for SNAP	Subject to 5-Year Waiting Period or 40 Quarters (After becoming an LPR)
Refugee - who has transitioned to LPR	RE6, RE7, RE8, RE9, CU6, CU7, IC6, IC7, R86, M83, Y64	Yes	No
Individual Granted Asylum - who has transitioned to LPR	AS6, AS7, AS8, AS9, GA6, GA7, GA8, SY6, SY7, SY8	Yes	No
Deportation Withheld - who has transitioned to LPR	A10 An alien whose deportation is being withheld under section 243(h) of the INA as in effect prior to April 1, 1997, or whose removal is withheld under section 241(b)(3) of the INA.	Yes	No
Amerasians - who has transitioned to LPR	AM1, AM2, AM3, AM6, AM7, AM8	Yes	No
American Indians Board Abroad	S13 American Indians born in Canada living in the U.S. under Section 289 of INA or non-citizen members of a Federally	Yes	No

	recognized Indian tribe under Section 4(e) of the Indian Self-Determination and Education Assistance Act (Cross-border Indians).		
Hmong or Highland Laotian Tribal members - who has transitioned to LPR	Many are admitted as refugees.	Yes	No
Iraqi and Afghan Special Immigrants (SIV) - who has transitioned to LPR	SI6, SI7, SI8, SQ1, SQ2, SQ3, SQ6, SQ7, SQ8	Yes	No
Certain Afghan Nationals Granted Parole Between July 31, 2021, and Sept. 30, 2023 - who has transitioned to LPR	OAR, PAR	Yes	No
Certain Ukrainian Nationals Granted Parole Between Feb. 24, 2022, and Sept. 30, 2024 - who has transitioned to LPR	UHP	Yes	No
Victims of Severe Trafficking - who has transitioned to LPR	T-Visa U-Visa, ST6, ST7, ST8, ST0, ST9, SU6, SU7, SU8, SU0, SU9 Certification Letter from the Federal Office of Refugee Resettlement (ORR) for adults Eligibility letter from the Federal ORR for children.	Yes	No
LPR – child under 18	Varies	Yes	No
LPR – Blind or Disable	Varies	Yes	No
LPR – Aged alien lawfully residing in the U.S. on August 22, 1996, and who was born on or before August 22, 1931	Varies	Yes	No
LPR – US Military Connection	SM1, SM6, SM4, SM9, SM2, SM7, SM5, SM0, SM3, SM8	Yes	No

Counting Work Quarters

No work quarters are creditable for any period after December 31, 1996, if the alien (or the parent or spouse) received any federal means-tested benefits or received SNAP benefits during the period the work quarters were earned. Federal means-tested benefits are TANF Cash, and Tribal TANF, or BIA Tribal Assistance (see Non-Citizen Quarters or Work Calculation).

Note: Any earnings of a non-citizen for work legally performed in the U.S. are used when calculating quarters of work. This includes earnings not creditable for Social Security benefits. The eligibility staff member determines if the non-citizen has earned a quarter of work using the 'National Average Wage Index Needed to Earn One Quarter of Coverage' at the end of this section. Any earnings of a non-citizen for work performed in another country if the work is creditable for Social Security benefits are included.

One quarter of work can be counted for more than one person (e.g., Mom, dad, and child apply for assistance. Mom and dad worked the third quarter of 2000. Since both spouses worked the quarter, all three individuals can count two quarters for 03/00 - one from mom and one from dad). Technically, it is possible to earn 40 quarters in only 20 quarters if both spouses worked the same 20 quarters. A qualifying quarter of work is credited if earned by:

1. The alien;
2. The alien's living or deceased parents (natural, adopted or stepparents) while the alien was under age 18 (including quarters earned before his birth regardless of his current age); or,
3. The alien's spouse during their marriage if the marriage continues or if the spouse is deceased.

Information on the alien's quarters of work may be obtained by accessing the SSA interface. If the alien does not have the required 40 quarters of their own, the eligibility staff member needs to access another family member's information to make up the difference or verify earnings by another method such as wage stubs.

Note: Only the alien's parents' or spouse's information may be accessed because a child's quarters or a sibling's quarters cannot be attributed to a parent or a sibling.

Ineligible Alien Resources, Income and Expenses

Reporting Unlawful Presence, Indigent Non-Citizens, and Final Civil Judgments Against Sponsors

5. 904 – SNAP Replacement Conditions Overview

Household may request a replacement issue if food purchased with program benefits was destroyed in a disaster or household misfortune. When a participating household requests a replacement of SNAP benefits via their EBT card, the eligibility worker must evaluate the circumstances surrounding the request and determine whether a replacement is appropriate. The following condition(s) must exist before a replacement of benefits may be authorized.

Replacement Restrictions

SNAP benefits may be replaced if the participating household reports:

- Food purchased with SNAP benefits that has been destroyed in a fire, flood, tornado, power loss (if at least 4 hours or more), or other misfortune beyond the household's control.
- Participant reports their EBT card was stolen, and benefits were used AFTER this was reported.

Note: If a household reports their EBT card was stolen and benefits were used PRIOR to this being reported, a replacement cannot be authorized.

Replacement issuance shall be provided only if the household timely reports a loss orally or in writing within 10 days of the loss.

The maximum replacement cannot be for more than one month and cannot be more than the Thrifty Food Plan if that had been the original amount issued.

There is no limit to the number of replacements.

NOTE: As of 12/21/2024 the American Relief Act and was signed into law ending the authority for the replacement of SNAP benefits stolen via card skimming, card cloning, and other similar fraudulent methods. ND SNAP is no longer replacing electronic skimming of SNAP benefits.

Household Statement of Loss

Verifying and Documentation

6. 1005 – Recertification – Change

Overview

No household may participate in SNAP beyond the expiration of the certification period without a determination of eligibility for a new period.

Review Periods

Application for Review Form and Notice of Expiration

Acceptable Forms for an Application for Review

Unacceptable Forms for an Application for Review

Types of Recertifications (Reviews)

Timely Recertifications (Reviews)

Untimely Recertifications (Reviews)

Late Recertifications (Reviews)

Expedited Services

Late Reviews on or Before the 15th of the Month

Late Reviews on or After the 16th of the Month

Standard of Promptness (SOP)

Standard Renewals (Review)

Application for Review Interviews

The household is sent a Review Due notice by advanced notice deadline in the month prior to the month the certification period ends. If an interview is required, the household has the right to request an in-person or in-home interview. The notice informs the household that the interview is a SNAP application for review process requirement.

Eligibility staff are required to cold call households eligible or potentially eligible for expedited service and for Untimely Recertifications (Reviews) to attempt an interview on the day of receipt of application in the work queue. All Eligibility staff must attempt two cold call attempts, 15 minutes apart. These calls must be documented in narrative even if the household did not answer the calls.

The Human Service Zone must send an appointment letter to the applicant. All appointment letters must be sent by regular mail. For participants that have provided an email, the Human Service Zones must provide a copy of the appointment letter to the email address provided by the participant in addition to the regularly mailed appointment letter. A copy of the email with the appointment letter must be added to the case file.

The Human Service Zone must send the appointment letter the same day as date of receipt of the application for review. All application for reviews must have an interview scheduled no later than 5 calendar days from the date of receipt. If the household does not appear for the interview, the eligibility worker must generate the household a Notice of Missed Interview notice (NOMI) immediately.

The NOMI must inform the household they have until the end of their certification period to complete the interview ~~without having to submit a new application form~~. The end of the certification is the last working day of the review month.

If the household completes the interview within 30 days of the closure date, reinstate the case and pro-rate benefits from the date the household finished the review process.

If the household does not complete the interview within 30 days of the closure date, the household must submit a new application to receive benefits.

[SNAP Interview Checklist \(SFN 677\)](#) must be completed with every interview and uploaded to FileNet using code 5 - Narrative. Eligibility Workers must narrate the date the checklist was completed and uploaded into FileNet.

Delayed Processing

Agency Caused Delays

If a household submits a review form and completes the interview but the review was not processed within 30 days of the recertification form being filed due to an agency caused delay the review is processed and if determined eligible, benefits are not prorated.

*See [Application for Review Interviews](#) regarding scheduling timeframes for SNAP Review interviews.

Client Caused Delays

When a household submits its review form before the certification period ends but does not complete the interview or fails to provide required verification, the household has **30 days after the certification period ends** to complete the interview or submit the missing required verification. During this time, the review form is still treated as a recertification application, and **no new application is required**. Any information on the form is updated during the interview. The household must be given a **10-day notice** to provide any needed verification.

If the household completes the required action **within 30 days after** the certification period ends, benefits are **prorated** from the date the household takes that action.

Note: If the household completes the required action **before** the certification period ends, benefits are **not prorated**.

Changes Reported After the Interview but Before the Notice of Eligibility

Changes Reported After the Review is Received (No Interview Required) but Before the Notice of Eligibility

Verification at Recertification

Notice Requirements

Documentation

7. Appendix A – Glossary -Change

Discrimination

To make any distinction of one person or a group of persons from other, either intentionally, by neglect, or by the effect of actions or lack of actions based on race, color, national origin, religion, sex, ~~religious-creed~~, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity.

8. Appendix D – Civil Rights- Change

Overview

The State of North Dakota administers all aspects of the Supplemental Nutrition Assistance Program (SNAP) in compliance with the following U.S. Department of Agriculture (USDA) and the North Dakota Department of Health & Human Services (HHS) Nondiscrimination Statements. Discrimination in any aspect of program administration is prohibited by these regulations, the Food and Nutrition Act of 2008, the Age Discrimination Act of 1975 (Pub. L. 94-135), the Rehabilitation Act of 1973 (Pub. L. 93-112, section 504), Americans with Disabilities Act of 1990 (42 U.S.C. 12101), Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), and the North Dakota Human Rights Act . Enforcement action may be brought under any applicable Federal or North Dakota state law.

[USDA Nondiscrimination Statement](#)

[FNS Nondiscrimination Statements \(NDS\) | Food and Nutrition Service](#)

~~In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex,~~

disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Mail Stop 9410
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

ND HHS Nondiscrimination Statement

[Nondiscrimination Policy | Health and Human Services North Dakota](#)

In accordance with federal and state law, HHS is prohibited from discriminating on the basis of race, color, sex, age, disability, national origin, religion, or status with respect to marriage or public assistance. In accordance with the U.S. Department of Agriculture (USDA), HHS is also prohibited from discriminating against political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity

- **Late** reviews are received during the **2nd 30-day period** following the review month.
 - *Example: If the review month is 5/1–5/31, a late review is received between 6/1–6/30.*
 - Anything received after 6/30 will require a new application to be submitted.

Key Rules for SNAP Review Processing

1. **All reviews must have action taken within 24 hours** of being assigned to a work queue.
2. An **action taken** includes one of the following:
 - An RFV (Request for Verification) is sent (if needed), or
 - An interview if needed is scheduled 3 days (expedited) or 5 days (regular) from date of receipt, or
 - An eligibility determination is completed.

Note: The mandatory narrative template must be completed in all cases.
3. According to FNS guidelines, reviews must be completed by the end of the review month.
 - If an eligibility determination is completed after the final day of the review month, QC will cite an error in the case, even if delays are caused by the client.
 - Untimely reviews must be treated as urgent to ensure timely completion within the review month.

Review Scenarios and Step-by-Step Instructions

	If	Then
1 Timely	HHS Files an application for review on or before the 15th day of the review month.	<ol style="list-style-type: none"> 1. Within 24 hours of assignment, the EW must review to see if an interview is needed. 2. If yes, schedule an interview to be completed within 5 days from scheduling. 3. If no, review to see if an RFV is needed. The RFV must be sent same day, allowing 10 days to return. 4. Narrate all actions taken.
2 Timely	HH files an application for review on or before the 15th day of the review month AND has	<ol style="list-style-type: none"> 1. Within 24 hours of assignment, the EW must complete data collection and determine eligibility for the next review period.

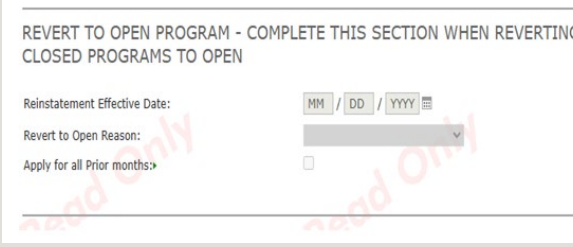
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	If	Then
	met all renewal requirements.	<ol style="list-style-type: none"> 2. Send the Notice of Eligibility Determination (NOE). 3. Complete the review narrative using the mandatory review narrative template.
3 Timely	HH files an application for review on or before the 15th day of the review month AND has not completed an interview or has made no contact with the agency by the last day of review month.	<ol style="list-style-type: none"> 1. On the same day of the missed interview, update SPACES to show the interview was missed. 2. Send a Notice of Missed Interview NOMI. 3. Narrate all actions taken. <p>Note: SPACES will auto close at the end of the review month for missed interview and send the Notice of Action.</p>
4 Timely	HH files an application for review on or before the 15th day of the review month AND fails to return required verification by the requested deadline (This does not include allowable deductions. See scenario further down for how to process deductions.)	<ol style="list-style-type: none"> 1. The next day following the RFV due date, the EW will narrate what verifications were not received and that the SNAP case will close due to failure to provide. 2. If verification is submitted before the last day of the review month: <ol style="list-style-type: none"> a. Process the review with the missing verification within 24 hours of receipt. b. Complete the review narrative using the mandatory review narrative template. <p>Note: SPACES will auto close at the end of the review month for failure to provide and send the Notice of Action.</p>
5 Untimely	HH files an application for review between the 16th and the last day of the review month.	<ol style="list-style-type: none"> 1. Within 24 hours of assignment, the EW must review to see if an interview is needed. 2. The EW will attempt a cold call (follow cold call process in 107 Expedited Services). 3. If yes, schedule an interview to be complete within 5 days from scheduling. 4. The EW will attempt a cold call (follow cold call process in 107 Expedited Services).

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	If	Then
		<ol style="list-style-type: none"> 5. If no, review to see if an RFV is needed. The RFV must be sent same day of receipt of review, allowing 10 days to return. 6. Narrate all actions taken. <p>*Remember, untimely reviews are considered urgent. The goal is to have them complete by the end of the review month.</p>
6 Untimely	HH files an application for review between the 16th and last day of the review month AND has met all renewal requirements.	<ol style="list-style-type: none"> 1. Within 24 hours of assignment, the EW must complete data collection and determine eligibility for the next review period. 2. If the case has went to closure, revert to open beginning the first day of the new review period. (Ex: May review, rcvd 5/31. Cases closes 5/31. EW processes 6/1.Revert to open effective 6/1.) 3. Send the Notice of Eligibility Determination (NOE). 4. Complete the review narrative using the mandatory review narrative template.
7 Untimely	HH files an application for review between the 16th and last day of the review month AND has not completed an interview or made any contact with the agency by the end of the review month.	<ol style="list-style-type: none"> 1. On the same day of the missed interview, update SPACES to show the interview was missed. 2. Send a NOMI. 3. Narrate all actions taken. <p>Note: SPACES will auto close at then end of the review month for missed interview and send the Notice of Action.</p>
8 Untimely	HH files an application for review between the 16th and last day of the review month AND fails to return required verification by the requested deadline (This does not include allowable deductions. See scenario further	<ol style="list-style-type: none"> 1. The next day following the RFV due date, the EW will narrate what verifications were not received and that the SNAP case will close due to failure to provide. <p>Note: SPACES will auto close after the RFV Due Date and send the Notice of Eligibility.</p>

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	If	Then
	down for how to process deductions.)	
<p>9 Late</p>	<p>HH files a timely or untimely application for review and the application was denied for failure to return verification BUT Verification was returned within the 2nd 30 days following the review month</p>	<p>Benefits will be pro-rated. Also, this process only applies to missing verification.</p> <ol style="list-style-type: none"> 1. If the RFV is received in the 2nd 30 days, the EW will revert to open. <ol style="list-style-type: none"> a. The “reinstatement effective date” will be the date the participant provides all mandatory missing verification (not including deductions). DO NOT revert to open until all mandatory verifications have been received. b. Complete data collection and determine eligibility for the next review period. c. Ensure the SNAP pro-ration date matches the reinstatement date when all mandatory verifications were received. d. Review the Notice of Action. e. Complete the review narrative using the mandatory review narrative template. 
<p>10 Late</p>	<p>HH files a timely or untimely application for review and the application was denied for failure to complete interview BUT the participant completes the interview within the 2nd 30 days following the review month</p>	<p>Benefits will be pro-rated from date of completed interview.</p> <ol style="list-style-type: none"> 1. If the Interview is completed in the 2nd 30 days, the EW will revert to open. <ol style="list-style-type: none"> a. The “reinstatement effective date” will be the date the participant completes the interview. b. Complete data collection and determine eligibility for the next review period.

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	If	Then
		<ul style="list-style-type: none"> c. Send an RFV (if needed) allowing 10 days to provide verifications. d. Ensure the SNAP pro-ration date matches the reinstatement date. e. Review the Notice of Action. f. Complete the review narrative using the mandatory review narrative template. <hr/> <p>REVERT TO OPEN PROGRAM - COMPLETE THIS SECTION WHEN REVERTING CLOSED PROGRAMS TO OPEN</p> <p>Reinstatement Effective Date: <input type="text" value="MM"/> / <input type="text" value="DD"/> / <input type="text" value="YYYY"/></p> <p>Revert to Open Reason: <input type="text" value=""/></p> <p>Apply for all Prior months: <input type="checkbox"/></p>
<p>40-11 Late</p>	<p>HH fails to file an application for review in the review month but files an application within 30 days following the last month of the current certification period</p> <p>Example: May Review, filed in June.</p>	<p>An application for review can be used to revert the SNAP to open. The date the application for review is received will be the date the case is reverted to open.</p> <ol style="list-style-type: none"> 1. If the HH was required to complete an interview, revert the SNAP to open and schedule an interview within 24 hours of receipt of the review. The interview must be completed within 5 days. 2. If the HH was not required to complete and interview: <ol style="list-style-type: none"> a. Within 24 hours of assignment, the EW must process the application for review. b. Review to see if an RFV is needed. c. If no RFV is needed, the EW must complete data collection and determine eligibility for the next review period. Benefits will be prorated from the date the late review was received. The “reinstatement effective date” is the date the review was received.

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	If	Then
		<p>REVERT TO OPEN PROGRAM - COMPLETE THIS SECTION WHEN REVERTING CLOSED PROGRAMS TO OPEN</p> <p>Reinstatement Effective Date: <input type="text" value="MM"/> / <input type="text" value="DD"/> / <input type="text" value="YYYY"/></p> <p>Revert to Open Reason: <input type="text" value=""/></p> <p>Apply for all Prior months: <input type="checkbox"/></p> <hr/> <p>d. Complete the review narrative using the mandatory review narrative template.</p> <p>e. If an RFV is needed, send to the client allowing 10 days to return.</p> <p>f. If the verifications are received, see above (2-c) for completion.</p> <p>g. If the verifications are not received, the next day following the RFV due date, the EW will narrate what verifications were not received and that the SNAP case will close due to failure to provide.</p> <p>h. Narrate all actions taken.</p> <p>Note: SPACES will auto close failure to provide and send the Notice of Action.</p>
<p>44-12</p>	<p>HH fails to provide verification for an allowable deduction, the case is approved without AND Verification is later received in the review month.</p>	<ol style="list-style-type: none"> 1. Update the expense(s) with the verification that is provided. 2. Re-run a benefit determination for the first month of the new certification period. (Example: May review processed in May and authorized without deductions. Participant later provided expense verification in May, re-run June's allotment allowing the deduction.) 3. Narrate all actions taken.
<p>42-13</p>	<p>HH fails to provide verification for an allowable deduction, the case is approved without AND Verification is provided on or after the first day of the first month of the new certification period.</p>	<ol style="list-style-type: none"> 1. Update the expense(s) with the verification that is provided. 2. Run a benefit determination for the month following the month the verification is received. (Example: May review processed in May and authorized without deductions. Participant later provided expense verification in June. The EW

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	If	Then
		will run eligibility for July's allotment allowing the deduction.) 3. Narrate all actions taken.